

ABSTRACT

Based on the results of research and observations that researchers do at the Secretariat of Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kota Bandung, the main problem in research is the timeliness is still low, this is one of them because there is no special structure in DPMPTSP Bandung city which has the function of regulation . Ability is still low, this is one of them has not optimally the utilization of Information and Communication Technology in DPMPTSP internal for licensing services and supporting aspects. Based on the problem, the researcher suspect caused by: lack of anticipation of problem that will happen, and not yet optimal education and training

The research method used is descriptive research method. Data collection techniques used were leprosy research and field research consisting of non participant observation, interviews, and questionnaire dissemination. Data analysis technique used is validity test by using Rank Spearman correlation formula, reliability test by using Alpha formula, and regression analysis to test how big influence. The population in this study is the Secretariat Field DPMPTSP Bandung and respondents are all employees in the Secretariat DPMPTSP Bandung City, amounting to 43 people.

Based on the criteria of interpretation of coefficient of determination show that empower human resources have a very moderate effect on employee performance that is equal to 0,546 and it can be said there is influence which is close enough, while other factor not undefined, influence employee performance is equal to 0,454. Thus, the conceptual hypothesis regarding the influence of human resource empowerment on employee performance is tested.

The results of the study said that (1) empowerment of human resources affect the performance of employees in DPMPTSP Bandung. (2) The constraints faced by the Empowerment of Human Resources on Employee Performance Secretariat of DPMPTSP Bandung, that is, the lack of head of department communication to his subordinates in anticipating the reorganization of application system and data base of one-stop service integrated by the performance of subordinates and training needs analysis Appropriately, this error occurs because of a rush in reading the situation. (3) Attempts undertaken for obstacles that is, the head of the department further improves communication to subordinates in anticipating the arrangement of application system and data base implementation of one-stop integrated services by the performance of subordinates, and provide analysis of training as precise as possible for subordinates, make sure to do Analysis of training needs well.