

ABSTRACT

Human resources are driving resources that influence other resources and the company's operational process. Employee performance is the work of the quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. This performance influenced by several factors including the workplace ostracism, self efficacy and utilization of information technology.

The study aims to determine the effect of workplace ostracism and self efficacy on employee performance by use information technology as a moderating variable at PT. Bank Mandiri (Persero) Tbk. Commercial Banking Center Bandung. The research method used is descriptive and verification with a population 61 employees. Data collection techniques used were observation, interviews and questionnaires. The statistical analysis used in this research is through validity, reliability test, normality test, analysis of Moderated Regression Analysis (MRA), correlation analysis and test coefficient of determination both simultaneously and partially with the help of SPSS 23 for Windows.

The results showed that workplace ostracism and self efficacy had an effect on employee performance. Workplace ostracism has an effect on employee performance, Self efficacy influences employee performance. In moderation the use of information technology is able to moderate workplace flexibility and self efficacy on employee performance positively (strengthen).

Keywords: Workplace Ostracism, Self Efficacy, Utilization of Information Technology and Employee Performance