

## ABSTRAK

Penelitian ini dilakukan berdasarkan adanya faktor penurunan tingkat kualitas pelayanan publik kepada masyarakat, data tersebut diperoleh dari hasil survei kepuasan masyarakat. Penurunan kualitas pelayanan publik pada Dinas Pendidikan kota Bandung menunjukkan adanya pengaruh *self efficacy* dan *locus of control* terhadap kinerja pegawai baik secara parsial maupun secara simultan. Metode yang digunakan adalah metode penelitian deskriptif dan verifikatif dengan jumlah sampel 54 responden. Teknik pengumpulan data yang digunakan adalah observasi, wawancara dan menyebarkan kuesioner. Metode analisis data yang digunakan adalah analisis regresi linear berganda, analisis korelasi berganda, koefisien determinasi simultan dan koefisien determinasi parsial.

Hasil penelitian menunjukkan bahwa terdapat pengaruh positif dan signifikan antara *self efficacy* dan *locus of control* terhadap kinerja pegawai di Dinas Pendidikan Kota Bandung. Besarnya pengaruh *self efficacy* dan *locus of control* terhadap kinerja pegawai secara simultan adalah sebesar 65,6%. Sedangkan secara parsial besarnya pengaruh *self efficacy* terhadap kinerja pegawai sebesar 40,2% dan pengaruh *locus of control* terhadap kinerja pegawai sebesar 25,4%.

**Kata kunci:** *Self efficacy*, *Locus of control* dan Kinerja pegawai

## **ABSTRACT**

*This research was conducted based on the presence of factors decreasing the level of quality of public services to the community, the data was obtained from the results of a community satisfaction survey. The decline in the quality of public services at the Bandung City Education Office shows the influence of self-efficacy and locus of control on employee performance both partially and simultaneously. The method used is descriptive and verification research methods with a sample of 54 respondents. Data collection techniques used were observation, interviews and distributing questionnaires. The data analysis method used is multiple linear regression analysis, multiple correlation analysis, simultaneous determination coefficient and partial determination coefficient.*

*The results of the study show that there is a positive and significant influence between self-efficacy and locus of control on employee performance at the Bandung City Education Office. The magnitude of the effect of self-efficacy and locus of control on employee performance simultaneously is 65.6%. While partially the influence of self-efficacy on employee performance is 40.2% and the influence of locus of control on employee performance is 25.4%.*

***Keyword: Self efficacy, Locus of control and Employee performance***