

ABSTRAK

Riza Ayu Utami. PENGARUH *INTERNAL LOCUS OF CONTROL* DAN *EXTERNAL LOCUS OF CONTROL* TERHADAP KINERJA KARYAWAN BANK BRI CABANG BANGKALAN PADA MASA PANDEMI COVID-19. Dibawah bimbingan Dra. Hj.S. Anugrahini Irawati, MM.

PT. Bank Rakyat Indonesia (Persero) Bangkalan, permasalahan mendasarnya berupa kurangnya kualitas kinerja karyawan terhadap keluhan nasabah yang tidak sesuai dengan standart kerja yang diterapkan oleh perusahaan. Tujuan penelitian ini adalah untuk mengetahui peran *internal locus of control* dan *external locus of control* terhadap kinerja karyawan. Penelitian ini menggunakan metode kuantitatif dimana populasinya adalah karyawan Bank BRI Cabang Bangkalan, dengan mengambil semua populasi sebanyak 50 karyawan dijadikan sampel sehingga dikatakan metode teknik sampling jenuh. Metode pengumpulan data menggunakan kuisioner dan diolah melalui analisis data, dan analisis regresi linier berganda. Hasil penelitian analisis ini adalah : (1) *Internal Locus of Control* berpengaruh positif dan signifikan terhadap kinerja karyawan Bank BRI Cabang Bangkalan dengan nilai t_{hitung} yaitu $4.390 > 1.678$ dan nilai signifikansi $0,000 < 0,1$. (2) *External Locus of Control* berpengaruh positif dan signifikan terhadap kinerja karyawan Bank BRI Cabang Bangkalan dengan nilai t_{hitung} yaitu $3.265 > 1.678$ dan nilai signifikansi $0,0002 < 0,1$. (3) Secara simultan *Internal Locus of Control* dan *External Locus of Control* berpengaruh positif dan signifikan terhadap kinerja karyawan Bank BRI Cabang Bangkalan, dengan nilai F_{hitung} sebesar $41.645 > 2.82$ dengan nilai signifikansi $0,000 < 0.1$. Dari hasil analisis penelitian ini, disimpulkan bahwa *internal locus of control* dan *external locus of control* berpengaruh positif dan signifikan terhadap kinerja karyawan.

Kata Kunci : *Internal Locus of Control*, *External Locus of Control*, dan Kinerja Karyawan

ABSTRACT

Riza Ayu Utami. THE INFLUENCE OF INTERNAL LOCUS OF CONTROL AND EXTERNAL LOCUS OF CONTROL ON THE PERFORMANCE OF BRI BANK EMPLOYEES AT BANGKALAN BRANCH DURING THE COVID-19 PANDEMIC. Under the guidance of Dra. Hj.S. Anugrahini Irawati, MM.

PT. Bank Rakyat Indonesia (Persero) Bangkalan, the basic problem is the lack of quality of employee performance on customer complaints that are not in accordance with work standards applied by the company. The purpose of this study was to determine the role of internal locus of control and external locus of control on employee performance. This study uses a quantitative method where the population is the employees of Bank BRI Bangkalan, by taking the entire population of 50 employees as a sample so that the sampling technique is said to be saturated. Methods of collecting data using questionnaires and processed through data analysis, and multiple linear regression analysis. The results of this analysis are: (1) Internal Locus of Control has a positive and significant effect on the performance of Bank BRI employees at Bangkalan Branch with a t_{countt} of 4.390 > 1.678 and a significance value of $0.000 < 0.1$. (2) External Locus of Control has a positive and significant effect on the performance of employees of Bank BRI Bangkalan Branch with a t_{count} of 3.265 > 1.678 and a significance value of $0.0002 < 0.1$. (3) Simultaneously Internal Locus of Control and External Locus of Control have a positive and significant impact on the performance of Bank BRI employees at Bangkalan Branch, with a calculated F_{count} of 41.645 > 2.82 with a significance value of $0.000 < 0.1$. From the results of the analysis of this study, it was concluded that the internal locus of control and external locus of control had a positive and significant effect on employee performance.

Keywords: Internal Locus of Control, External Locus of Control, and Employee Performance.