

## RINGKASAN

### **Pengaruh Pengendalian Diri Internal dan Eksternal terhadap Kepercayaan Diri dan Kinerja Karyawan Kantor Wilayah Direktorat Jenderal Pajak Jawa Bagian Timur III**

**Karboendjani**

Penelitian ini dilakukan bertujuan untuk membuktikan dan menganalisis pengaruh pengendalian diri internal dan pengendalian diri eksternal terhadap kepercayaan diri karyawan dan kinerja karyawan eselon lima (V) dan eselon empat (IV) di Kantor-kantor dibawah naungan Kantor Wilayah Direktorat Jenderal Pajak Jawa Bagian Timur III.

Jumlah populasi dalam penelitian ini adalah 536 karyawan eselon lima (V) dan eselon empat (IV) di kantor-kantor dibawah naungan Kantor Wilayah Direktorat Jenderal Pajak Jawa Bagian Timur III dan sampel yang digunakan adalah sebanyak 160 karyawan. Pengujian hipotesis analisis SEM (*Structural Equation Modeling*) dengan bantuan program AMOS 4.0.

Hasil pengujian hipotesis untuk menentukan pengaruh langsung dari variabel pengendalian diri internal dan pengendalian diri eksternal terhadap kinerja karyawan, serta pengaruh tidak langsung melalui variabel intervening kepercayaan diri karyawan dalam menjalankan tugas.

Hasil yang diperoleh dari pengujian hipotesis sebagai berikut :

1. Pengendalian Diri Internal dan Eksternal berpengaruh signifikan terhadap kepercayaan diri karyawan eselon lima (V) dan eselon empat (IV).
2. Pengendalian Diri Internal dan eksternal berpengaruh signifikan terhadap kinerja karyawan eselon lima (V) dan eselon empat (IV).
3. Kepercayaan Diri berpengaruh signifikan terhadap kinerja karyawan eselon lima (V) dan karyawan eselon empat (IV).

## **SUMMARY**

### **The Effect of Internal Locus of Control, External Locus of Control on Self Efficacy and Employees' Performance at Regional Office of Tax Directorate General of East Java III**

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This dissertation is intended to test and analyze the effect of internal locus of control and external locus of control on self efficacy and performance of employees of echelon fifth and employees' echelon fourth at Regional Office of Tax Directorate General Of East Java III. The objective of this research are : To prove and analyze the effect of internal and external locus of control on self efficacy of employees of on performance of employees echelon fifth and echelon fourth.

The population of the study are 536 employees of echelon fifth and echelon fourth were 536 employees at Regional Office of Tax Directorate General of East Java III. The sample of this research were 160 employees echelon fifth and echelon fourth. For testing the hypothesis by using structural equation modeling (SEM) with supported by software AMOS 4,0.

The result of the hypothesis to prove the effect of direct and indirect of internal locus of control and external locus of control on employees performance with intervening is self efficacy. The result of the hypothesis tests are:

1. The internal and external locus of control and have significant effect on self efficacy for employees of echelon fifth and echelon fourth.
2. The internal and external locus of control have significant effect on performance of employees of echelon fifth and echelon fourth.
3. The self efficacy have significant effect on performance of employees of employees of echelon fifth and echelon fourth.

## **ABSTRACT**

### **The Effect of Internal Locus of Control, External Locus of Control on Self Efficacy and Employees' Performance at Regional Office of Tax Directorate General of East Java III**

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The objective of this dissertation is to examine and analyze the direct and indirect effect of internal locus of control and external locus of control on self efficacy and employees' performance. The study is based on research on employees' at Regional Office of Tax Directorate General Of East Java III. The population of this study research involves all employees' echelon fifth and fourth totalling 536 employees, and the sample were 160 employees.

The data were collected by using questionnaires and the technique of analysis using Structural Equation Modeling (SEM) for testing the hypotheses. The results, show that :

The internal locus of control has significant and positive effect on self efficacy and on performance of employees echelon fifth and echelon fourth, The external locus of control has significant and negative effect on self efficacy and on performance of employees echelon fifth and echelon fourth. Self efficacy have significant and positive effect on Performance of employees echelon fifth and fourth.

The results of this study indicated that all hypothesis are proven to be significant.

**Key Words:** Internal locus of control, external locus of control, self efficacy, performance.