

ABSTRACT

This study aims to identify the influence of Competency, Coaching, and Motivation to Performance Operation Officer at Micro Division Bank Mega Syariah either partially or simultaneously. The object of this study is Operation Officer at all branches office of Micro Division Bank Mega Syariah in Indonesia.

The research method used in this research are descriptive method of statistical analysis and analytical method associative form of multiple linear regression analysis using a questionnaire instrument and measured using Likert Scale.

The results showed that competency, coaching, and motivation partially or simultaneously are not affect the performance of Operation Officer.

Keywords: Competency, Coaching, Motivation, Performance, Operation Officer

ABSTRAK

Penelitian ini bertujuan untuk mengidentifikasi pengaruh antara Kompetensi, *Coaching*, dan Motivasi terhadap Kinerja *Operation Officer* pada Divisi Mikro Bank Mega Syariah baik secara parsial maupun simultan. Objek dalam penelitian ini yaitu *Operation Officer* pada seluruh kantor cabang Divisi Mikro Bank Mega Syariah di seluruh Indonesia.

Metode penelitian yang digunakan dalam penelitian ini adalah metode analisis statistik deskriptif dan metode analisis asosiatif berupa analisis regresi linier berganda dengan menggunakan instrumen kuesioner dan diukur dengan menggunakan Skala Likert.

Hasil penelitian menunjukkan bahwa kompetensi, *coaching*, dan motivasi baik secara parsial maupun secara simultan tidak berpengaruh terhadap kinerja *Operation Officer*.

Kata kunci: Kompetensi, *Coaching*, Motivasi, Kinerja, *Operation Officer*