

ABSTRACT

This study aims to analyze and obtain empirical evidence of organizational influence and which measures the intellectual capital of The Sicap Project (human resource development, organizational culture and service quality) on organizational performance.

This research is explanatory causal research. The population of this research is all Satker. The Provincial BPS collected 34 work units for the period 2018-2020, so that 102 were collected. The sample was selected using a purposive sampling method of 100 observations. The research data uses secondary data and data analysis techniques use unbalanced data panels with the EVIEWS 9 application.

The results showed that the size of the organization has no effect on organizational performance, because the assets owned are larger in current assets which cannot improve organizational performance. This study is also not able to prove the effect of human resource development as a measure of intellectual model on organizational performance. Human resource development at BPS has only experienced a very slight increase so that it does not affect organizational performance. This research has succeeded in proving organizational culture as a measure of intellectual model and has a positive and significant effect on organizational performance. The organizational culture at BPS has been implemented well. This study also succeeded in proving that service quality as a measure of intellectual model has a positive and significant effect on organizational performance. The quality of service at BPS is good because every year an evaluation is carried out with a data needs survey.

Keywords: organizational performance, organizational size, human resource development, organizational culture, service quality