

ABSTRACT

This research was conducted implementation application of Good corporate governance on the role of OJK to consumers who use banking services, and how much GAP in implementing Good corporate governance in the role of OJK and which items need to be improved.

The method used in this study is quantitative, with a type of descriptive research. The type of data needed for this study are primary and secondary data. Sampling is done by quota sampling technique, which is a non probability sampling procedure, with a number of respondents as many as 73 people. The data analysis techniques used are GAP and Importance and Performance Analysis (IPA) analysis.

Based on the results of the assessment, it shows that the overall assessment of OJK's performance has an average score of 70.22% in the good category, but consumers have a very high level of expectations for all sub-variables with an average score of 91.84%.

Conclusion of this study, six indicators included in quadrant I must becoming a concentration of OJK in carrying out its role by implementing Good corporate governance to make improvements to the performance of OJK's human resources.

Keywords: Employee Performance, Banking Service User Consumers, Good Corporate Governance.