

## **ABSTRACT**

*Banking is an industry in which there are several financial institutions that have the aim of collecting funds from the community and channeling them back to the community. Banking has a very important role in supporting the economy and the main system of a country, without exception in Indonesia. This study discusses the effect of Non Performing Loans, Income Diversification, Capital Adequacy Ratio, Operating Expenses on Operating Income, and Interest Ratio on bank performance. These variables are taken because based on the results of previous studies there are still relatively few studies that discuss some of these variables, and there are still differences in the results of the study so that this is still one of the reasons for research to review these factors.*

*This study uses quantitative data with secondary resources obtained through the financial statements of each bank downloaded through Bloomberg, the official website of the Indonesia Stock Exchange ([www.idx.co.id](http://www.idx.co.id)) and annual reports downloaded from the website of each commercial bank for the period 2015-2019. The number of samples used was 25 commercial banks listed on the IDX for the 2015-2019 period. The analysis used in this study is multiple linear regression analysis used in testing the hypothesis of the variables studied using the SPSS Statistics 27 program.*

*The results of this study indicate that NPL has no significant effect on ROA, BA has a significant positive effect on ROA, BOPO has a significant negative effect on ROA, IR has no significant effect on ROA, and CAR has no significant effect on ROA in public banking companies listed on the IDX in the period 2015 to 2019.*

**Keywords:** *Non Performing Loans, Bank Age, Capital Adequacy Ratio, Operating Expenses Revenue, Interest Rate, Return on Asset*

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