

**Pengaruh Kinerja Pegawai Terhadap Kualitas Pelayanan Publik di
Kecamatan Astanaanyar**

Anisa Tri Lestari¹, Wilma Zuarko Adji²
Politeknik Piksi Ganesha
anisatriles@gmail.com¹, wilma.zuarko@gmail.com²

ABSTRACT

Success in the organization is inseparable from the performance of its employees in serving, so that it can meet the expectations of society with satisfying service quality. This study aims to determine how much influence the variable employee performance has on the variable quality of public services in Astanaanyar District. This research method uses a type of quantitative research, using a questionnaire data collection method. The population in this study were Astanaanyar District employees and the community who received services with a total of 60 people. Data processing in this study was assisted by SPSS software version 23.00. the results of data analysis were obtained from the results of the Validity Test, Reliability Test, Normality Test, Heteroscedasticity Test, F Test, T Test and the Coefficient of Determination. Based on the results of the F test and T test, the results of data analysis show that employee performance variables affect service quality variables, and employee performance variables on service quality variables have a positive influence value. As well as the results of the Coefficient of Determination Test explaining that the employee performance variable has an effect on the service quality variable of 37.3%.

Keywords: *Influence, Employee Performance, Service Quality*

ABSTRAK

Keberhasilan dalam organisasi tidak terlepas dari kinerja pegawainya dalam melayani sehingga dapat memenuhi harapan masyarakat dengan kualitas pelayanan yang memuaskan. Penelitian ini bertujuan untuk mengetahui seberapa besar pengaruh variabel kinerja pegawai terhadap variabel kualitas pelayanan publik di Kecamatan Astanaanyar. Metode penelitian ini menggunakan jenis penelitian kuantitatif, dengan menggunakan metode pengumpulan data kuesioner. Populasi dalam penelitian ini adalah pegawai Kecamatan Astanaanyar dan masyarakat yang menerima pelayanan dengan jumlah 60 orang. Pengolahan data pada penelitian dibantu oleh perangkat *software* SPSS versi 23.00. Hasil analisis data diperoleh dari hasil uji validitas, uji reliabilitas, uji normalitas, uji heterokedasivitas, uji f, uji t dan koefisien determinasi. Berdasarkan hasil uji F dan Uji T, hasil analisis data menunjukkan bahwa variabel kinerja pegawai berpengaruh terhadap variabel kualitas pelayanan, dan variabel kinerja pegawai terhadap variabel kualitas pelayanan memiliki nilai pengaruh yang positif. Serta dalam hasil uji koefisien determinasi menjelaskan bahwa variabel kinerja pegawai terhadap variabel kualitas pelayanan berpengaruh sebesar 37,3%.

Kata kunci: Pengaruh, Kinerja Pegawai, Kualitas Pelayanan