

**PENGARUH DISIPLIN KERJA DAN KOMPETENSI PEGAWAI
TERHADAP KUALITAS PELAYANAN DI KANTOR CAMAT
SUSUA KABUPATEN NIAS SELATAN**

ABSTRAK

Pelayanan yang diberikan kepada masyarakat oleh suatu organisasi yang melaksanakan semua kegiatan yang diperlukan dalam suatu kelompok atau unit dikatakan bermutu. Penelitian ini bertujuan untuk mengetahui pengaruh kompetensi pegawai dan disiplin kerja terhadap mutu pelayanan Kantor Kecamatan Susua Kabupaten Nias Selatan. Sampel penelitian ini adalah pegawai yang bekerja di Kantor Kecamatan Susua sebanyak 30 orang. Pengumpulan data yang digunakan dalam penelitian ini adalah asosiatif. Pendekatan pengumpulan data dilakukan dengan menggunakan kuesioner. Teknik analisis data yang digunakan adalah analisis regresi linier berganda. Hasil pengujian penelitian ini menunjukkan bahwa faktor disiplin kerja dan kompetensi pegawai berpengaruh positif dan signifikan terhadap mutu pelayanan di Kantor Kecamatan Susua Kabupaten Nias Selatan, baik secara parsial maupun simultan. Disiplin kerja dan kompetensi pegawai berpengaruh sebesar 43,0% terhadap mutu pelayanan di Kantor Kecamatan Susua Kabupaten Nias Selatan, berdasarkan nilai koefisien determinasi (R Square) sebesar 0,430 atau 43,0%. Namun, sisanya sebesar 57% dipengaruhi oleh faktor-faktor lain yang tidak termasuk dalam penelitian ini.

Kata Kunci : Disiplin Kerja, Kompetensi Pegawai, Kualitas Pelayanan di Kantor Camat Susua

*THE INFLUENCE OF WORK DISCIPLINE AND EMPLOYEE
COMPETENCY ON SERVICE QUALITY AT THE SUSUA
DISTRICT DISTRICT DISTRICT OFFICE SOUTH NIAS*

ABSTRACT

A service that is provided to the community by an organization that performs all necessary activities in a group or unit is considered to be of high quality. This study sought to ascertain how staff competency and work discipline affected the quality of services provided by the Susua District Office in the South Nias Regency. The study's sample consisted of 30 employees who worked at the Susua District Office. Associative data collection was used in this study. The data collection approach was carried out by way of a questionnaire. Multiple linear regression analysis was the data analysis technique employed. The study's test results demonstrated that the factors of work discipline and staff competence had a favorable and significant impact on service quality at the Susua District Office, South Nias Regency, both partially and concurrently. Work discipline and employee competence had a 43.0% impact on the quality of service at the Susua District Office, South Nias Regency, according to the coefficient of determination (R Square) value of 0.430, or 43.0%. However, 57% of the remainder was impacted by additional factors not included in this study.

Keywords: Work Discipline, Employee Competence, Service Quality at the Susua Subdistrict Office