

**PENGARUH SELEKSI DAN KOMPETENSI PERANGKAT
DESA TERHADAP KUALITAS PELAYANAN DESA
GOTTING SIDODADI KECAMATAN BANDAR
PASIR MANDOGGE**

ABSTRAK

Pelayanan publik di Desa Gotting Sidodadi masih menghadapi tantangan dalam mewujudkan pelayanan yang optimal, yang diduga berkaitan dengan proses seleksi dan tingkat kompetensi perangkat desa. Penelitian ini bertujuan untuk mengetahui pengaruh seleksi dan kompetensi perangkat desa terhadap kualitas pelayanan publik di Desa Gotting Sidodadi, Kecamatan Bandar Pasir Mandoge. Variabel independen dalam penelitian ini adalah Seleksi Perangkat Desa (X_1) dan Kompetensi Perangkat Desa (X_2), sedangkan variabel dependen adalah Kualitas Pelayanan Desa (Y). Penelitian ini menggunakan metode kuantitatif dengan pendekatan survei. Sampel penelitian berjumlah 60 responden yang merupakan masyarakat yang pernah menerima pelayanan dari pemerintah desa. Pengumpulan data dilakukan melalui kuesioner dengan skala Likert dan dianalisis menggunakan uji validitas, reliabilitas, uji asumsi klasik, regresi linier berganda, uji t, uji F, serta koefisien determinasi. Hasil penelitian menunjukkan bahwa seleksi perangkat desa dan kompetensi perangkat desa berpengaruh positif dan signifikan secara parsial maupun simultan terhadap kualitas pelayanan desa. Nilai koefisien determinasi (R^2) sebesar 0,566, yang berarti bahwa 56,6% kualitas pelayanan desa dipengaruhi oleh seleksi dan kompetensi perangkat desa, sedangkan 43,4% sisanya dipengaruhi oleh faktor lain di luar penelitian. Dengan demikian, proses seleksi yang objektif dan peningkatan kompetensi aparatur desa merupakan faktor penting dalam meningkatkan kualitas pelayanan publik.

Kata kunci: Desa, Kompetensi, Kualitas pelayanan, Seleksi.

*THE INFLUENCE OF VILLAGE OFFICIAL SELECTION AND COMPETENCE
ON THE QUALITY OF PUBLIC SERVICES IN GOTTING SIDODADI VILLAGE,
BANDAR PASIR MANDOGÉ SUB-DISTRICT*

ABSTRACT

Public services in Gotting Sidodadi Village still face challenges in achieving optimal service quality, which are suspected to be related to the selection process and the competence level of village officials. This study aims to determine the effect of village official selection and competence on the quality of public services in Gotting Sidodadi Village, Bandar Pasir Mandogé Sub-district. The independent variables in this study are Village Official Selection (X_1) and Village Official Competence (X_2), while the dependent variable is Service Quality (Y). This research employed a quantitative method with a survey approach. The sample consisted of 60 respondents who had received services from the village government. Data were collected using a Likert-scale questionnaire and analyzed through validity tests, reliability tests, classical assumption tests, multiple linear regression analysis, t -tests, F -tests, and coefficient of determination analysis. The results indicate that village official selection and competence have a positive and significant effect, both partially and simultaneously, on the quality of village public services. The coefficient of determination (R^2) value is 0.566, indicating that 56.6% of the variation in service quality is influenced by village official selection and competence, while the remaining 43.4% is affected by other factors outside this research model. Therefore, an objective selection process and the enhancement of village officials' competence are essential in improving the quality of public services.

Keywords: Village administration selection, Competence, Service quality, Selection