

ABSTRAK

Tesis ini berjudul **PENGARUH KUALITAS PELAYANAN DAN DISIPLIN KERJA TERHADAP KINERJA PEGAWAI ((Studi Kasus Pada Pegawai Kantor Desa Baregbeg Kecamatan Lakbok)), Intan Gatty Nugraha, NIM. 82302223012**. Tujuan penelitian ini adalah untuk mengetahui pengaruh kualitas pelayanan dan disiplin kerja terhadap kinerja pegawai. Penelitian ini dilatarbelakangi oleh adanya beberapa fenomena di lapangan yang mengindikasikan belum optimalnya kualitas pelayanan dan disiplin kerja pegawai Kantor Desa Baregbeg Kecamatan Lakbok. Menguatnya hal tersebut, dapat dilihat dari masih adanya beberapa keluhan dan pengaduan dari masyarakat terkait beberapa hal yang bersangkutan dengan kinerja pegawai. Kinerja pegawai Kantor Desa Baregbeg dapat mencapai tingkat yang lebih maksimal apabila suatu pelayanan dikelola dengan profesional. Kinerja pegawai dipengaruhi oleh beberapa faktor antara lain kualitas pelayanan dan disiplin kerja. Kualitas pelayanan akan menentukan seberapa besar kepuasan masyarakat dan mencerminkan kinerja dari pelayanan, dan disiplin kerja memegang peranan penting dalam keberhasilan kinerja pegawai. Metode yang digunakan dalam penelitian ini adalah metode explanatori dengan pendekatan kuantitatif, hasil penelitian: 1. Kualitas pelayanan terdapat pengaruh positif dan signifikan secara parsial terhadap kinerja pegawai diperoleh nilai uji t sebesar 4,259, 2. Disiplin kerja terdapat pengaruh positif dan signifikan secara parsial terhadap kinerja pegawai diperoleh nilai uji t sebesar 4,904, 3. Kualitas pelayanan dan disiplin kerja terhadap kinerja pegawai diperoleh nilai uji F sebesar 37,329 yang artinya terdapat pengaruh positif dan signifikan secara simultan terhadap kinerja pegawai.

Kata Kunci: Kualitas Pelayanan, Disiplin Kerja dan Kinerja Pegawai

ABSTRACT

This Thesis is entitled **THE INFLUENCE OF SERVICE QUALITY AND WORK DISCIPLINE ON EMPLOYEE PERFORMANCE ((Case Study of Employees Baregbeg Village Office, Lakbok District)), Intan Gatty Nugraha, NIM. 82302223012**. The aim of the research is to determine the influence of service quality and work discipline on employee performance. This research was motivated by the existence of several phenomena in the field which indicated that the quality of service and work discipline of employees at the Baregbeg Village Office, Lakbok District, was not yet optimal. The strength of this can be seen from the fact that there are still several complaints and grievances from the public regarding several matters relating to employee performance. The Performance of Baregbeg Village Office employees performance is maximum level if a service is managed professionally. Employee performance is influenced by several factors, including service quality and work discipline. The quality of service will determine the extent of public satisfaction and reflect the performance of the service, and work discipline plays an important role in the success of employee performance. The method used in this research is and explanatory method with aquantitative approach, research results: 1. Service quality has a partially positive and significant influence on employee performance obtained a t test value of 4,259, 2. Work discipline has a positive and significant influence partially on employee performance obtained a t test value of 4,904, 3. Service quality and work discipline on employee performance obtained an F test value of 37,329, which mean there is simultaneus positive and significant influence on performance employee.

Keywords: Service Quality, Work Discipline and Employee Performance.