

**FAKTOR-FAKTOR YANG MEMPENGARUHI KUALITAS PELAYANAN
PUBLIK DI KANTOR KECAMATAN SEBERANG ULU II KOTA
PALEMBANG**

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Abstrak

Penelitian ini bertujuan untuk menganalisis faktor-faktor yang mempengaruhi kualitas pelayanan publik di Kantor Kecamatan Seberang Ulu II Palembang. Penelitian ini menggunakan pendekatan kuantitatif dengan metode survei dengan sampel 55 responden. Variabel independen dalam penelitian ini adalah Kompetensi Pegawai dan Standar Operasional Prosedur (SOP), sedangkan variabel dependennya adalah Kualitas Pelayanan Publik. Data dikumpulkan melalui kuesioner yang di analisis menggunakan regresi linier berganda.

Hasil Uji menunjukkan ada pengaruh Kompetensi Pegawai terhadap Kualitas Pelayanan Publik dengan nilai signifikan 0,001 ($0,001 < 0,005$) yang artinya secara parsial Kompetensi Pegawai mempengaruhi Kualitas Pelayanan Publik. Sedangkan Standar Operasional Prosedur (SOP) dengan nilai signifikan $0,001 < 0,005$ artinya secara parsial Standar Operasional Prosedur (SOP) mempengaruhi Kualitas Pelayanan Publik. Dari hasil pembahasan uji F secara simultan diperoleh nilai signifikan $0,001 < 0,005$ artinya H_0 ditolak dan H_a diterima, maka dapat disimpulkan bahwa ada pengaruh yang signifikan antara Kompetensi Pegawai dan Standar Operasional Prosedur (SOP) terhadap Kualitas Pelayanan Publik di Kantor Kecamatan Seberang Ulu II Palembang.

Kata kunci : Kompetensi Pegawai, Standar Operasional Prosedur (SOP), Kualitas Pelayanan Publik.

**FACTORS INFLUENCING THE QUALITY OF PUBLIC SERVICES AT
THE SEBERANG ULU II DISTRICT OFFICE, PALEMBANG CITY**

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Abstract

This study aims to analyze the factors that influence the quality of public services at the Seberang Ulu II District Office, Palembang. This study uses a quantitative approach with a survey method with a sample of 55 respondents. The independent variables in this study are Employee Competence and Standard Operating Procedures (SOP), while the dependent variable is the Quality of Public Services. Data were collected through questionnaires that were analyzed using multiple linear regression.

The test results show that there is an influence of Employee Competence on the Quality of Public Services with a significant value of 0.001 ($0.001 < 0.005$) which means that Employee Competence partially affects the Quality of Public Services. While the Standard Operating Procedure (SOP) with a significant value of $0.001 < 0.05$ means that the Standard Operating Procedure (SOP) partially affects the Quality of Public Services. From the results of the simultaneous F test discussion, a significant value of $0.001 < 0.005$ is obtained, meaning that H_0 is rejected and H_a is accepted, so it can be concluded that there is a significant influence between Employee Competence and Standard Operating Procedure (SOP) on the Quality of Public Services at the Seberang Ulu II District Office, Palembang.

Keywords: Employee Competence, Standard Operating Procedure (SOP), Public Service Quality.