

ABSTRAK

Fakultas Ekonomi

Program Studi S-1 Manajemen 2017

Arie Cesar 1202014206

PENGARUH KEMAMPUAN PEGAWAI DAN BUDAYA KERJA TERHADAP KUALITAS PELAYANAN PUBLIK DI LINGKUNGAN DINAS PERHUBUNGAN KOTA BEKASI DAN TINJAUANNYA DARI SUDUT PANDANG ISLAM

xvi + 127 halaman, 37 tabel + 1 gambar, and 3 lampiran

Uraian Abstrak

Tujuan dari penelitian ini adalah untuk mengetahui Pengaruh Kemampuan Karyawan dan Perilaku Kerja terhadap Kualitas Pelayanan, jumlah responden yang digunakan sebagai sampel adalah 100 responden dan alat analisis yang digunakan adalah regresi linier berganda (uji validitas dan reliabilitas). Uji Regresi Linier Berganda, Hipotesis (uji T dan uji F) dan Uji Koefisien Determinasi. Berdasarkan hasil yang diperoleh persamaan regresi $Y = 1,080 + 0,577 X_1 + 0,172 X_2$. Berdasarkan analisis data statistik, indikator dalam penelitian ini valid dan reliabel. Uji parsial menunjukkan bahwa Kemampuan Pegawai dan Budaya Kerja berpengaruh terhadap Kualitas Pelayanan. Secara simultan, berdasarkan uji F Kemampuan Pegawai dan Budaya Kerja mempengaruhi Kualitas Pelayanan. Dalam pengujian koefisien determinasi (R^2) kedua variabel (X_1 dan X_2) di atas dapat menjelaskan variabel Y sebesar 54,4 persen, sedangkan sisanya 45,6 persen dijelaskan oleh variabel lain diluar penelitian.

Kata kunci : Kemampuan Pegawai, Budaya Kerja, Kualitas Pelayanan

ABSTRACT

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Arie Cesar 1202014206

EFFECT OF THE ABILITY EMPLOYEES AND WORK CULTURE OF THE QUALITY OF PUBLIC SERVICE IN DEPARTMENT OF COMMUNICATIONS AT BEKASI CITY AND REVIEW OF ISLAMIC PERSPECTIF

xvi + 127 pages, 37 tables + 1 images, and 3 attachments

Description Abstract

The purpose of this study was to determine the effect of the ability employees and work cultere on service quality, the number of respondents used as a sample were 100 respondents and analysis tool used was multiple linear regression including test for (validity and reliability testing). Multiple Linear Regression Testing Test, Hypothesis (t test and F test) and Test Coefficient of Determination. Based on the results obtained by the regression equation $Y = 1,080 + 0,577 X_1 + 0,172 X_2$. Based on statistical data analysis, indicators in this study were valid and reliable. Partial t test showed that the ability employees and work cultere have influence on service quality. Simultanerely, based on F test the ability employees and work cultere together affect service quality. In testing the coefficient of determination (R^2) both variables (X_1 and X_2) above may explain variation the variable Y of an amount 54,4 percent, while the remaining 45,6 percent is explained by other variables outside the research.

Key word : The ability employees, Work cultere, Service quality