

# **PENGARUH KOMPETENSI DAN KINERJA PEGAWAI TERHADAP KUALITAS PELAYANAN PUBLIK DI KANTOR KECAMATAN PUTRA RUMBIA KABUPATEN LAMPUNG TENGAH LAMPUNG**

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## **Abstrak**

*Kualitas pelayanan publik mengacu pada tindakan atau kegiatan yang diberikan yang berdampak pada kapasitas untuk mencapai kualitas terbaik untuk memenuhi harapan masyarakat. Kinerja karyawan dan aspek terkait kompetensi mempengaruhi seberapa baik layanan diberikan. Penelitian ini bertujuan untuk menguji (1) pengaruh kompetensi pegawai terhadap kualitas pelayanan publik di Kantor Kecamatan Putra Rumbia Kabupaten Lampung Tengah Lampung; (2) pengaruh kinerja pegawai terhadap kualitas pelayanan publik di Kantor Kecamatan Putra Rumbia Kabupaten Lampung Tengah Lampung; dan (3) pengaruh gabungan kompetensi dan kinerja pegawai terhadap kualitas pelayanan publik di Kantor Kecamatan Putra Rumbia, dengan menggunakan rumus Slovin diambil sampel sebanyak 100 responden dari populasi sebanyak 20.377. menggunakan regresi sebagai alat penelitian dan memperoleh data ini melalui kuesioner. (1) Terdapat pengaruh positif dan signifikan kompetensi pegawai terhadap kualitas pelayanan publik di Kantor Kecamatan Putra Rumbia Kabupaten Lampung Tengah Lampung sebesar 38,5%; (2) Terdapat pengaruh positif dan signifikan kinerja pegawai terhadap kualitas pelayanan publik di Kantor Kecamatan Putra Rumbia Kabupaten Lampung Tengah Lampung sebesar 37,3%; dan (3) Terdapat pengaruh positif dan signifikan sikap pegawai terhadap kualitas pelayanan publik di Kantor Kecamatan Putra Rumbia Berdasarkan temuan penelitian, semakin tinggi kompetensi dan efektifitas pegawai semakin memberikan kontribusi positif terhadap kualitas pelayanan publik.*

*Kata kunci: Kompetensi pegawai, Kinerja, dan Kualitas Pelayanan Publik.*

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## **Abstract**

*The actions or activities that are offered that have an impact on the ability to attain the highest quality in order to fulfill the expectations of society are referred to as the quality of public services. The quality of the service depends on factors like employee competency and performance. This study aims to investigate (1) the impact of employee competence on the quality of public services in the Putra Rumbia District Office, Central Lampung Regency, Lampung; (2) the impact of employee performance on the quality of public services in the Putra Rumbia District Office, Central Lampung Regency, Lampung; and (3) the combined influence of employee competence and performance on the quality of public services at the Putra Rumbia District Office, using the Slovin for From a total of 20,377 participants, 100 were selected as a sample. a questionnaire was utilized to collect the data, and regression was used as a research method. (1) Employee competence has a positive and significant influence on the quality of public services in the Putra Rumbia District Office, Central Lampung Regency, Lampung, amounting to 38.5%; (2) There is a positive and significant impact of employee performance on the standard of public services in the Putra Rumbia District Office, Central Lampung Regency, Lampung, amounting to 37.3%; and (3) There is a positive and significant impact of employee attitudes on According to study, employees contribute positively to the quality of public services to a greater or lesser extent depending on their ability and effectiveness.*

**Keywords:** *employee's competence, performance, and quality of public services*

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