

ABSTRAK

NURWAHYUDDIN WAHID, 2018, Pengaruh Manajemen Kualitas Sumber Daya Manusia Terhadap Kinerja Pelayanan di Kantor Kecamatan Barombong, Kabupaten Gowa, Skripsi Program Studi Manajemen Fakultas Ekonomi Dan Bisnis Universitas Muhammadiyah Makassar. Dibimbing Oleh Pembimbing I Moh. Aris Pasigai, S.E., MM., dan Pembimbing II Samsul Rizal, S.E., MM.

Penelitian ini bertujuan untuk menilai Pengaruh Manajemen Kualitas Sumber Daya Manusia Terhadap Kinerja Pelayanan di Kantor Kecamatan Barombong, Kabupaten Gowa. Jenis penelitian yang digunakan adalah kuantitatif. Pengumpulan data dilakukan dengan membagi kuesioner kepada 32 responden Pegawai di Kantor Kecamatan Barombong, Kabupaten Gowa. Penelitian ini menggunakan metode analisis regresi linear sederhana. Hasil dari penelitian ini menunjukkan bahwa, berdasarkan uji statistik t, nilai t hitung 5,878 > t table 1,695 dan nilai signifikan < 0.05. Sehingga disimpulkan Manajemen Kualitas Sumber Daya manusia berpengaruh signifikan terhadap Kinerja Pelayanan masyarakat..

Kata Kunci : Manajemen Kualitas SDM dan Kinerja Pelayanan Masyarakat

ABSTRACT

NURWAHYUDDIN WAHID, 2018, Effect Management Quality of Human Resources for Service Performance in District Offices Barombong, Gowa Regency, Thesis of Management Study Program Of the Economics Faculty And Business At The Muhammadiyah University Of Makassar. Guided By I Moh. Aris Pasigai, S.E., MM., and Guided II Samsul Rizal, S.E., MM.

This study aims to determine the effect Management Quality of Human Resources for Service performance in District Offices Barombong, Gowa Regency. The type of research used is quantitative. Data collection is done by dividing the questionnaire to 32 employee respondents Offices Barombong, Gowa Regency. This study use a simple linear regression analysis method. The results of this study indicate that, based on the statistical test t , the value of $t_{arithmetic}$ is $5.878 > t_{table} 1.695$ and significant value $< 0,05$. So that it was the quality of human resource management influences the performance of community services.

Keywords: HR Quality Management and Service Performance Human