

ABSTRAK

NUR INTAN SARI, 2022. *Pengaruh Monitoring Pimpinan Terhadap Kualitas Pelayanan Pada Kantor Kementerian Agama Kota Makassar* Skripsi. Jurusan Manajemen Fakultas Ekonomi dan Bisnis Universitas Muhammadiyah Makassar. Dibimbing oleh: Sri Andayaningsih dan Andi Risfan Rizaldi

Penelitian ini bertujuan untuk mengetahui *Pengaruh Monitoring Pimpinan Terhadap Kualitas Pelayanan Pada Kantor Kementerian Agama Kota Makassar*. Jenis penelitian yang digunakan dalam penelitian ini adalah kuantitatif dengan sampel sebanyak 80 responden. Metode pengumpulan data menggunakan metode observasi, kuesioner dan dokumentasi.

Teknik analisis data menggunakan regresi linear sederhana, uji hipotesis, uji koefisien determinasi, uji validitas dan uji reliabilitas. Hasil penelitian menunjukkan bahwa pengaruh Monitoring Pimpinan terhadap Kualitas Pelayanan Pada Kantor Kementerian Agama Kota Makassar sebesar 18%. Dari hasil regresi menggunakan program SPSS versi 26 diperoleh nilai koefisien pengaruh *Pengaruh Monitoring Pimpinan terhadap Kualitas Pelayanan* sebesar $t_{hitung} 4.390 > t_{tabel} 1.994$.

Kata Kunci: *Monitoring Pimpinan, Kualitas Pelayanan*

ABSTRACT

NUR INTAN SARI, 2022. The Effect of Leadership Monitoring on Service Quality at the Makassar City Ministry of Religion Thesis. Department of Management, Faculty of Economics and Business, University of Muhammadiyah Makassar. Supervised by :Sri Andayaningsih and Andi Risfan Rizaldi

This study aims to determine. The Effect of Leadership Monitoring on Service Quality at the Makassar City Ministry of Religion The type of research used in this study was quantitative with a sample of 80 respondents. Methods of data collection using the method of observation, questionnaires and documentation.

The data analysis technique used simple linear regression, hypothesis testing, coefficient of determination test, validity test and reliability test. The results showed that the influence of Leadership Monitoring on Service Quality at the Office of the Ministry of Religion of Makassar City was 18%. From the regression results using the SPSS version 26 program, the coefficient value of the influence of the influence of leadership monitoring on service quality is $t_{count} 4.390 > t_{table} 1.994$

Keywords: Leadership Monitoring, Service Quality

