

ABSTRAK

ANDI INRIANI, 2023, Pengaruh Disiplin Pegawai Terhadap Kualitas Pelayanan Publik di Kantor Kelurahan Lapai Kecamatan Ngapa Kabupaten Kolaka Utara. Skripsi, Program Studi Manajemen Fakultas Ekonomi dan Bisnis, Universitas Muhammadiyah Makassar. Dibimbing oleh Pembimbing I Bapak Ahmad AC dan Pembimbing II Bapak Idham Khalid.

Penelitian ini bertujuan untuk mengetahui Pengaruh Disiplin Pegawai Terhadap Kualitas Pelayanan Publik di Kantor Kelurahan Lapai Kecamatan Ngapa Kabupaten Kolaka Utara. Penelitian yang digunakan adalah Kuantitatif dengan melibatkan 100 sampel pada pengumpulan data peneliti menggunakan kuesioner (angket). Selaras dengan output olah data spss 2.3 2023 di mana Nilai t hitung Disiplin Pegawai (X) sebesar $18,026 > t$ tabel $0,1966$ dengan nilai signifikan $0,000 < 0,05$ yang berarti bahwa variabel Disiplin(X) berpengaruh positif signifikan terhadap variabel Kualitas Pelayanan (Y).

Kata Kunci : Disiplin Pegawai, Kualitas Pelayanan Publik



ABSTRACT

ANDI INRIANI, 2023, *The Influence of Employee Discipline on the Quality of Public Services at the Lapai Village Office, Ngapa District, North Kolaka Regency. Thesis, Management Study Program, Faculty of Economics and Business, Muhammadiyah University Makassar. Supervised by Advisor I Mr. Ahmad AC and Advisor II Mr. Idham Khalid.*

This study aims to determine the effect of employee discipline on the quality of public services at the Lapai Village Office, Ngapa District, North Kolaka Regency. The research used was quantitative, involving 100 samples. In collecting data, researchers used a questionnaire (questionnaire). In line with the output of SPSS 2.3 2023 data processing where the t calculated value of Employee Discipline (X) is $18.026 > t$ table 0.1966 with a significant value of $0.000 < 0.05$ which means that the Discipline variable (X) has a significant positive effect on the Service Quality variable (Y).

Keywords: Employee Discipline, Public Service Quality

