

ABSTRAK

Anggun Oktaviani Siregar, 71200312164, Pengaruh Kualitas Sumber Daya Manusia Dan Budaya Organisasi Terhadap Responsivitas Pelayanan Pegawai Di Badan Pendapatan Daerah Propinsi Sumatera Utara

Tujuan dalam penelitian ini adalah untuk mengetahui dan menganalisis pengaruh kualitas SDM terhadap responsivitas pelayanan pegawai Badan Pendapatan Daerah Provinsi Sumatera Utara, untuk mengetahui dan menganalisis pengaruh budaya organisasi terhadap responsivitas pelayanan pegawai Badan Pendapatan Daerah Provinsi Sumatera Utara, untuk mengetahui dan menganalisis pengaruh pengaruh kualitas SDM dan budaya organisasi terhadap responsivitas pelayanan pegawai Badan Pendapatan Daerah Provinsi Sumatera Utara. Populasi dalam penelitian ini adalah seluruh pegawai Badan Pendapatan Daerah Provinsi Sumatera Utara yaitu berjumlah 176 orang pegawai dan penarikan sampel dilakukan dengan *total sampling* sehingga 64 orang responden dijadikan sampel Berdasarkan hasil penelitian diketahui bahwa ada pengaruh positif variabel kualitas SDM terhadap variabel Responsivitas Pelayanan dengan demikian secara parsial ada pengaruh yang signifikan antara kualitas SDM terhadap Responsivitas Pelayanan pegawai, ada pengaruh positif variabel Budaya Organisasi terhadap variabel Responsivitas Pelayanan) dengan demikian secara parsial ada pengaruh yang signifikan antara Budaya Organisasi terhadap Responsivitas Pelayanan pegawai. Kualitas SDM dan Budaya Organisasi berpengaruh terhadap Responsivitas Pelayanan. Dengan demikian terdapat pengaruh positif dan signifikan kualitas SDM, Budaya Organisasi terhadap Responsivitas Pelayanan pegawai.

Kata Kunci : Kualitas SDM, Budaya Organisasi, Responsivitas Pelayanan.

ABSTRACT

Anggun Oktaviani Siregar, 71200312164, *The Influence of Human Resources Quality and Organizational Culture on Employee Service Responsiveness in the Regional Revenue Agency of North Sumatra Province*

The aim of this research is to determine and analyze the influence of HR quality on the service responsiveness of North Sumatra Province Regional Revenue Agency employees, to determine and analyze the influence of organizational culture on the service responsiveness of North Sumatra Province Regional Revenue Agency employees, to determine and analyze the influence of HR quality and organizational culture towards service responsiveness of North Sumatra Province Regional Revenue Agency employees. The population in this study were all employees of the Regional Revenue Agency of North Sumatra Province, namely 176 employees and sampling was carried out using total sampling so that 64 respondents were used as samples. Based on the research results, it is known that there is a positive influence of the HR quality variable on the Service Responsiveness variable, thus partially there is a significant influence between the quality of human resources on employee service responsiveness, there is a positive influence of the Organizational Culture variable on the Service Responsiveness variable) thus partially there is a significant influence between Organizational Culture on employee Service Responsiveness. The quality of human resources and organizational culture influence service responsiveness. Thus, there is a positive and significant influence on the quality of human resources and organizational culture on employee service responsiveness.

Keywords: HR Quality, Organizational Culture, Service Responsiveness.