

ABSTRAK

Nona Kartika, NPM : 71210312018, Pengaruh Kualitas Sumber Daya Manusia Dan Budaya Organisasi Terhadap Responsivitas Pelayanan Pegawai Di Badan Pusat Statistik Kabupaten Deli Serdang, Dibimbing Oleh: Dr.Supriadi.,S.E.,M.M.,M.Si Sebagai Dosen Pembimbing I dan Julkarnain.,S.Ag.,S.E.,M.M Sebagai Dosen Pembimbing II.

Rumusan masalah masih tingginya tingkat keluhan yang disampaikan masyarakat terhadap pelayanan di BPS dan untuk melihat apakah ada pengaruh kualitas SDM dan budaya organisasi terhadap responsivitas pelayanan. Tujuan dalam penelitian ini adalah untuk menganalisis dan mengetahui pengaruh kualitas SDM dan budaya organisasi terhadap responsivitas pelayanan pegawai di BPS kabupaten Deli Serdang. Teknik analisis data ini menggunakan pendekatan kuantitatif dengan skala linkert, populasi dalam penelitian ini adalah seluruh pegawai Badan Pusat Statistik Kabupaten Deli Serdang yang berjumlah 148 orang dan penarikan sampel dilakukan dengan total *sampling* berjumlah 60 orang responden. Hasil perhitungan dalam penelitian ini menggunakan analisis regresi linier berganda dengan bantuan SPSS versi 27 yang berdasarkan hasil uji parsial (uji t) nilai pengaruh kualitas SDM ($1,729 < t\text{-tabel } (2,002)$ dan nilai signifikansi ($0,089 > sig (0,05)$) hasil pengaruh budaya organisasi ($12,766 < t\text{-tabel } (2,002)$ dan nilai signifikansi ($0,01 < sig (0,05)$) maka dapat disimpulkan secara parsial hanya budaya organisasi yang berpengaruh positif dan signifikan terhadap responsivitas pelayanan pegawai di BPS Kabupaten Deli Serdang. Namun berdasarkan uji simultan (uji F) diperoleh nilai f-hitung ($101,967 > f\text{-tabel } (3,16)$ dan nilai signifikansi yang diperoleh ($0,01 < sig (0,05)$) Maka dapat disimpulkan kualitas SDM (X1) dan budaya organisasi (X2) telah memenuhi syarat uji f yang berarti secara simultan kedua variabel yaitu kualitas SDM dan budaya organisasi berpengaruh dan signifikan terhadap responsivitas pelayanan pegawai dengan nilai determinasi sebesar (77,4%).

Kata Kunci : Kualitas SDM, Budaya Organisasi Dan Responsivitas Pelayanan Pegawai

ABSTRACT

Nona Kartika, NPM: 71210312018, The Influence of Human Resource Quality and Organizational Culture on the Responsiveness of Employee Services at the Central Statistics Agency of Deli Serdang Regency, Supervised by: Dr. Supriadi., S.E., M.M., M.Si as Supervisor I and Julkarnain., S.Ag., S.E., M.M as Supervisor II.

The formulation of the problem is the still high level of complaints submitted by the public regarding services at BPS and to see whether there is an influence of the quality of human resources and organizational culture on the responsiveness of services. The purpose of this study is to analyze and determine the influence of the quality of human resources and organizational culture on the responsiveness of employee services at BPS Deli Serdang Regency. This data analysis technique uses a quantitative approach with a linkert scale, the population in this study were all employees of the Central Statistics Agency of Deli Serdang Regency totaling 148 people and sampling was carried out with a total sampling of 60 respondents. The calculation results in this study used multiple linear regression analysis with the help of SPSS version 27 which is based on the results of the partial test (t test) the value of the influence of HR quality (1.729) < t-table (2.002) and the significance value (0.089) > sig (0.05) the results of the influence of organizational culture (12.766) < t-table (2.002) and the significance value (0.01) < sig (0.05) then it can be concluded partially that only organizational culture has a positive and significant effect on the responsiveness of employee services at BPS Deli Serdang Regency. However, based on the simultaneous test (f test), the f-count value (101.967) > f-table (3.16) and the significance value obtained (0.01) < sig (0.05) So it can be concluded that the quality of human resources (X1) and organizational culture (X2) have met the F test requirements, which means that simultaneously both variables, namely the quality of human resources and organizational culture, have an influence and are significant to the responsiveness of employee services with a determination value of (77.4%).

Keywords: Quality of Human Resources, Organizational Culture and Responsiveness of Employee Services.