ABSTRAK

Alvina Khairunnida Iskandar, NPM: 71220312053, Pengaruh Disiplin Kerja dan Motivasi Kerja terhadap Kualitas Pelayanan Pegawai Negeri Sipil (PNS) pada Kantor Camat Medan Denai. Dibimbing oleh: Bapak Syafrizal, S.E., M.M. sebagai pembimbing I dan Bapak Tri Kartika Yudha, S.E.,M.M. sebagai pembimbing II. Skripsi, 2026.

Penelitian ini dilakukan pada Kantor Camat Medan Denai, bertujuan untuk mengetahui seberapa besar Pengaruh Disiplin Kerja dan Motivasi Kerja terhadap Kualitas Pelayanan Pegawai Negeri Sipil (PNS) pada Kantor Camat Medan Denai, baik secara parsial maupun simultan. Dengan rumusan masalah: (1) Apakah ada pengaruh disiplin kerja terhadap kualitas pelayanan Pegawai Negeri Sipil (PNS) pada Kantor Camat Medan Denai, (2) Apakah ada pengaruh motivasi kerja terhadap kualitas pelayanan Pegawai Negeri Sipil (PNS) pada Kantor Camat Medan Denai, (3) Apakah ada pengaruh disiplin kerja dan motivasi kerja terhadap kualitas pelayanan Pegawai Negeri Sipil (PNS) pada Kantor Camat Medan Denai. Teknik pengumpulan data menggunakan data primer seperti observasi, wawancara, dan kuesioner dan data sekunder seperti studi kepustakaan dan objek penelitian. Dalam pengambilan sampel menggunakan teknik *simple random sampling*, dengan total sampel 31 responden. Metode yang digunakan dalam penelitian ini adalah metode kuantitatif. Analisis data yang digunakan dalam penelitian ini adalah uji validitas, reliabilitas, analisis faktor, asumsi klasik menggunakan uji normalitas, multikolinearitas, heteroskedastisitas, autokorelasi, analisis regresi linear berganda, uji parsial (t), uji simultan (f), dan koefisien determinasi. Berdasarkan hasil penelitian menunjukkan: (1) Variabel Disiplin Kerja tidak berpengaruh dan tidak signifikan terhadap kualitas pelayanan Pegawai Negeri Sipil pada Kantor Camat Medan Denai, (2) Variabel Motivasi Kerja berpengaruh positif dan signifikan terhadap kualitas pelayanan Pegawai Negeri Sipil pada Kantor Camat Medan Denai, (3) Variabel Disiplin Kerja dan Motivasi Kerja berpengaruh positif dan signifikan terhadap kualitas pelayanan Pegawai Negeri Sipil pada Kantor Camat Medan Denai.

Kata Kunci: Disiplin Kerja, Motivasi Kerja dan Kualitas Pelayanan Pegawai

ABSTRACT

Alvina Khairunnida Iskandar, NPM: 71220312053, The Influence of Work Discipline and Work Motivation on the Quality of Civil Servant (PNS) Services at the Medan Denai Sub-district Office. Supervised by: Mr. Syafrizal, S.E., M.M. as the first advisor and Mr. Tri Kartika Yudha, S.E., M.M. as the second advisor. Undergraduate Thesis, 2026.

This research was conducted at the Medan Denai Sub-district Office, aimed to determine how much influence Work Discipline and Work Motivation have on the Quality of Civil Servant (PNS) Services at the Medan Denai Sub-district Office, both partially and simultaneously. With the formulation of the problem: (1) Is there an influence of work discipline on the quality of Civil Servant (PNS) services at the Medan Denai Sub-district Office, (2) Is there an influence of work motivation on the quality of Civil Servant (PNS) services at the Medan Denai Sub-district Office, (3) Is there an influence of work discipline and work motivation on the quality of Civil Servant (PNS) services at the Medan Denai Sub-district Office. Data collection techniques use primary data such as observation, interviews, and questionnaires and secondary data such as literature studies and research objects. In sampling using simple random sampling technique, with a total sample of 31 respondents. The method used in this research is the quantitative method. The data analysis used in this study is validity test, reliability, factor analysis, classical assumptions using normality test, multicollinearity, heteroscedasticity, autocorrelation, multiple linear regression analysis, partial test (t), simultaneous test (f), and coefficient of determination. Based on the results of the study, it shows: (1) The Work Discipline variable has no effect and is not significant on the quality of Civil Servant services at the Medan Denai Sub-district Office, (2) The Work Motivation variable has a positive and significant effect on the quality of Civil Servant services at the Medan Denai Sub-district Office, (3) The Work Discipline and Work Motivation variables have a positive and significant effect on the quality of Civil Servant services at the Medan Denai Sub-district Office.

Keywords: Work Discipline, Work Motivation and Employee Service Quality.