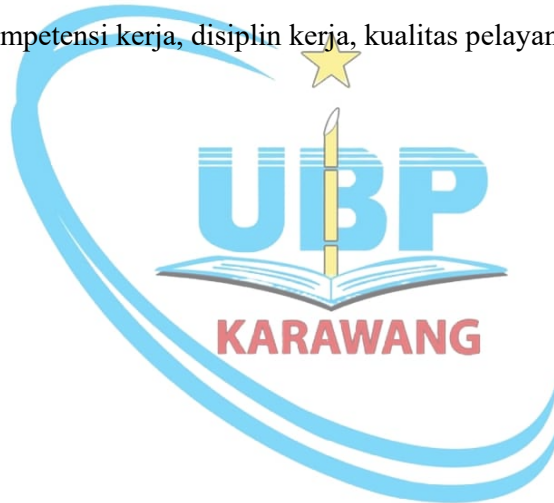


ABSTRAK

Penelitian ini bertujuan untuk mengetahui kompetensi kerja, disiplin kerja, dan kualitas pelayanan pegawai di Dinas Kependudukan dan Pencatatan Sipil (Disdukcapil) Kabupaten Karawang, serta untuk mengetahui pengaruh kompetensi dan disiplin kerja terhadap kualitas pelayanan pegawai di Dinas Kependudukan dan Pencatatan Sipil (Disdukcapil) Kabupaten Karawang. Metode yang digunakan adalah *Structural Equation Modelling (SEM)*. Populasi penelitian ini sebanyak 76 orang dan sampel dalam penelitian ini sebanyak 76 orang responden. Data yang dihasilkan adalah melalui kuesioner sebanyak 32 pernyataan dari keseluruhan variabel. Dari hasil penelitian variabel kompetensi kerja berpengaruh secara langsung terhadap kualitas pelayanan pegawai yaitu sebesar 7,9%, sedangkan variabel disiplin kerja mempunyai pengaruh langsung terhadap kualitas pelayanan pegawai sebesar 24,5%. Kompetensi dan disiplin kerja secara simultan berpengaruh terhadap kualitas pelayanan pegawai secara langsung sebesar 21,4%, dan secara tidak langsung 22,9%.

Kata kunci: kompetensi kerja, disiplin kerja, kualitas pelayanan pegawai



ABSTRACT

This study aims to determine work competence, work discipline, and quality of employee services at the Department of Population and Civil Registration of Karawang Regency, and to determine the effect of competence and work discipline on the quality of employee services at the Department of Population and Civil Registration of Karawang Regency. The method used is Structural Equation Modeling (SEM). The population of this study was 76 people and the samples in this study were 76 respondents. The data produced is through a questionnaire as many as 32 statements from all variables. From the research results, the work competency varies influence direct to the quality of employee services, which is 7.9%, while the work discipline variables have a direct influence on the service quality employee by 24.5%. Competency and work discipline simultaneously influence toward direct employee service quality of 21.4%, and indirect 22.9%.

Keywords: work competence, work discipline, service quality of employees

