

ABSTRAK

Chantica Zullya Putri, No.BP 17101155310115 . Manajemen Fakultas ekonomi dan Bisnis (2021), “Pengaruh Komitmen Organisasi Dan Profesionalisme Kerja Terhadap Kinerja Pegawai Dengan Kualitas Pelayanan Sebagai Variabel Intervening Pada Badan Pengelolaan Keuangan Dan Aset Daerah Kota Sawahlunto”, di bawah bimbingan Ibu Vivi Nila Sari,SE,M.M dan Bapak Rio Andhika Putra,SE,M.M.

Penelitian ini bertujuan untuk menguji Pengaruh Komitmen Organisasi Dan Profesionalisme Kerja Terhadap Kinerja Pegawai Dengan Kualitas Pelayanan Sebagai Variabel Intervening Pada Badan Pengelolaan Keuangan Dan Aset Daerah Kota Sawahlunto. Metode pengumpulan data melalui survey dan kuesioner. Metode analisis yang digunakan adalah Analisis Regresi Linier Berganda dengan SPSS for windows versi 16.0. Dengan menyebarkan kuesioner sebanyak 80 responden.

Hasil analisis data menyimpulkan, Pertama terdapat pengaruh positif dan signifikan antara Komitmen Organisasi terhadap Kualitas Pelayanan. Kedua terdapat pengaruh positif dan signifikan antara Profesionalisme Kerja terhadap Kualitas Pelayanan. Ketiga terdapat pengaruh positif dan signifikan antara Komitmen Organisasi terhadap Kinerja Pegawai. Keempat terdapat pengaruh positif dan signifikan antara Profesionalisme Kerja terhadap Kinerja Pegawai. Kelima terdapat pengaruh positif dan signifikan antara Kualitas Pelayanan terhadap Kinerja Pegawai. Keenam Kualitas Pelayanan tidak memediasi Komitmen Organisasi terhadap Kinerja Pegawai. Ketujuh Kualitas Pelayanan tidak memediasi Profesionalisme Kerja terhadap Kinerja Pegawai.

Kata Kunci : Komitmen Organisasi, Profesionalisme Kerja, Kualitas Pelayanan Dan Kinerja Pegawai

ABSTRACT

Chantica Zullya Putri, No. BP 17101155310115 . Management Faculty of Economics and Business (2021), "The Influence of Organizational Commitment and Work Professionalism on Employee Performance with Service Quality as an Intervening Variable at the Regional Financial and Asset Management Agency of Sawahlunto City", under the guidance of Mrs. Vivi Nila Sari, SE, MM and Mr. Rio Andhika Putra, SE, MM.

This study aims to examine the effect of organizational commitment and work professionalism on employee performance with service quality as an intervening variable at the Regional Financial and Asset Management Agency of Sawahlunto City. Methods of collecting data through surveys and questionnaires. The analytical method used is Multiple Linear Regression Analysis with SPSS for windows version 16.0. By distributing questionnaires as many as 80 respondents.

The results of data analysis conclude, First there is a positive and significant influence between Organizational Commitment on Service Quality. Second, there is a positive and significant influence between Work Professionalism on Service Quality. Third, there is a positive and significant influence between Organizational Commitment on Employee Performance. Fourth, there is a positive and significant influence between Work Professionalism on Employee Performance. Fifth, there is a positive and significant influence between Service Quality on Employee Performance. Sixth Service Quality does not mediate Organizational Commitment to Employee Performance. Seventh Service Quality does not mediate Work Professionalism on Employee Performance.

Keywords: Organizational Commitment, Work Professionalism, Service Quality and Employee Performance