

ABSTRAK

Penelitian ini bertujuan untuk mengetahui berapa besar pengaruh Kinerja Aparatur Sipil Negara (ASN) (X1) dan Pelayanan Administrasi Terpadu (X2) Dalam Meningkatkan Kualitas Pelayanan Publik (Z) Guna Mewujudkan Kepuasan Masyarakat (Y) Dalam Pelayanan Prima Pada Kantor Camat Padang Selatan. Metode yang digunakan adalah Structur Equation Modeling (SEM) dengan Partial Least Square (PLS) 3.0. Dengan mengedarkan kuesioner sebanyak 62 responden.

Hasil penelitian ini menunjukkan bahwa Kinerja Aparatur Sipil Negara berpengaruh positif dan tidak signifikan terhadap Kepuasan Masyarakat, Kinerja Aparatur Sipil Negara berpengaruh positif dan signifikan terhadap Pelayanan Publik, Pelayanan Administrasi Terpadu berpengaruh positif dan signifikan terhadap Kepuasan Masyarakat, Pelayanan Administrasi Terpadu berpengaruh positif dan signifikan terhadap Pelayanan Publik, Pelayanan Publik berpengaruh positif dan signifikan terhadap Kepuasan Masyarakat, Kinerja Aparatur Sipil Negara berpengaruh positif dan tidak signifikan terhadap Kepuasan Masyarakat melalui Pelayanan Publik, Pelayanan Administrasi Terpadu.

Kata Kunci : Kinerja Aparatur Sipil negara (ASN), Pelayanan Administrasi Terpadu, Pelayanan Publik dan Kepuasan Masyarakat.

ABSTRACT

This study aims to determine how much influence the performance of the State Civil Apparatus (ASN) (X1) and Integrated Administrative Services (X2) in improving the quality of public services (Z) in order to manifest community satisfaction (Y) in excellent service at the Head Office of South Padang. The method used is Structural Equation Modeling (SEM) with Partial Least Square (PLS) 3.0. By distributing questionnaires as many as 62 respondents.

The results of this study indicate that the performance of the state civil servants has a positive and insignificant effect on community satisfaction, the performance of the state civil servants has a positive and significant effect on public services, integrated administrative services have a positive and significant effect on community satisfaction, integrated administrative services have a positive and significant effect on services. Public, public services have a positive and significant effect on community satisfaction, the performance of state civil servants has a positive and insignificant effect on public satisfaction through public services, integrated administrative services.

Keywords : Performamnce of The State Civil Apparatus (ASN), Integrated Administrative Service, Public Services and Community Satisfaction.