

ABSTRAK

Roberkat Sela Lubis, 2025 : Pengaruh Lingkungan Kerja, Kerjasama Tim, dan Kompetensi terhadap Kualitas Pelayanan Pegawai BPPRD Di Kota Tanjungpinang
Dosen Pembimbing 1: Nurhasanah, S.E.,M.Si
Dosen Pembimbing 2: Lastri Anggi F, S.A.B.,M.B.A

Penelitian ini bertujuan untuk mengetahui pengaruh Lingkungan Kerja, Kerjasama Tim, dan Kompetensi terhadap Kualitas Pelayanan Pegawai BPPRD Di Kota Tanjungpinang. Populasi dalam penelitian ini adalah Pegawai BPPRD di Kota Tanjungpinang. Penelitian ini menggunakan metode kuantitatif dengan sampel sebanyak 46 responden yang dipilih menggunakan teknik sampel jenuh. Data dikumpulkan melalui kuesioner dan studi pustaka. Teknik analisis data yang digunakan meliputi analisis regresi linear berganda, uji t, uji f, serta koefisien determinasi menggunakan program IBM SPSS versi 26. Model regresi linear berganda yang dihasilkan adalah $Y = 0.351 + 0.338X_1 + 0.835X_2 + 0.318X_3$ dengan nilai Adjusted R Square 0.781 atau 78,1%. Hasil uji hipotesis dalam penelitian ini yaitu lingkungan kerja secara parsial berpengaruh positif signifikan terhadap kualitas pelayanan, kerjasama tim secara parsial berpengaruh positif signifikan terhadap kualitas pelayanan, dan kompetensi secara parsial berpengaruh positif signifikan terhadap kualitas pelayanan. Secara simultan lingkungan kerja, kerjasama tim dan kompetensi berpengaruh positif signifikan terhadap kualitas pelayanan. Nilai *adjusted R Square* sebesar 0.781 atau 78,1% menunjukkan kontribusi variabel *independent* terhadap variabel *dependent* sementara 21,9% sisanya dipengaruhi oleh variabel lain yang tidak termasuk dalam model penelitian ini.

Kata Kunci : Lingkungan Kerja, Kerjasama Tim, Kompetensi, Kualitas Pelayanan

ABSTRACT

Roberkat Sela Lubis, 2025 : *The Influence of Work Environment, Teamwork, and Competence on Service Quality of BPPRD Employees in Tanjungpinang City*
Supervisor 1 : Nurhasanah, S.E.,M.Si
Supervisor 2 : Lastri Anggi Fani S.A.B., M.B.A

This study aims to determine the influence of Work Environment, Teamwork, and Competence on the Service Quality of BPPRD Employees in Tanjungpinang City. The population in this study were BPPRD Employees in Tanjungpinang City. This study used a quantitative method with a sample of 46 respondents selected using saturated sampling techniques. Data were collected through questionnaires and literature studies. Data analysis techniques used included multiple linear regression analysis, t-test, f-test, and coefficient of determination using the IBM SPSS program version 26. The resulting multiple linear regression model was $Y = 0.351 + 0.338X_1 + 0.835X_2 + 0.318X_3$ with an Adjusted R Square value of 0.781 or 78.1%. The results of the hypothesis test in this study were that the work environment partially had a significant positive effect on service quality, teamwork partially had a significant positive effect on service quality, and competence partially had a significant positive effect on service quality. Simultaneously, the work environment, teamwork, and competence had a significant positive effect on service quality. The adjusted R Square value of 0.781 or 78.1% shows the contribution of the independent variable to the dependent variable while the remaining 21.9% is influenced by other variables not included in this research model.

Keywords: *Work Environment, Teamwork, Competence, Service Quality*