

## INTISARI

Penelitian ini bertujuan untuk mengetahui kualitas aparat pemerintah desa berpengaruh terhadap pelayanan publik dan seberapa besar pengaruh kualitas aparat pemerintah desa terhadap pelayanan publik di Desa Meddelan Kecamatan Lenteng Kabupaten Sumenep.

Metode penelitian yang digunakan dalam penelitian ini adalah penelitian kuantitatif deskriptif. Teknik pengambilan sampel menggunakan *probability sampling*, jumlah sampel  $10\% \times 1.926$  orang = 193 sampel. Analisis data regresi dan koefisien determinasi.

Hasil penelitian menunjukkan bahwa kualitas aparat pemerintah desa berpengaruh positif terhadap pelayanan publik. Nilai 10,507 adalah konstanta yang mempengaruhi pelayanan publik, dimana setiap perubahan nilai kualitas aparat pemerintah desa, maka pelayanan publik akan mengalami perubahan sebesar 0,762. Nilai  $t = 0,000 < 0,05$  dan nilai  $t_{hitung}$  sebesar 11,504 dengan  $t_{tabel}$  sebesar 1,652, dimana  $11,504 > 1,652$  sehingga  $t_{hitung} > t_{tabel}$  menunjukkan kualitas aparat pemerintah desa berpengaruh signifikan terhadap pelayanan publik atau dapat disimpulkan ( $H_a$ ) diterima dan ( $H_o$ ) ditolak. Besar pengaruh kualitas aparat pemerintah desa terhadap pelayanan publik berdasarkan koefisien korelasi sebesar 0,640 berada diantara nilai tabel nilai interpretasi  $r$  0,600 – 0,800 adalah “cukup”. Kontribusi kualitas aparat pemerintah desa menjelaskan/mempengaruhi pelayanan publik sebesar 0,409 atau 40,9%, sedangkan sisanya 59,1% dijelaskan/dipengaruhi oleh variabel lain.

Kata kunci: Kualitas Aparat Pemerintah Desa, Pelayanan Publik

## **ABSTRACT**

*This study aims to determine the quality of village government officials affect public services and how much influence the quality of village government officials on public services in Meddelan Village, Lenteng District, Sumenep Regency.*

*The research method used in this research is descriptive quantitative research. The sampling technique used is probability sampling, the number of samples is  $10\% \times 1,926 \text{ people} = 193 \text{ samples}$ . Analysis of regression data and coefficient of determination.*

*The results showed that the quality of village government officials had a positive effect on public services. The value of 10.507 is a constant that affects public services, where every change in the value of the quality of village government officials, public services will experience a change of 0.762. Value = 0.000 < 0.05 and the value of  $t_{count}$  is 11.504 with  $t_{table}$  of 1.652, where  $11.504 > 1.652$  so that  $t_{count} > t_{table}$  indicates the quality of village government officials has a significant effect on public services or it can be concluded ( $H_a$ ) is accepted and ( $H_o$ ) is rejected. The magnitude of the influence of the quality of village government officials on public services based on a correlation coefficient of 0.640 is between the table values of the interpretation value of  $r$  0.600 - 0.800 is "enough". The contribution of the quality of village government officials to explain/influence public services is 0.409 or 40.9%, while the remaining 59.1% is explained/influenced by other variables.*

*Keywords: Quality of Village Government Apparatus, Public Service*