

ABSTRAK

ANALISIS KUALITAS PELAYANAN, KEPERCAYAAN DAN KINERJA TERHADAP KEPUASAN PNS TUGAS BELAJAR PADA BKPSDM KOTA BANDAR LAMPUNG

**Oleh
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Penelitian ini bertujuan untuk menganalisis pengaruh kualitas pelayanan, kepercayaan, dan kinerja terhadap kepuasan PNS Tugas Belajar di BKPSDM Kota Bandar Lampung. Metode penelitian yang digunakan adalah kuantitatif dengan menggunakan regresi linear berganda. Hasil penelitian menunjukkan bahwa ketiga variabel independen, yaitu kualitas pelayanan, kepercayaan, dan kinerja, secara signifikan mempengaruhi kepuasan PNS Tugas Belajar. Meskipun secara umum responden merasa puas namun masih terdapat beberapa aspek yang perlu ditingkatkan, seperti prasarana fisik, kehandalan pegawai, dan ketepatan waktu. Penelitian ini mengindikasikan pentingnya kualitas pelayanan, kepercayaan, dan kinerja dalam meningkatkan kepuasan PNS Tugas Belajar.

Kata Kunci: Kualitas Pelayanan, Kepercayaan, Kinerja, Kepuasan PNS

ABSTRACT

"ANALYSIS OF SERVICE QUALITY, TRUST, AND PERFORMANCE ON THE SATISFACTION OF CIVIL SERVANTS ON STUDY ASSIGNMENTS AT THE HUMAN RESOURCES AND DEVELOPMENT AGENCY OF BANDAR LAMPUNG CITY"

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This study aims to analyze the influence of service quality, trust, and performance on the satisfaction of civil servants on study leave at the BKPSDM of Bandar Lampung City. The research method used is quantitative using multiple linear regression. The results showed that all three independent variables, namely service quality, trust, and performance, significantly influence the satisfaction of civil servants on study leave. Although in general respondents were satisfied, there are still some aspects that need to be improved, such as physical infrastructure, employee reliability, and timeliness. This study indicates the importance of service quality, trust, and performance in improving the satisfaction of civil servants on study leave.

Keywords: Service Quality, Trust, Employee Performance, Civil Servant Satisfaction