

## ABSTRAK

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Program Studi : Magister Administrasi Publik  
Judul Tesis : ANALISIS FAKTOR-FAKTOR YANG  
MEMPENGARUHI KINERJA PELAYANAN HAJI  
DAN UMRAH DI DIREKTORAT JENDERAL  
PENYELENGGARAAN HAJI DAN UMRAH  
KEMENTERIAN AGAMA

Fungsi penyelenggaraan pemerintah ini terkait dengan 3 fungsi birokrasi seperti fungsi pembangunan, pemberdayaan, dan fungsi pelayanan umum.

Penelitian ini akan menganalisis faktor-faktor yang mempengaruhi kompetensi pegawai, teknologi informasi dan kualitas pelayanan terhadap kinerja pelayanan. Analisis yang digunakan adalah uji kualitas data, uji asumsi klasik, dan uji analisis data.

Hasil pembuktian dengan uji F, bahwa variabel Kompetensi Pegawai , Teknologi Informasi dan Kualitas Pelayanan berpengaruh secara positif terhadap variabel kinerja pelayanan. Berdasarkan perhitungan angka signifikansi, yaitu sebesar  $0,000 < 0,05$ , artinya bahwa hasil uji coba adalah cocok, yaitu model penelitian sesuai dengan hasil penelitian atau terdapat hubungan linier. Selain itu hasil koefisien determinasi menyebutkan sebanyak 73,5% variabel kinerja pelayanan dipengaruhi oleh kompetensi pegawai, teknologi informasi dan kualitas pelayanan. Sedangkan sisanya sebesar 26,5% dari variabel lain perlu dilakukan penelitian selanjutnya.

**Kata Kunci :** kompetensi pegawai, teknologi informasi, kualitas pelayanan, kinerja pelayanan.

## **ABSTRACT**

Name : Pricia Catrin

Study program : Master of Public Administration

Thesis Title : ANALYSIS OF FACTORS THAT AFFECTING THE PERFORMANCE OF HAJJ AND UMRAH SERVICES IN THE DIRECTORATE GENERAL OF THE ORGANIZATION HAJJ AND UMRAH MINISTRY AND RELIGION

This organization function of government is related with 3 functions of bureaucracy as function of development, empowerment, and public service functions.

This research will analyze the factors that influenced the employees competency, information technology & quality service performance services. The analysis uses is test data quality, classic assumption test and data analyze test.

The results of verification by F test, that variable employee competencies, information technology and service quality affect positively to variable service performance. Based on the calculation significance, as big as  $0,000 < 0,05$ , which means the test result is match, that is the research model in accordance with the results of the research or there is a linear relationship. In addition the results of the coefficient of determined mentioned as much as 73,5% variable performance of services is influenced by employee competencies, information technology and quality of services. The remaining as 26.5 % of other variables need to do further research.

**Keywords :** employee competencies, information technology, quality services, performance services.