

## ABSTRAK

### **PENGARUH KOMPETENSI PEGAWAI, KOMUNIKASI ORGANISASI DAN LINGKUNGAN KERJA TERHADAP KUALITAS PELAYANAN PUBLIK**

(Studi Empiris Pegawai Kantor Pelayanan Pajak Pratama Sleman)

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Pegawai pada Kantor Pelayanan Pajak Pratama Sleman sudah menerapkan pelayanannya secara optimal. Namun, terdapat ketidakpuasan dari sebagian masyarakat terhadap layanan yang sudah diberikan. Sejumlah studi sebelumnya telah mengeksplorasi pengaruh berbagai faktor seperti kompetensi pegawai, komunikasi organisasi, dan lingkungan kerja terhadap kualitas pelayanan publik. Penelitian ini bertujuan untuk mengetahui pengaruh kompetensi pegawai, komunikasi organisasi, dan lingkungan kerja terhadap kualitas pelayanan publik pada Kantor Pelayanan Pajak Pratama Sleman.

Penelitian ini menggunakan metode analisis deskriptif dengan pendekatan kuantitatif. Penelitian ini menggunakan data primer dengan teknik pengambilan data kuesioner. Populasi pada Pegawai yang bekerja di Kantor Pelayanan Pajak Pratama Sleman. Sampel dalam penelitian ini sejumlah 100 responden. Penelitian ini menggunakan metode *purposive sampling* sebagai teknik pengambilan sampel. Teknik analisis data yang digunakan dalam penelitian ini adalah analisis regresi linear berganda.

Hasil dari penelitian menunjukkan bahwa kompetensi pegawai berpengaruh terhadap kualitas pelayanan publik pada Kantor Pelayanan Pajak Pratama Sleman, komunikasi organisasi berpengaruh terhadap kualitas pelayanan publik pada Kantor Pelayanan Pajak Pratama Sleman, dan lingkungan kerja berpengaruh terhadap kualitas pelayanan publik pada Kantor Pelayanan Pajak Pratama Sleman. Kantor Pelayanan Pajak Pratama Sleman diharapkan dapat memprioritaskan pengembangan kompetensi pegawai melalui pelatihan yang sesuai dengan tuntutan pekerjaan, penguatan komunikasi organisasi baik secara internal maupun eksternal dan harus memperhatikan lingkungan kerja yang kondusif. Penelitian selanjutnya diharapkan dapat memperoleh jumlah responden yang seimbang antara laki-laki dan perempuan dan disarankan untuk melibatkan Pegawai dan Wajib Pajak sebagai subjek penelitian

Kata Kunci: Kompetensi Pegawai, Komunikasi organisasi, Lingkungan kerja, Kualitas Pelayanan Publik, Kantor Pelayanan Publik

**ABSTRACT**

***THE INFLUENCE OF EMPLOYEE COMPETENCE, ORGANIZATIONAL COMMUNICATION AND WORK ENVIRONMENT ON THE QUALITY OF PUBLIC SERVICES***

*(Empirical Study of Sleman Pratama Tax Service Office Employees)*

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*Employees at the Sleman Pratama Tax Service Office had implemented their services optimally. However, there was dissatisfaction from some people with the services that had been provided. A number of previous studies had explored the influence of various factors such as employee competence, organizational communication, and work environment on the quality of public services. This research studied aims to determine the influence of employee competence, organizational communication, and work environment on the quality of public services at the Sleman Pratama Tax Service Office.*

*This study used a descriptive analysis method with a quantitative approach. This study used primary data with a questionnaire data collection technique. The population was employees who work at the Sleman Pratama Tax Service Office. The sample in this study was 100 respondents. This study uses a purposive sampling method as a sampling technique. The data analysis technique used in this study is multiple linear regression analysis.*

*The results of the study indicated that employee competence affected the quality of public services at the Sleman Pratama Tax Service Office, organizational communication affected the quality of public services at the Sleman Pratama Tax Service Office, and the work environment affected the quality of public services at the Sleman Pratama Tax Service Office. The Sleman Pratama Tax Service Office was expected to prioritize employee competency development through training that was in accordance with job demands, strengthening organizational communication both internally and externally and must pay attention to a conducive work environment. Further research was expected to obtain a balanced number of respondents between men and women and it is recommended to involve Employees and Taxpayers as research subjects.*

*Keywords: Employee Competency, Organizational Communication, Work Environment, Quality of Public Services, Public Service Office*