

## ABSTRACT

### **THE INFLUENCE OF PROFESSIONALISM AND ORGANIZATIONAL CULTURE TOWARD RESPONSIVENESS EMPLOYEES IN DISTRICT OF DELI SERDANG REGENCY NAMORAMBE**

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*Improved performance of the bureaucracy in delivering public services became an important semakain issues for immediate attention from all parties. The bureaucracy that has a bad performance in providing service to the public will greatly affect the performance of the Government and the community as a whole in order to improve the competitiveness of a country in the global era. How is the performance of the bureaucracy Namorambe Subdistrict in Deli Serdang district serving the public are considered very good or not is determined by many factors. But look at the configuration of an existing personal circumstances with regard to the existing birokratisasi authors can identify the presence of factor resources and organizational culture. Human resources are inadequate and the bureaucratic structure that is expected to have an effect on the performance of the services performed. This research aims to analyze whether the quality of human resources and organizational culture effect significantly to the responsiveness of public services in district of Deli Serdang Regency Namorambe. Samples taken in as many as 25 accidental people. Data analysis was performed with a binary correlation analysis. The results showed that collectively the quality of human resources and organizational culture effect significantly to the responsiveness of public services in district of Deli Serdang Regency Namorambe. It is evident that the quality of human resources and organizational culture are two important aspects in the terwujudya subdistrict of organizational performance Responsiveness Namorambe Deli Serdang district. Thus, the quality of human resources and the posoitif culture of the Organization as the driving element of success, it will be a good samakin also the responsiveness of public services in district of Deli Serdang Regency Namorambe. In improving the quality of service is need for improvements-improvements on the field of the tasks executed the Government Secretariat Area Deli Serdang district, so that the authorities really understand about the basic tasks and functions, so as to enhance responsiveness to the needs of the public.*

**Keywords** : *Kualitasan Hr, Organizational Culture, Responsiveness, Public Services.*

## ABSTRAK

### PENGARUH PROFESIONALISME DAN BUDAYA ORGANISASI TERHADAP RESPONSIVITAS PEGAWAI DI KECAMATAN NAMORAMBE KABUPATEN DELI SERDANG

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Perbaikan Kinerja birokrasi dalam memberikan pelayanan publik menjadi isu yang semakin penting untuk segera mendapatkan perhatian dari semua pihak. Birokrasi yang memiliki kinerja buruk dalam memberikan layanan kepada publik akan sangat mempengaruhi kinerja pemerintah dan masyarakat secara keseluruhan dalam rangka meningkatkan daya saing suatu negara pada era global. Bagaimana kinerja birokrasi Kecamatan Namorambe Kabupaten Deli Serdang dalam melayani masyarakat dianggap baik atau tidak sangat ditentukan oleh banyak faktor. Tetapi melihat konfigurasi personal yang ada dan keadaan yang berkenaan dengan birokratisasi yang ada penulis dapat mengidentifikasi adanya faktor sumber daya dan budaya organisasi. Sumber daya manusia yang kurang memadai serta struktur birokrasi yang diperkirakan akan berpengaruh terhadap kinerja pelayanan yang dijalankan. Penelitian ini bertujuan untuk menganalisis apakah kualitas sumber daya manusia dan budaya organisasi berpengaruh secara signifikan terhadap Responsivitas Pelayanan Publik di Kecamatan Namorambe Kabupaten Deli Serdang. Sampel diambil secara accidental sebanyak 25 orang. Analisis data dilakukan dengan analisis korelasi ganda. Hasil penelitian menunjukkan bahwa secara bersama-sama kualitas sumber daya manusia dan budaya organisasi berpengaruh signifikan terhadap responsivitas pelayanan publik di Kecamatan Namorambe Kabupaten Deli Serdang. Hal ini terbukti bahwa kualitas sumber daya manusia dan budaya organisasi merupakan dua aspek penting dalam terwujudnya Responsivitas Kinerja Organisasi Kecamatan Namorambe Kabupaten Deli Serdang. Dengan demikian maka, semakin berkualitas sumber daya manusia dan semakin positif budaya organisasi sebagai unsur pendorong keberhasilan, maka akan semakin baik juga Responsivitas Pelayanan Publik di Kecamatan Namorambe Kabupaten Deli Serdang. Dalam meningkatkan kualitas pelayanan perlu adanya pembenahan-pembenahan mengenai bidang tugas yang dilaksanakan pemerintah sekretariat Daerah Kabupaten Deli Serdang, sehingga aparat betul-betul mengerti tentang tugas pokok dan fungsinya, sehingga dapat meningkatkan daya tanggap terhadap kebutuhan-kebutuhan publik.

**Kata Kunci** : Kualitan SDM, Budaya Organisasi, Responsivitas, Pelayanan Publik.