

## **ABSTRACT**

### **THE EFFECT OF CIVIL SERVANTS CAPACITY TO THE PUBLIC SERVICES QUALITY IN METRO CITY (Studies at Department of Population and Civil Society Metro City 2011)**

**By**

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The aim of this research was to determine the effect of the civil servant's capacity to the public service quality. The data analysis technique used simple linear regression. Based on the results obtained the correlation between the civil servants capacity and public service quality is 0.334 and  $R^2=0.112$  means that the influence of civil servants capacity towards the public services quality is 11.2%, while the remaining 88.8% is influenced by other factors outside the study. Further analysis in this study was obtained the regression equation is  $Y=53.146+0.456X+10.852=64.454X$ . Means, to increase 1 value of Y variable (civil servants quality) should be increased by 64.454, the positive sign on the regression coefficient indicates the variables have undirectional relation.

Based on hypothesis test using t-test and F test that the civil servants capacity have a significant effect on the public service quality. Hopefully this research can be used as an information and reference for the government to improve the quality of public services.

**Key words:** Capacity, Civil Servants, Public Services Quality.