

Abstrak

Penelitian ini bertujuan untuk mengetahui dan menganalisa Pengaruh Kualitas Tingkat Pendidikan, Kinerja Pegawai Dan Displin Kerja Terhadap Kepuasan Masyarakat Pada Kantor Kecamatan Tigabinanga, serta variabel yang dominan berpengaruh Terhadap Kepuasan Masyarakat Pada Kantor Kecamatan Tigabinanga. Penelitian ini menggunakan metode kuantitatif. Penelitian dilakukan pada Kantor Camat Tigabinanga. Waktu penelitian dilaksanakan pada Bulan Oktober 2023. Populasi penelitian adalah masyarakat yang pernah mendapatkan pelayanan pada Kantor Camat Tigabinanga dengan sampel yang berjumlah 100 responden. Hasil penelitian menunjukkan bahwa: 1) Kualitas Tingkat Pendidikan berpengaruh secara parsial terhadap Kepuasan Masyarakat pada Kantor Kecamatan Tigabinanga 2) Kinerja Pegawai berpengaruh secara parsial terhadap Kepuasan Masyarakat pada Kantor Kecamatan Tigabinanga 3) Displin Kerja berpengaruh secara parsial terhadap Kepuasan Masyarakat pada Kantor Kecamatan Tigabinanga 4) Terdapat pengaruh positif dan signifikan secara bersama-sama (simultan) terhadap Kepuasann Masyarakat pada Kantor Kecamatan Tigabinanga.

Kata Kunci: *Kualitas Tingkat Pendidikan, Kinerja Pegawai, Displin Kerja dan Kepuasan Masyarakat*

Abstract

This research aims to determine and analyze the influence of the quality of education level, employee performance and work discipline on community satisfaction at the Tigabinanga District Office, as well as the dominant variables that influence community satisfaction at the Tigabinanga District Office. This research uses quantitative methods. The research was conducted at the Tigabinanga Subdistrict Office. When the research was carried out in October 2023. The research population was people who had received services at the Tigabinanga Subdistrict Office with a sample of 100 respondents. The results of the research show that: 1) Quality of Education Level has a partial influence on Community Satisfaction at the Tigabinanga District Office 2) Employee Performance has a partial influence on Community Satisfaction at the Tigabinanga District Office 3) Work Discipline has a partial influence on Community Satisfaction at the Tigabinanga District Office 4) There is a positive and significant influence simultaneously (simultaneously) on Community Satisfaction at the Tigabinanga District Office.

Keywords: *Quality of Education Level, Employee Performance, Work Discipline and Community Satisfaction*