The Effect of Employee Performance on the Quality of Public Services (Study on DRINKING WATER REGIONAL PUBLIC COMPANIES Lamongan Regency) Oryza Ardhiarisca,SE.,S.Si.,M.ST

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ABSTRACT

The purpose of this study is to identify and analyze how employee performance influences the quality of public services provided by the Regional Public Water Company (PERUMDA Air Drinking). This study used quantitative methods and questionnaire data collection techniques using a Likert scale. Validity test, reliability test, normality test, heteroscedasticity test, simple linear regression analysis, t test, and coefficient of determination test (R^2) are data analysis techniques and hypothesis testing used in this study. The results of this study indicate that employee performance has a significant effect on the quality of public services.

Keywords: Employee Performance, Public Service Quality, PERUMDA Drinking Water, Lamongan Regency