

## INTISARI

Tujuan dari penelitian ini adalah untuk mengetahui pengaruh kompetensi pengelola aset dan sarana prasarana terhadap mutu pelayanan pada Badan Pendidikan dan Pelatihan Pemerintah Provinsi Papua secara parsial maupun secara simultan. Penelitian ini menggunakan jenis penelitian kuantitatif dengan menggunakan pendekatan *explanatory research*. Populasi dalam penelitian ini adalah seluruh peserta Diklat Kepemimpinan tahun 2017 di Bandiklat Pemerintah Provinsi Papua pada bulan Agustus sebanyak 127 orang dan seluruhnya dijadikan sampel penelitian. Penelitian ini merupakan penelitian sensus atau sampel jenuh. Teknik pengumpulan data menggunakan kuesioner dan dokumentasi. Analisis dalam penelitian ini menggunakan analisa regresi berganda.

Berdasarkan hasil penelitian diperoleh kesimpulan sebagai berikut.

1. Terdapat pengaruh kompetensi Pengelola Aset dan Sarana Prasarana terhadap mutu pelayanan pada Badan Pendidikan dan Pelatihan Pemerintah Provinsi Papua.
2. Terdapat pengaruh kompetensi Pengelola Aset terhadap mutu pelayanan pada Badan Pendidikan dan Pelatihan Pemerintah Provinsi Papua. Semakin tinggi kompetensi semakin tinggi pula mutu pelayanan, semakin rendah kompetensi semakin rendah pula mutu pelayanan.
3. Terdapat pengaruh sarana prasarana terhadap mutu pelayanan pada Badan Pendidikan dan Pelatihan Pemerintah Provinsi Papua. Semakin tinggi sarana prasarana semakin tinggi pula mutu pelayanan, semakin rendah sarana prasarana semakin rendah pula mutu pelayanan.

Kata kunci: Kompetensi, Sarana Prasarana, Mutu Pelayanan.

## **THE INFLUENCE OF COMPETENCE OF MANAGEMENT ASSET AND INFRASTRUCTURE FACILITY TOWARD SERVICE QUALITY**

### **Abstract**

The objective of this research is to know the influence of competence of asset management and infrastructure facility toward service quality on the Education and Training Board of Provincial Government of Papua partially or simultaneously. This research uses type of quantitative research by using explanatory research approach. The sample population of this research is all participants (127 participants) of Leadership Training in August 2017 on the Education and Training Board of Provincial Government of Papua. This research is a census research or saturated sample. Data collection techniques use questionnaires and documentation. The analysis in this study is using multiple regression analysis.

Based on the research results generate several conclusion as follows.

1. There is influence of competence of Asset Management and Infrastructure Facility toward service quality on the Education and Training Board of Provincial Government of Papua.
2. There is influence of competence of Asset Management toward service quality on the Education and Training Board of Provincial Government of Papua. The higher competence, the highest service quality will be. The smaller competence, the smallest service quality will be.
3. There is influence of infrastructure facility toward service quality on the Education and Training Board of Provincial Government of Papua. The higher infrastructure facility, the highest service quality will be. The lower infrastructure facility, the lowest service quality will be.

**Keywords:** Competence, Infrastructure Facility, Service Quality.