

ABSTRACT

The Effect of Implementation of Good Governance, Internal Control and Human Resources Competence on the Quality of Public Services (Study of Sub-District in South Tangerang City)

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This study aims to determine the effect of implementation of good governance, internal control and human resources competence on the quality of public services. The population of this study is Sub-District in South Tangerang City. Data collection is done by giving questionnaires to respondents. The number of samples chosen using purposive sampling amounted to 90 employees. Hypothesis testing is done using multiple linear regression method. The results showed that partially implementation of good governance and internal control did not affect the quality of public services. While the human resources competences affect the quality of public services. Simultaneously, the implementation of good governance, internal control and human resources competence affect the quality of public services.

Keywords: *Good Governance, Internal Control, Human Resources Competences and Quality of Public Services.*

Libraries : 88

Publication Years : 1976 – 2019