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PROCEEDINGS OF THE 2ND SOCIAL AND HUMANIORA RESEARCH SYMPOSIUM (SORES 2019)

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### Public Service Performance in Lahat Regency, South Sumatra

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E-government policy, leadership commitment, apparatus resource development, public service performance

#### Abstract

The purpose of this research is to find out and analyze the influence between the implementation of e-government policies, the commitment of leaders and the development of apparatus resources on the performance of public services in Lahat Regency. The method used is a quantitative method by distributing questionnaires to respondents from the state civil apparatus in the area of Lahat Regency. The number of questionnaires returning from the 300 questionnaires distributed was 249. The results showed that there was a moderate influence between Public Service Performance and E-Government Policy, Commitment of Leader and Development of Apparatus Resources. Statistically shows a significant influence between Public Service Performance with E-Government Policy, Commitment of Leader and Development of Apparatus Resources because the obtained p-value is less than 5%. Judging by the influence between independent variables also showed a significant influence but statistically these effects have not shown any deviation from the multicollinearity assumption. The result of simultaneous testing was obtained the F-test statistic value of 61.078

with a p-value of 0.000 which was less than 5%. This shows that there is a significant influence between the three independent variables simultaneously on the dependent variable.

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