

ABSTRAK

Penelitian ini bertujuan untuk mengetahui Pengaruh Kompetensi Pegawai Dan Pemanfaatan *Online Single Submission* Terhadap Efektivitas Kinerja Pelayanan Publik Di Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu Provinsi Jambi. Jenis Penelitian ini adalah Penelitian Kuantitatif dengan Populasi sebanyak 52 Orang dari seluruh pegawai Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu Provinsi Jambi, sampel ini dikumpulkan dengan menyebarkan kuesioner. Alat statistik yang digunakan adalah *outer model*, *inner model*, R-square (R^2), dan pengujian hipotesis. Berdasarkan perhitungan dengan menggunakan SMARTPLS versi 4.0. Diperoleh hasil bahwa Kompetensi Pegawai Dan Pemanfaatan *Online Single Submission* memiliki pengaruh yang positif dan signifikan terhadap Efektivitas Kinerja Pelayanan Publik.

Kata Kunci: Kompetensi Pegawai , *Online Single Submission*, Efektivitas Kinerja Pelayanan Publik

ABSTRACT

This research aims to determine the influence of employee competency and the use of online single submission on the effectiveness of public service performance in the Jambi Province One-Stop Integrated Services and Investment Service. This type of research is quantitative research with a population of 52 people from all employees of the Investment and One-Stop Integrated Services Department of Jambi Province. This data was collected by distributing questionnaires. The equation models analyzed are outer model, inner model, R-square (R^2), and hypothesis testing. Based on calculations using SMARTPLS version 4.0, the results show that Employee Competency and the Use of Online Single Submission have a positive and significant influence on the Effectiveness of Public Service Performance.

Keywords: Employee Competency, Online Single Submission, Effectiveness of Public Service Performance