

## ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh akuntabilitas, transparansi dan pengawasan terhadap pelayanan publik di Samsat Sidoarjo.

Jenis penelitian ini merupakan jenis penelitian kuantitatif dengan metode survey dan pengumpulan data menggunakan teknik kuesioner, Metode pemilihan sampel menggunakan metode *purposive sampling* adalah pemilihan sampel yang berdasarkan kriteria-kriteria yang telah ditentukan. Sampel yang digunakan sebanyak 94 responden yang didapat dari Samsat Sidoarjo. Metode analisis ini yang digunakan adalah analisis regresi linier berganda.

Hasil penelitian ini menunjukkan bahwa akuntabilitas, transparansi dan pengawasan berpengaruh positif terhadap pelayanan publik di Samsat Sidoarjo dengan adanya pertanggungjawaban pelaksanaan pelayanan publik yang dilakukan secara efektif.

**Kata Kunci :** Akuntabilitas, Transparansi, Pengawasan, Pelayanan publik



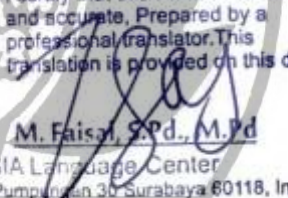
## **ABSTRACT**

*This research aimed to find out the effect of accountability, transparency and supervise on the public service at Samsat Sidoarjo.*

*This research was quantitative with survey method conducted at Samsat Sidoarjo. The data collection of this research was questionnaire technique. Meanwhile, the research sample selection method used purposive sampling. The purposive sampling method was a sample selection method based on the determined criteria. The research sample used 94 respondents taken from Samsat Sidoarjo. The analysis technique of this research used accountability, transparency, and supervise on the public service at Samsat Sidoarjo it tested by descriptive test, classic assumption test, and hypothesis test. Moreover, the research analysis method used multiple linear regressions analysis.*

*The research result showed that (1) accountability had positive effect on the public service at Samsat Sidoarjo, (2) transparency had positive effect on the public service at Samsat Sidoarjo, and (3) supervision had positive effect on the public service at Samsat Sidoarjo. With the responsibility, the implementation of public service was conducted effectively.*

**Keywords:** *Accountability, Transparency, Supervision, Public Service*

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**M. Faisal, S.Pd., M.Pd**  
STIESIA Language Center  
Menut Pempunjen 30 Surabaya 60118, Indonesia