

# **PENGARUH KEPEMILIKAN MODAL, KINERJA PENGURUS DAN KUALITAS PELAYANAN TERHADAP SISA HASIL USAHA PADA KOPERASI SIMPAN PINJAM DI KABUPATEN BULELENG**

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## **ABSTRAK**

Penelitian ini bertujuan untuk memperoleh hasil pengujian dari pengaruh (1) Kepemilikan modal terhadap sisa hasil usaha (SHU), (2) Kinerja pengurus terhadap sisa hasil usaha (SHU), dan (3) Kualitas pelayanan terhadap sisa hasil usaha (SHU) pada Koperasi Simpan Pinjam (KSP) di Kabupaten Buleleng. Penelitian ini merupakan jenis penelitian kuantitatif dan sumber data yang digunakan adalah data primer dengan menyebarkan kuesioner. Sampel dipilih menggunakan kriteria dengan teknik *purposive sampling*. Jumlah responden dalam penelitian ini sebanyak 125 responden. Data jawaban responden diolah menggunakan SPSS versi 20. Hasil penelitian ini menunjukkan bahwa (1) Kepemilikan modal berpengaruh positif dan signifikan terhadap sisa hasil usaha (2) Kinerja pengurus berpengaruh positif dan signifikan terhadap sisa hasil usaha dan (3) Kualitas pelayanan berpengaruh positif dan signifikan terhadap sisa hasil usaha pada Koperasi Simpan Pinjam di Kabupaten Buleleng.

**Kata Kunci:** kepemilikan modal, kinerja pengurus, kualitas pelayanan, sisa hasil usaha.

**THE EFFECT OF CAPITAL OWNERSHIP, EMPLOYEE PERFORMANCE  
AND SERVICE QUALITY ON THE NET PROFIT AS THE REMAINING  
BUSINESS RESULTS OF KOPERASI SIMPAN PINJAM KABUPATEN  
BULELENG**

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**ABSTRACT**

*This study aims to obtain the effect of (1) capital ownership on the net profit as the remaining business results, (2) employee performance on the net profit as the remaining business results and (3) service quality on the net profit as the remaining business results of Koperasi Simpan Pinjam Kabupaten Buleleng. The type of this research is quantitative research and the data that used on this research is primary data by distributing questionnaires. The sample was selected using criteria with purposive sampling technique. This research has 125 respondents. The answer of respondents are processed by SPSS 20 version. The results of this study showed that (1) capital ownership has a positive and significant effect on the net profit as the remaining business results of Koperasi Simpan Pinjam Kabupaten Buleleng, (2) employee performance has a positive and significant effect on the net profit as the remaining business results of Koperasi Simpan Pinjam Kabupaten Buleleng and (3) service quality has a positive and significant effect on the net profit as the remaining business results of Koperasi Simpan Pinjam Kabupaten Buleleng.*

**Keywords: capital ownership, employee performance, service quality, net profit  
(SHU)**