

RINGKASAN

Pengaruh Pendidikan dan Pelatihan Struktural PNS terhadap Peningkatan Kualitas Pelayanan Publik di Kecamatan Mendoyo Kabupaten Jemberana.

I GUSTI PUTU ANOM SAPUTRA

Sebagai suatu unit kerja yang melaksanakan fungsi pelayanan Pemerintah Kecamatan harus mampu secara maksimal memanfaatkan dan mengelola sumber daya aparaturanya dengan baik, sehingga akan mampu mencapai sasaran dan tujuan organisasi yang salah satunya adalah sebagai pelayanan masyarakat.

Pelayanan aan terlaksana dengan baik dan memuaskan apabila didukung oleh beberapa factor antara lain ; kesadaran pejabat pimpinan dan pelaksana, adanya aturan yang memadai, organisasi dengan mekanisme sistem yang dinamis, pendapatan pegawai yang cukup untuk memenuhi kebutuhan maksimum, kemampuan dan keterampilan yang sesuai dengan tugas/pekerjaan yang dipertanggungjawabkan, tersedianya sarana pelayanan sesuai dengan jenis dan bentuk tugas pelayanan.

Salah satu yang menjadi perhatian dalam pengembangan serta peningkatan kemampuan dan keterampilan PNS adalah dengan diikutkan dalam program Pendidikan dan Pelatihan , yang tanpa bermaksud mengabaikan Diklat yang lain Pendidikan dan Pelatihan Struktural PNS adalah salah satunya. Sehingga Pegawai akan memiliki kompetensi jabatan dan dapat melaksanakan tugas pelayanan yang diharapkan. Dan dalam melaksanakan tugas pelayanan memiliki sikap yang mencerminkan keandalan (*Reliability*), Ketanggapan (*responsiveness*), Keyakinan (*convidence*), Empaty (*Emphaty*) dan Berwujud (*Tangibles*).

Hasil penelitian menunjukkan bahwa terdapat perbedaan yang signifikan kualitas pelayanan antara pegawai yang sudah mengikuti Diklat dengan Pegawai yang belum mengikuti Diklat. Ini mcnunjukan bahwa Pendidikan dan Pelatihan Struktural PNS yang diselenggarakan efektif untuk mengubah perilaku serta meningkatkan kemampuan dalam memberikan pelayanan.

SUMMARY

The Influence of Structural Training and Education of Civil Official To the Improvement of Public Service Quality In Kecamatan Mendoyo Kabupaten Jemberana

I GUSTI PUTU ANOM SAPUTRA

As an work unit which executing service function Pemerintah Kecamatan have to able to maximally exploit and manage the resource of its apparatus better, so that will be able to achieve of target and objective of the organization which one of them are as society service.

The service will be executed, better and satisfy if supported by some factor for example; awareness of functionary of head and executor, the existence of adequate regulation, organization with the dynamic system mechanism, officer earnings which enough to meet maximum requirement, ability and skill which matching with duty/work justified, the available of service medium as according to type and form of the service duty.

One of other becoming attention in the development also improvement of ability and skill of Civil Official was by joining in program of Education and Training, which without meaning to disregard the other The Training and Education . The Structural Training and Education of Civil Official was one of them. So that Officer would have the occupation competence and could be execute the expected service duty. And in executing service duty, have the attitude that reflected Reliability, Responsiveness, Confidence, Empathy and Tangibles.

Results of research indicate that there was significance difference of service quality between, officers has followed The Training and Education with the officers that have not followed The Training and Education. These indicate that the Structural Training and Education of Civil Official that carried out is effective to alter the behavior and also improve the ability in giving service.

ABSTRACT

The Influence of Structural Training and Education of Civil Official To Improvement of Public Service Quality in Kecamatan Mendoyo Kabupaten Jembrana

I GUSTI PUTU ANOM SAPUTRA

This purpose of research was to analyzed was there any difference of service quality between officers who has been followed The Training and Education with the officers who has not been followed The Training and Education , and how far the Structural The Training and Education was effective altered the officer behavior in giving service.

This research uses the comparative study, by comparing service quality of officer who has been followed The Training and Education with the officers who has never followed The Training and Education. This Research takes location in Kecamatan Mendoyo Kabupaten Jembrana.

Population in this research amounted of 48 people where all population was also used as the sample consisted of 10 officer people who have followed The Training and Education and 38 officer people who have never followed The Training and Education.

Independent Variable in this research was Structural Training and Education of civil official while the dependent variable was the Improvement of Public Service Quality. While Instrument used for the data collecting was questionnaire, interview and observation. While the technique of measurement questionnaire was by using Likert scale with the score 1 to 4.

Data gathered from data collecting through the questionnaire propagated later then simplified in form of data tabulation and table those later calculated with the statistical analysis of Chi Square (X^2).

From the statistical test result indicate there were significantly difference the service quality of officer who have been in The Training and Education with

the officer who have been not in The Training and Education. And these means those Structural Training and Education executed have positive effect to behavioral change in improving Public service quality.

Keywords: Education and Training, Public Service Quality.