

RINGKASAN

**PENGARUH PENERAPAN SISTEM MANAJEMEN MUTU ISO 9001 : 2000
TERHADAP PENGETAHUAN, SIKAP DAN PERILAKU PEGAWAI DI
BADAN PENDIDIKAN DAN PELATIHAN PROPINSI JAWA TIMUR**

Arief Mulyadi

Paradigma baru pembangunan aparatur pemerintah saat ini telah diarahkan pada terwujudnya dukungan administrasi negara yang mampu menjamin kelancaran dan keterpaduan tugas dan fungsi penyelenggaraan pemerintah, pembangunan dan pelayanan masyarakat. Dengan paradigma itu, peran aparatur pemerintah menjadi sangat menentukan. Aparatur dituntut untuk memiliki kemampuan tinggi demi terlaksananya *public goods dan service* secara efektif, efisien.

Disamping itu di era yang penuh dengan persaingan (kompetitif) seperti saat ini, kebutuhan organisasi untuk meningkatkan mutu produk atau jasa serta kepuasan pelanggan semakin besar . Organisasi berusaha memenangkan persaingan dengan meningkatkan mutu produk atau jasa, sehingga dapat memberikan kepuasan pelanggan .

Pendekatan terhadap pelayanan dengan berorientasi pada kepuasan pelanggan yaitu dengan menerapkan sistem manajemen mutu. Dengan menerapkan sistem manajemen mutu dalam penyelenggaraan kediklatan maka akan terwujud diklat yang bermutu. Penyelenggaraan Diklat dengan menggunakan Sistem Manajemen Mutu yang berorientasi pada kepuasan pelanggan secara internal organisasi diharapkan berdampak pula pada pengetahuan, sikap dan perilaku bagi aparatur penyelenggara.

Berdasarkan latar belakang dan rumusan masalah di atas, secara umum penelitian ini bertujuan untuk menganalisis pengaruh penerapan Sistem Manajemen Mutu ISO 9001 : 2000 terhadap pengetahuan, sikap dan perilaku . Penelitian ini merupakan tipe penelitian kausalitas , karena penelitian ini bermaksud untuk menjelaskan hubungan kausal antara variabel-variabel dengan melalui pengujian hipotesis yang telah dirumuskan sebelumnya. Populasi penelitian ini adalah pegawai (staf) Badan Pendidikan dan Pelatihan Propinsi Jawa yang berlokasi di Surabaya yang berjumlah 100 (seratus) orang. Pengumpulan data dilakukan dengan menggunakan kuesioner. Pengukuran terhadap variabel-variabel dijabarkan dalam item-item pernyataan yang merujuk pada skala nilai lima angka, dengan kisaran skor antara 0 – 4. Variabel dalam penelitian ini adalah variabel bebas (*independent*) prinsip Sistem Manajemen Mutu (X) , sedangkan variabel terikatnya (*dependent*) adalah pengetahuan (Y1), sikap (Y2) dan perilaku (Y3). Data dianalisis dengan menggunakan *analisa regresi sederhana* penelitian membuktikan bahwa prinsip Sistem Manajemen Mutu berpengaruh secara parsial terhadap pengetahuan, dan sikap dan perilaku pegawai. Ini dapat dilihat dari hasil penelitian, dimana diperoleh : untuk uji pengaruh prinsip SMM terhadap pengetahuan diperoleh t_{hitung} sebesar 3,372, dengan nilai probabilitas sebesar 0,001 , untuk uji pengaruh prinsip SMM terhadap sikap diperoleh t_{hitung} sebesar 5,764, dengan nilai probabilitas sebesar 0,000 dan untuk uji pengaruh prinsip SMM terhadap perilaku t_{hitung} sebesar 4,268, dengan nilai probabilitas sebesar 0,000 .

SUMMARY

THE INFLUENCE OF APPLICATION OF ISO 9001:2000 QUALITY MANAGEMENT SYSTEM TO KNOWLEDGE, BEHAVIOR, AND ATTITUDE OF OFFICERS IN EDUCATION AND TRAINING AGENCY OF EAST JAVA PROVINCE

Arief Mulyadi

The present new paradigm of government staff development has been led to creation of state administration support with ability to ensure duties and function of government performance, development, and public service are able to work in harmony and fluently. Using that paradigm, the role of government staffs becomes very strategic. The staffs are demanded to possess excellent ability so they are able to offer public goods and service effectively and efficiently.

Within nowadays competitive era, organizations need to improve their product and service quality because customers' satisfaction degree is getting higher and higher. To fulfill customers' satisfaction, organizations should attempt to improve their product and service quality.

Service approach with customers' satisfaction oriented consequently applies quality management system. Applying quality management system within education and training will create such high quality education and training. Within internal organization, application of such system is expected to create excellent influences in staffs' knowledge, behavior, and attitude.

Based on background and problem of formulation above, generally this research is directed to analyze influence of application of ISO 9000:2000 quality management system to knowledge, behavior, and attitude of staffs. This research is causality research because it aims to explain causal relationship among variables using hypothesis test formulated before. This research population is 100 staffs of Education and Training Agency of East Java Province in Surabaya. Data collection is seized using questionnaire. Variables measurement is described within questionnaire items that refer to five numbers scale, with score range from 0 to 5. These variables are independent variables of Quality Management System principles (X), while the dependent variables are knowledge ($Y1$), behavior ($Y2$), and attitude ($Y3$). Data is analyzed using simple regression analysis, the research prove that Quality Management System principles partially influences staffs' knowledge, behavior, and attitude. This is shown in research conclusion that obtain: for QMS principles influences to knowledge, we obtain t_{hitung} 3.372 with probability 0.001, for QMS principles influences to behavior, we obtain t_{hitung} 5.764 with probability 0.000, and for QMS principles influences to attitude, we obtain t_{hitung} 4.268 with probability 0.000.

ABSTRACT

**THE INFLUENCE OF APPLICATION OF ISO 9001:2000 QUALITY
MANAGEMENT SYSTEM TO KNOWLEDGE, BEHAVIOR, AND
ATTITUDE OF OFFICERS IN EDUCATION AND TRAINING AGENCY
OF EAST JAVA PROVINCE**

Arief Mulyadi

This research examines the influence of application of ISO 9001:2000 quality management system to knowledge, behavior, and attitude of officers in education and training agency of east java province. ISO 9001:2000 is applied to obtain greater knowledge, behavior, and attitude of staffs of education and training agency of east java province.

This research is causality research. The research population is 100 staffs of education and training agency of east java province. Data collection is seized using questionnaire. This research measures Quality Management System principles (*X*) as independent variables and knowledge (*Y1*), behavior (*Y2*), and attitude (*Y3*) as dependent variables. Data analysis use simple regression analysis. Tests are seized to examine influence of Quality Management System principles to knowledge, behavior, and attitude of staffs.

Keywords: ISO 9001:2000, knowledge, behavior, attitude, simple regression analysis.