

## Analisis hubungan praktek good governance dan kualitas pelayanan informasi: studi kasus pelayanan informasi kepada orang tua siswa Sekolah Menengah Analis Kimia Bogor

Syahroni Ahmad, author

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### Abstrak

Sekolah Menengah Analis Kimia (SMAK) Bogor adalah Sekolah Menengah Kejuruan (SMK) 4 tahun di bawah naungan Pusat Pendidikan dan Pelatihan Industri Departemen Perindustrian. Berdiri sejak tahun 1950 dengan tujuan untuk menyiapkan tamatan menjadi tenaga kerja tingkat menengah dalam bidang teknisi pengelola laboratorium, pengatur dan pelaksana analisis kimia, berwirausaha, serta melanjutkan pendidikan ke jenjang yang lebih tinggi. Sebagai bagian dari pemerintahan (governance), sekolah-sekolah maupun perguruan tinggi di bawah binaan Departemen Perindustrian tentunya memiliki fungsi lain selain sebagai pusat pendidikan dan pelatihan di bidang kimia dan industri, yaitu sebagai pelayan masyarakat (public service) terlebih lagi jika insitusi sekolah tersebut memperoleh sumber pembiayaannya bukan hanya dari pemerintah pusat tetapi juga dari masyarakat secara langsung. Untuk itu diperlukan suatu mekanisme pelayanan informasi yang terintegrasi dengan pelayanan inti institusi sekolah sebagai pemberi pelayanan pendidikan. Pelayanan informasi ini tidak bisa tidak, mutlak diperlukan demi menciptakan kepercayaan masyarakat kepada institusi pemerintah. Dalam hal ini, SMAK Bogor khususnya, telah melakukan usaha-usaha peningkatan kualitas pelayanan informasi dan juga melakukan usaha-usaha penerapan good governance dalam melayani publik.

Berdasarkan hal tersebut, peneliti telah menyusun pertanyaan penelitian sebagai berikut: (1). Seberapa baik tingkat praktek good governance yang telah dilakukan oleh para pegawai SMAK Bogor? (2). Seberapa baik kualitas pelayanan informasi yang diberikan kepada orang tua siswa? (3). Bagaimana hubungan antara praktek good governance dengan kualitas pelayanan informasi kepada orang tua siswa? Untuk mengukur tingkat praktek good governance dan kualitas pelayanan informasi tersebut, peneliti menggunakan beberapa indikator pengukuran yang berhasil diidentifikasi dari berbagai kajian teori yang ada. Indikator good governance terdiri dari: akuntabilitas, transparansi, partisipasi, serta efektifitas dan efisiensi; sedangkan indikator kualitas pelayanan informasi terdiri dari: tangibles, reliability, responsiveness, assurance, dan empathy. Metode penelitian yang digunakan adalah survei kepada orang tua siswa, wawancara dengan pegawai terkait dan observasi. Populasi dalam penelitian ini adalah seluruh orang tua siswa kelas 1, 2, 3 dan 4 yang berjumlah 867 orang.

Peneliti menggunakan metode purposive sampling dengan mengambil sampel seluruh orang tua siswa kelas 2, 3, dan 4, tanpa mengikutsertakan orang tua siswa kelas 1 sebab pada saat penelitian ini dilakukan, siswa kelas 1 baru saja memasuki masa orientasi dan masa awal tahun ajaran sehingga peneliti berasumsi bahwa orang tua siswa kelas 1 belum dapat diminta pendapatnya untuk menilai praktek good governance dan kualitas pelayanan informasi yang ada di SMAK Bogor. Dengan demikian jumlah sampel yang terdiri dari orang tua siswa kelas 2, 3, dan 4 adalah berjumlah 643 orang dengan rincian kelas 2 berjumlah 223 orang, kelas 3 berjumlah 221 orang dan kelas 4 berjumlah 199 orang. Dari 643 kuesioner yang disebar, peneliti

hanya memperoleh 141 kuesioner yang kembali. Kemudian data dari kuesioner yang kembali tersebut diolah menggunakan analisis deskriptif dan analisis korelasi.

Hasil yang diperoleh adalah pelaksanaan akuntabilitas mendapat nilai 69,77% atau termasuk ke dalam kriteria baik. Tingkat pelaksanaan transparansi mendapat nilai 68,84% (baik). Tingkat pelaksanaan partisipasi mendapat nilai 64,54% (baik). Tingkat pelaksanaan efektifitas dan efisiensi pelayanan informasi mendapat nilai 72,93% (baik). Untuk variabel kualitas pelayanan informasi, diperoleh hasil bahwa indikator tangibles mendapat nilai 63,61% (baik). Indikator reliability mendapat nilai 68,49% (baik). Indikator responsiveness mendapat nilai 66,61% (baik). Indikator assurance mendapat nilai 70,19% (baik). Indikator empathy mendapat nilai 70,98% (baik).

Hasil berikutnya yang diperoleh menunjukkan hubungan antara praktek good governance dan kualitas pelayanan informasi memiliki nilai koefisien korelasi 0,754 atau termasuk ke dalam kriteria kuat. Selanjutnya diperoleh hasil bahwa variabel good governance mempunyai kontribusi mempengaruhi kualitas pelayanan informasi sebesar 56,85%, sedangkan sisanya 43,15% dipengaruhi oleh variabel lain misalnya kepemimpinan, strategi, budaya dan struktur organisasi.

Berdasarkan hasil analisis deskriptif dan hasil temuan di lapangan, peneliti mengajukan saran-saran untuk lebih meningkatkan praktek good governance dan kualitas pelayanan informasi sebagai berikut: (1). Untuk meningkatkan akuntabilitas, perlu adanya pertanggungjawaban penggunaan dana yang lebih lengkap bukan hanya kepada atasan sebagai suatu keharusan administratif, tetapi juga kepada masyarakat khususnya orang tua siswa sebagai salah satu sumber perolehan dana selain dari pemerintah. (2). Perlu adanya peningkatan transparansi pengelolaan SMAK Bogor terutama transparansi keuangan dan publikasi berbagai kegiatan di SMAK Bogor. (3). Perlu dilakukan optimalisasi pemanfaatan peralatan komunikasi seperti situs web, sms center, dan media massa lokal. (4). Perlu disediakan meja resepsionis pada ruang tamu sekaligus pegawai khusus yang menangani pelayanan informasi. (5). Perlu peningkatan sosialisasi berbagai kegiatan di SMAK Bogor baik eksternal kepada masyarakat terutama internal kepada sesama pegawai demi terciptanya keseragaman informasi yang diperoleh.

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Chemical Analysis Senior High School of Bogor is a 4-year Vocational Senior High School under the guidance of the Industrial Education and Training Center of the Department of Industry. It is established since 1950 with the objective of preparing the graduate to become the middle level manpower in the field of laboratory managing technician, arranger, and executive of the chemical analysis, entrepreneur, as well as continuing to the higher level education. As the part of governance, schools and also universities under the guidance of the Department of Industry certainly have other functions besides the education and training center in the field of chemistry and industry, namely as the public service, moreover if the said schools obtain source of fund for their activities not only from the central government but also directly from the community. Therefore, it is necessary to have an integrated information service mechanism with the core service of school as an institution to be the educational service provider. This information service is inevitably and absolutely needed for the sake of building community reliability to the government institution. In this matter, Chemical Analysis Senior High School of Bogor has particularly carried out the efforts to improve the quality of good governance application in serving the public.

Based on the said matter, the researcher has made the research questions as follow: (1) How well the good governance practice has done by the staffs of Chemical Analysis Senior High School of Bogor? (2) How good is the quality of information service given to the parents of the students? (3) How is the relationship between the good governance practice and the information service quality to the parents of students? To measure level of the said good governance practice and information service quality, the researcher utilizes several indicators of measurement, which are identified from various available theories. Indicators of the good governance consist of: accountability, transparency, participation, as well as effectiveness and efficiency; while indicators of information service quality consist of tangible, reliability, responsiveness, assurance, and empathy.

Research method used is a survey to the parents of students, interview to the relevant employees and observation. Populations in this research are all parents of the students in class 1, 2, 3 and 4 as many as 867 persons. The researcher uses a purposive sampling method by taking sample of all parents of students of class 2, 3 and 4 without parents of the students who still in class 1 since at time this research was carried out, students of class 1 have already entered the orientation period and the beginning period of educational year so that the researcher assumes that parents of the class 1 students haven't be able to be asked their opinion to evaluate the good governance practice and information service quality available in Chemical Analysis Senior High School of Bogor. Thus, number of samples that consists of the parents of students of class 2,3 and 4 are 643 persons with the details: class 2 consisting of 233 persons, class 3 consisting of 221 persons and class 4 consisting of 199 persons. From 643 questionnaires distributed, the researcher only gets 141 questionnaires back. Then using the analysis descriptive and correlation analysis process data of the said back questionnaires.

Results obtained are the implementation of accountability having 69,77% point or is considered good. Implementation of transparency level has 68,84% point (good). Implementation of participation level has 64,54% point (good). Implementation of effectiveness and efficiency level of information service has 72,93% point (good). For the information service quality, it is known that tangible indicator has 63,61% point (good). Indicator of reliability has 68,49% point (good). Indicator of responsiveness has 66,61% point (good). Indicator of assurance has 70,19% point. Indicator of empathy has 70,98% point (good).

The next results obtained shows that the relationship between good governance practice and information service quality has a correlation coefficient of 0,754 or is considered strong. Then, there is the result shows that good governance variable has a contribution in affecting the information service quality as many as 56,85%, while the rest of 43,15% is affected by other variables such as leadership, strategy, culture and organization structure.

Based on the results of descriptive analysis and the findings in the field, the researcher proposes some suggestions to improve the good governance practice and the information service quality, as follow: (1) To improve the accountability, it is necessary to make a responsibility in spending fund which is more complete not only for the upper level as an administrative requirement, but also for the community especially for the parents of students as one of the fund source besides the government. (2) It is necessary to improve the

transparency of managing the Chemical Analysis Senior High School of Bogor especially transparency of finance and publication of various activities in the Chemical Analysis Senior High School of Bogor. (3) It is necessary to utilize the communication tools optimally such as web sites, sms center, and local mass media. (4) It is necessary to provide the receptionist desk in the guest room and also the special staffs who handle the information service. (5) It is necessary to improve the socialization of various activities in the Chemical Analysis Senior High School of Bogor both externally to the community and especially internally to the fellow staffs for the sake of creating the uniformity of the information received.