

Kualitas pelayanan rumah tahanan negara klas 1 Jakarta Pusat menurut persepsi tahanan dan narapidana

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Abstrak

Penelitian ini bertujuan untuk menganalisis kualitas pelayanan Rumah Tahanan Kelas I Jakarta Pusat menurut persepsi tahanan dan narapidana. Metode penelitian yang digunakan adalah deskriptif-kuantitatif. Data dikumpulkan dengan menggunakan kuesioner SERVQUAL yang terdiri dari lima dimensi, yaitu reliability, assurance, tangibles, empathy dan responsiveness. Sampel yang diambil sebanyak 99 responden yang diambil dengan teknik acak sederhana. Data yang diperoleh dianalisis secara deskriptif dengan menggunakan distribusi frekuensi, analisis kesenjangan (gap), pembobotan skor (WSC), dan analisis tingkat kepentingan dimensi pelayanan. Hasil penelitian menunjukkan bahwa kualitas pelayanan di Rumah Tahanan Negara Klas I Jakarta Pusat secara umum tergolong rendah. Hasil ini menunjukkan bahwa petugas Rumah Tahanan Negara Klas I Jakarta Pusat belum mampu memenuhi harapan-harapan tahanan dan narapidana atas atribut-atribut pelayanan yang tercakup dalam dimensi keandalan, kepastian, bukti fisik, empati dan daya tanggap. Dimensi pelayanan yang dianggap paling penting oleh tahanan dan narapidana Rumah Tahanan Jakarta Pusat adalah dimensi ketanggapan, diikuti dimensi keandalan, kepastian, bukti fisik dan empati. Berdasarkan hasil penelitian ini, maka pihak Rumah Tahanan Kelas I Jakarta Pusat perlu meningkatkan kinerja pelayannya dengan mengacu pada skala prioritas berdasarkan nilai WSC, yaitu dengan memprioritaskan dimensi ketanggapan. Prioritas perbaikan selanjutnya yang harus dilakukan oleh Rumah Tahanan Kelas I Jakarta Pusat secara berturut-turut adalah dimensi kepastian, bukti fisik, keandalan, dan terakhir dimensi empati. Para petugas rumah tahanan juga perlu mengubah sudut pandang terhadap para narapidana, yaitu dengan melihat bahwa narapidana juga merupakan warga negara yang memiliki hak-hak untuk diperhatikan dan dipenuhi, sehingga tidak akan ada perlakuan yang sewenang-wenang dari petugas terhadap narapidana. Selain itu, juga perlu dilakukan penelitian lanjutan dengan pendekatan kuantitatif untuk mengetahui faktor-faktor yang mempengaruhi kualitas pelayanan di Rumah Tahanan Kelas I Jakarta Pusat.

This research aimed to analyzing the service quality at First Grade State House Arrest of Central Jakarta according to arrest's and prisoner's perceptions. Descriptive-quantitative method used in this research. Data collected with SERVQUAL questionnaire that includes reliability, assurance, tangibles, empathy dan responsiveness. The amount of sample are 99 respondents that taken with simple random sampling technique. Data analysis using descriptive with using frequency distribution, gap analysis, weighted score, and analysis of importance level on service dimensions. The result of research show that in generally service quality at First Grade State House Arrest of Central Jakarta still low according to arrest's and prisoner's perceptions. This result show that the officer of First Grade State House Arrest of Central Jakarta can't to fulfill the expectation of arrest and prisoner for the service quality attributes that covered in reliability, assurance, tangibles, empathy and responsiveness dimensions. The most importance service quality dimensions perceived by arrest and prisoner is responsiveness, followed by reliability, assurance, tangibles, and empathy. Based on this research, then the First Grade State House Arrest of Central Jakarta need to

improving the service quality with refer to priority scale based on WSC's score, that is with prior responsiveness dimension. The next priority improvement that must be done by First Grade State House Arrest of Central Jakarta continually are assurance, tangibles, reliability, and finally empathy dimension. The officer of state house also need to change the viewpoint toward arrest and prisoner, that is with viewed that arrest and prisoner also the citizen that have the rights that must to attended. Besides that, also need to obtained the further research with using quantitative approach to knowing the factors that influencing service quality at First Grade State House Arrest of Central Jakarta. Keywords: ;This research aimed to analyzing the service quality at First Grade State House Arrest of Central Jakarta according to arrest's and prisoner's perceptions. Descriptive-quantitative method used in this research. Data collected with SERVQUAL questionnaire that includes reliability, assurance, tangibles, empathy dan responsiveness. The amount of sample are 99 respondents that taken with simple random sampling technique. Data analysis using descriptive with using frequency distribution, gap analysis, weighted score, and analysis of importance level on service dimensions. The result of research show that in generally service quality at First Grade State House Arrest of Central Jakarta still low according to arrest's and prisoner's perceptions. This result show that the officer of First Grade State House Arrest of Central Jakarta can't to fulfill the expectation of arrest and prisoner for the service quality atributes that covered in reliability, assurance, tangibles, empathy and responsiveness dimensions. The most importance service quality dimensions perceived by arrest and prisoner is responsiveness, followed by reliability, assurance, tangibles, and empathy. Based on this research, then the First Grade State House Arrest of Central Jakarta need to improving the service quality with refer to priority scale based on WSC's score, that is with prior responsiveness dimension. The next priority improvement that must be done by First Grade State House Arrest of Central Jakarta continually are assurance, tangibles, reliability, and finally empathy dimension. The officer of state house also need to change the viewpoint toward arrest and prisoner, that is with viewed that arrest and prisoner also the citizen that have the rights that must to attended. Besides that, also need to obtained the further research with using quantitative approach to knowing the factors that influencing service quality at First Grade State House Arrest of Central Jakarta.