

Strategi peningkatan pelayanan internal khusus bidang sarana dan prasarana dilingkungan Badan Narkotika Nasional = Internal service improvement strategy for infrastructure particularly within the National Narcotics Boards

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Abstrak

ABSTRAK

Dalam Tesis ini penulis membahas tentang Pelayanan Internal di Badan Narkotika Nasional, terkait dengan Sarana dan Prasarana yang dilakukan oleh Logistik Biro Umum kepada seluruh personil meliputi pelayanan perbaikan dan perawatan kendaraan dinas, fasilitas gedung dan lahan parkir di lingkungan Badan Narkotika Nasional. Objek penelitian dari tesis ini adalah Pelayanan Internal yang diberikan Logistik Biro Umum kepada Personil pada Satuan Kerja dilingkungan Badan Narkotika Nasional Tujuan penelitian adalah menganalisa seberapa jauh pelayanan internal yang diberikan Logistik Biro Umum kepada personil disatuan kerja Badan Narkotika Nasional. Penelitian dalam Tesis ini menggunakan metode service quality (servqual), dimana metode ini dapat menilai kualitas pelayanan dengan menggunakan lima dimensi yaitu : 1) Tangibles, 2) Realibility, 3) Responsiviness, 4) Assurance, dan 5) Empathy .Dari hasil analisis didapat bahwa nilai rata-rata kesenjangan/gap antara persepsi dan harapan dari masing-masing dimensi servqual yang memiliki nilai kesenjangan/gap tertinggi ada pada dimensi reliability yaitu Kecepatan dalam hal melayani permasalahan sarana dan prasarana dengan skor (-0,63) . Dengan demikian dimensi reliability menjadi prioritas utama bagi Logistik Biro Umum untuk meningkatkan kualitas pelayanan tanpa melupakan atau mengesampingkan beberapa dimensi yang lainnya secara keseluruhan.

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ABSTRACT

In this thesis the author discusses the internal services at the National Narcotics Board, related to infrastructure conducted by the logistic division of general Bureau main secretariat to all personnel on the existing division in the National Narcotics Board service include repair, maintenance and maintenance of operational car, truck and motor cycle, Building facilities that provide comfort and care to the working time and a parking facility within the National Narcotics Board. Object of study of this thesis is given by Logistics division of includes repair and maintenance of official vehicles and the comfort of work space for personnel comfort and the use of a parking facility within the National Narcotics Board. The purpose of research is to analyze how far the internal service provided to the General Logistics Bureau of unit personnel in the National Narcotics Board. The research in this thesis uses the concept of service quality (servqual), servqual this method can assess the quality of service by using five dimensions : 1). Tangibles (physical evidence), 2). Reliability (constraints), 3). Responsiveness (responsiviness), 4). Assurance (certainty/security) and 5). Empathy (empathy). Obtained from the analysis that the average value of gap/gap between the perceptions and expectations of each of the dimensions of the servqual gap/gap has the highest value in the dimension of reliability i.e. the speed in terms of servicing and infrastructure issues with a score of (-0,63). Thus the dimension of reliability a top priority for General Logistics Bureau to enhance the quality of service without forgetting or setting aside some other dimension as a whole.