

## Pelayanan Bidang Peternakan di DKI Jakarta

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### Abstrak

#### <b>ABSTRAK</b>

Tujuan penelitian untuk : 1) Mengkaji peraturan perundang-undangan yang menjadi landasan pengoperasian pelayanan; 2) Mengidentifikasi tingkat kepuasan masyarakat mengenai pelayanan peternakan melalui penilaian masyarakat dan tingkat kepentingan masyarakat serta persepsi manajemen; 3) Memperoleh informasi mengenai pelaksanaan peraturan pelayanan peternakan; 4) Mengidentifikasi jenis-jenis pelayanan yang dapat dikembangkan oleh Dinas Peternakan DKI Jakarta.

Penelitian dilaksanakan di Wilayah DKI Jakarta, yang meliputi Kantor Dinas Peternakan, 5 Kantor Suku Dinas Kotamadya, masyarakat yang bergerak di bidang produksi dan pasca produksi peternakan di wilayah Jakarta selama tiga bulan (Juli 1998 sampai dengan September 1998). Metode yang digunakan adalah survey dengan jumlah sampel seluruhnya 114 responden terdiri dari 54 orang pegawai dan 60 orang pengusaha yang bergerak di bidang peternakan. Instrumen penelitian yang digunakan untuk mengumpulkan data adalah kuesioner dan wawancara untuk mengetahui pelayanan peternakan.

Hasil penelitian mengenai pelayanan yang diberikan Dinas kepada masyarakat telah sesuai dengan peraturan, dan pasal 30 ayat 2 Peraturan Daerah Nomor 8 Tahun 1989 tidak dilaksanakan. Pelayanan menurut penilaian masyarakat tidak memuaskan ditunjukkan oleh rata-rata (2,52), menurut harapan masyarakat yang diukur dan tingkat kepentingan masyarakat adalah tinggi (4,21) dan menurut persepsi manajemen adalah cukup (3,20). Secara statistik terdapat perbedaan yang sangat signifikan antara penilaian masyarakat, kepentingan dan persepsi manajemen.

Tingkat kesesuaian antara penilaian dan kepentingan masyarakat pada dimensi tangibles = 72,3%; dimensi reliability = 50,7%; dimensi responsiveness = 69,4%; dimensi assurance = 53,9%; dan dimensi empathy = 53,5%. Tingkat kesesuaiannya rendah, itu berarti pelayanan peternakan secara keseluruhan tidak memuaskan. Berdasarkan analisis penilaian dan kepentingan masyarakat perbaikan dapat diusahakan :a) pelayanan yang penanganannya diprioritaskan (pemeriksaan laboratorium); b) pelayanan yang penanganannya dipertahankan (fasilitas RPH); c) pelayanan yang dinilai kurang penting tapi pelaksanaannya cukup (pemeriksaan ante mortem); dan d) pelayanan yang dinilai masyarakat tidak terlalu penting tapi pelaksanaannya berlebihan (kondisi fisik kantor).

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#### <i><b>ABSTRACT</b></i>

Animal Husbandry Services In DKI Jakarta Objective of the research: 1) To assess legal and regulatory frameworks in which operation of the services should be based upon; 2) to identify the satisfaction level of the public on the animal husbandry services through public value level of need of the public and management perceptions; 3) To gather information from the public on the implementation the service regulations of the animal husbandry; 4) to identify type of services which could be improved and expanded

by the Dinas Peternakan (Animal Husbandry Division) of the DKI Jakarta.

Research were conducted in the Wilayah DKI Jakarta, which consist of Office of the Dinas Peternakan, 5 (five) offices of Dinas Peternakan Kotamadya, and general public which involved in the production and post production of animal husbandry in the DKI Jakarta area for three months (July 1998 through September 1998). The method utilized is by surveying a sample of 114 respondent consisted of 54 civil servants and 60 business persons working in animal husbandry. The survey utilized questioners and interviews to collect data.

The result of the assessment shows that the services provided by Dinas Peternakan is generally in accordance with the regulations, except that Paragraph 30.2 of the Regional Regulation Number 811989, which has not been implemented. According to the public, the service they received is not satisfactory, as shows by the average (2.52), while public expectation measured by public need is high (4.21) and the perceptions of the management is medium (3.20). Statistically, there is a very significant different between the public values public need and management perceptions.

Level of conformity between value and public's need at the tangible dimension is 72.3%; at reliability dimension is 50.7%; responsiveness is 69.4%; assurance is 53.9% and emphaty is 53.5%. These conformity levels are low and its mean in general the animal husbandry service is not satisfactory. Based on the analysis of value, and the need of the public improvement could made on the following areas: a) service which should be priorities (laboratory examination); b) service which the implementation should be maintained (slaughtering house facilities); c) service which is not important but the the implementation is adequate (monitoring of meat outside the slaughtering house); and d) service which in the view of public is not too important but the implementation is too much (physical condition of the office).