

**Penerapan SNI 19-17025-2000 sebagai upaya peningkatan kualitas layanan UPT laboratorium lingkungan BPLHD provinsi DKI Jakarta =
The application of SNI 19-17025-2000 as a service quality improvement effort of the environment laboratory's technical service unit (UPT) of BPLHD in DKI Jakarta province**

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Abstrak

Penelitian Penerapan SNI 19-17025-2000 Sebagai Upaya Peningkatan Kualitas Layanan UPT Laboratorium Lingkungan BPLHD Provinsi DKI Jakarta dilakukan sejak bulan Agustus sampai dengan Oktober 2004. Penelitian ini merupakan penelitian deskriptif dengan menggunakan kombinasi data kualitatif dan kuantitatif yang digunakan bersamaan untuk saling melengkapi gambaran hasil studi mengenai fenomena yang diteliti.

Tujuan dari penelitian ini adalah untuk mengetahui penerapan Sistem Manajemen Mutu SNI 19-17025-2000, untuk mengetahui pemahaman pegawai dan persepsi manfaat penerapan SNI 19-17025-2000, untuk mengetahui tingkat kesesuaian layanan yang diberikan UPT Laboratorium Lingkungan BPLHD Provinsi DKI Jakarta, untuk mengetahui faktor-faktor yang paling mempengaruhi kepuasan pelanggan UPT Laboratorium Lingkungan BPLHD Provinsi DKI Jakarta, serta untuk menetapkan implementasi kebijakan untuk perbaikan dan peningkatan kualitas layanan UPT Laboratorium Lingkungan BPLHD Provinsi DKI Jakarta. Evaluasi penerapan sistem manajemen mutu berdasarkan pada hasil audit eksternal dan audit internal yang pernah dilakukan dan observasi peneliti. Pengukuran pemahaman dan persepsi manfaat penerapan SNI 19-17025-2000 dilakukan pada 24 responden pegawai UPT Laboratorium Lingkungan BPLHD Provinsi DKI Jakarta yang pernah mengikuti pelatihan pemahaman SNI 19-17025-2000 dan yang terlibat di dalam sistem mutu laboratorium, diolah dengan menggunakan perhitungan persentase (%) yang dijabarkan dalam bentuk Label frekuensi. Tingkat kesesuaian layanan diukur atas dasar kinerja laboratorium dan harapan pelanggan menurut 100 responden pelanggan laboratorium yang diambil secara acak, diukur berdasarkan dimensi professionalism & skill, attitudes behavior, accessibility & flexibility, reliability & trustworthiness, recovery dan reputation & credibility dan diolah menggunakan importance -performance analysis. Sedangkan untuk uji reliabilitas dan validitas serta analisis faktor diolah dengan bantuan program SPSS versi 11.5 for Windows.

Hasil evaluasi penerapan SNI 19-17025-2000 menyatakan bahwa UPT Laboratorium Lingkungan BPLHD Provinsi DKI Jakarta belum dapat menjalankan sistem manajemen mutu laboratorium dengan baik, disebabkan karena sangat tergantungnya kegiatan sistem mutu terhadap anggaran yang diterima, kurangnya motivasi dan partisipasi dan seluruh pegawai dan lemahnya komitmen terhadap kebijakan dan tujuan mutu yang telah ditetapkan. Dari hasil analisis pemahaman pegawai mengenai SNI 19-17025-2000, menggambarkan bahwa pegawai UPT Laboratorium Lingkungan BPLHD Provinsi DKI Jakarta belum sepenuhnya memahami pedoman SNI 19-17025-2000. Ini digambarkan dari 15 indikator pertanyaan hanya 1 indikator pertanyaan yang dapat dijawab dengan benar oleh ke dua puluh empat responder.

Dari hasil analisis persepsi manfaat penerapan SNI 19-17025-2000, memperlihatkan bahwa pegawai UPT Laboratorium Lingkungan BPLHD Provinsi DKI Jakarta mempunyai persepsi yang positif terhadap penerapan-SNI 19-17025-2000. Hal ini tercermin dari penilaian responden berdasarkan frekuensi terbesar yang menyatakan penerapan SNI 19 17025-2000 bermanfaat: bagi pegawai dan sangat bermanfaat bagi laboratorium. Dari hasil analisis tingkat kesesuaian layanan yang diberikan UPT Laboratorium Lingkungan BPLHD Provinsi DKI Jakarta menyatakan indikator ketepatan waktu dalam menyelesaikan pekerjaan mempunyai tingkat kesesuaian terendah, sedangkan indikator pelayanan yang sopan dan ramah mempunyai tingkat kesesuaian yang tertinggi.

Dari hasil analisis faktor tingkat kepuasan pelanggan yang dilakukan pada 20 indikator variabel menghasilkan 3 faktor utama yang menjadi pertimbangan pelanggan dalam menilai kualitas layanan UPT Laboratorium Lingkungan BPLHD Provinsi DKI Jakarta yaitu - Faktor Kualitas dan Keandalan, Faktor Memahami Pelanggan, Faktor Profesionalisme Layanan. Implementasi kebijakan peningkatan layanan laboratorium dapat dilakukan dengan mempertimbangkan hasil kualitas layanan dan hasil analisis faktor. Dari hasil tersebut, beberapa hal disarankan dalam rangka meningkatkan pelayanan di UPT. Laboratorium Lingkungan BPLHD Provinsi DKI Jakarta, yaitu : perlu dilakukan program perbaikan kualitas agar sistem manajemen mutu yang telah ditetapkan dapat dijalankan dengan konsisten, dan UPT Laboratorium Lingkungan BPLHD Provinsi DKI Jakarta agar lebih memperhatikan dan memahami keinginan pelanggan yang membutuhkan pelayanan laboratorium dengan memperbaiki dan meningkatkan kualitas kinerja layanan.

<hr><i>An investigation on the application of SNI 19-17025-2000 as a quality improvement effort of The Environment Laboratory's Technical Service Unit (UPT) of BPLHD in DKI Jakarta province was done from August to October 2004. This is a descriptive research using combined data of both qualitative and quantitative ones that were simultaneously employed to complement the research finding profile each other concerning the phenomena investigated.

The objective of this investigation have been (1) to discover the application of quality management system of SNI 19-17025-2000,(2) to find out the understanding and perception on the part of BPLHD staff members over the advantage of SNI 19-17025-2000,(3) to see the level of conformance of service provided by BPLHD Jakarta Province's Technical Service Unit of the Environment Laboratory, (4) to identify the factor influencing the satisfaction of BPLHD environment laboratory customer and (5) to definite policy implementing of improving and increasing its service performance. An evaluation of the application of quality management system was carried out on the basis of both external and internal audit results and an observation by the investigator. A measuring job was executed on 24 respondents consisting of the laboratory staff members, all of whom had taken an SNI 19-17025-2000 training and was involved in the laboratory quality system, as to find out their understanding and perception over the SNI 19-17025-2000; the measuring result was presented in term of percentage (%) and displayed in frequency tables. Quality service was measured based on the laboratory performance and expectation level of 100 customer respondents taken accidentally was measured on the basis of professionalism & skill, attitudes & behavior, accessibility & flexibility, reliability & trustworthiness, recovery and reputation & credibility dimensions and this measurement was processed using an importance-performance analysis. To test the reliability and validity and analysis factor, the SPSS version program 11.5 for Windows was used.

The evaluation result of SNI 19-17025-2000 application showed that this environment laboratory's technical service unit had not done the laboratory quality management system appropriately due to its dependence on the received budget to implement quality system, the low motivation and participation of the whole staff and the low commitment to the quality orientation and policy that had been stipulated. The result analysis of the staffs understanding over SNI 19-17025-2000; indicated that the staff did not have a thorough understanding about this SNI. Of 15 question indicators, only one was correctly answered by the 24 respondents.

The perception analysis regarding the benefit of SNI application showed that the laboratory staff had a positive perception toward the SNI application. This positive perception was displayed by their judgment as shown by the majority who stated that the application of SNI 19-17025-2000 was very advantageous the laboratory and beneficial to its staff. From quality dimension, it was obvious that this laboratory under BPLHD Jakarta Province had not been able to meet the customers satisfaction. Among the 20 variable indicators investigated none of the laboratory performance met or exceeded the customers satisfaction. The indicator of job completion punctuality showed the lowest level of satisfaction; whereas the indicator of politeness on the part of the staff indicated the highest level of satisfaction.

From the analysis result pertaining to the customers satisfaction with 20 variable indicators, three factors were mainly considered by the customers to assess the service quality of this laboratory : quality and reliability factor, perceiving customer factor and professionalism factor in delivering service. Policy implementation of improving and increasing its service performance could apply by considering the result of service quality and factor analysis. Based on these research findings a recommendation should be made as to enhance the service provided by the technical service unit (UPT) of The Environment Laboratory of BPLHD DKI Jakarta Province : first, a quality improvement program should be implemented in order to carry out consistently the quality management system that has been stipulated already. Second, this laboratory should pay more attention to the customers' expectation over this laboratory service and therefore understand them better by improving and increasing its service performance.