

ABSTRAK

Signifikansi Penerapan Sistem Manajemen Mutu ISO Terhadap Kualitas Pelayanan Publik (Studi Kasus Badan Perpustakaan dan Kearsipan Daerah Provinsi Jawa Barat.

Permasalahan yang terjadi pada awal penelitian ini yaitu, Sistem pelayanan yang masih lambat, proses pengecekan dokumen yang terlalu banyak, prosedur yang dijalankan tidak sesuai SOP, kurangnya pengetahuan teknologi dan informasi, dan fasilitas yang kurang maksimal, serta keinginan peneliti untuk mengetahui bagaimana penerapan system manajemen mutu ISO dan kualitas pelayanan di Badan Perpustakaan dan Kearsipan Daerah Provinsi Jawa Barat.

Penelitian ini bertujuan untuk menguji seberapa besar pengaruh penerapan sistem manajemen mutu ISO (baik secara parsial maupun simultan) terhadap kualitas pelayanan publik di Badan Perpustakaan dan Kearsipan Daerah Provinsi Jawa Barat. Metode yang digunakan dalam penelitian ini adalah metode kuantitatif asosiatif yaitu penelitian yang dilakukan dengan menggunakan data yang berupa angka atau data yang diangkakan untuk mendapatkan hasil sebuah pengaruh dan hubungan sebab akibat.

Peneliti menggunakan teori Dissanayaka,dkk dari Sistem Manajemen Mutu meliputi dimensi *Availability*, *Delivery*, *Realiability*, *Maintability*, dan, *Cost effectiveness*. Sedangkan untuk mengukur kualitas pelayanan menggunakan teori Fandy Tjiptono (1997) meliputi *Tangibles*, *Reliability*, *Assurance*, dan *emphaty*.

Metode analisis yang digunakan dalam penelitian ini adalah analisis regresi berganda yang bertujuan untuk menguji pengaruh antara *Availability*, *Delivery*, *Realibility*, *Maintability*, dan *Cost Effectiveness* terhadap kualitas pelayanan. Data yang dikumpulkan melalui penyebaran angket yang disebarkan kepada pengunjung perpustakaan dengan jumlah responden sebanyak 100 orang di Badan Perpustakaan dan Kearsipan Daerah Provinsi Jawa Barat..

Hasil penelitian menunjukkan bahwa *availability* berpengaruh signifikan sebesar 0,1% terhadap kualitas pelayanan, *delivery* berpengaruh signifikan sebesar 3,7% terhadap kualitas pelayanan, *reliability* berpengaruh sebesar 10,8% terhadap kualitas pelayanan, *maintability* berpengaruh signifikan sebesar 0,7% terhadap kualitas pelayanan, *Cost effectiveness* berpengaruh signifikan sebesar 3,2% terhadap kualitas pelayanan dan system manajemen mutu (*availability*, *delivery*, *reliability*, *maintability*, *cost effectiveness*) berpengaruh sebesar 14,3%, sedangkan sisanya 85,7% dipengaruhi oleh faktor lain yang tidak diteliti. Sehingga dapat disimpulkan bahwa Sistem Manajemen Mutu berpengaruh rendah tapi pasti secara simultan maupun parsial terhadap Kualitas Pelayanan pada Badan Perpustakaan dan Kearsipan Daerah Provinsi Jawa Barat.

Kata Kunci: Sistem Manajemen Mutu, Kualitas Pelayanan

ABSTRACT

The significance of application of ISO quality management system of the quality of public services (study case in the Library and Archival area of West Java province.

Problems occurred at the beginning of this study, namely, a service system is still slow, the process of checking the document too much, a procedure that is executed is not appropriate the

SOP, the lack of technological knowledge and information, and the facilities are insufficient, as well as the desire of researchers to find out how the application of ISO quality management system and quality of service in library and Archival Agency Area of West Java province.

This study aims to test how big the significance of implementation of quality management system ISO (either partially or simultaneous) to the quality of public services in the Library and Archival area of West Java province. The methods used in this research is quantitative method of associative i.e. research conducted using the data in the form of the figures or data diangkakan for getting the results of a causal relationship and influence.

Researchers using theory of Dissanayaka, et al of the quality management system includes the dimensions of the Availability, Delivery, Realibility, Maintability, and Cost effectiveness. As for measuring quality of service using the theory of Fandy Tjiptono (1997) include Tangibles, Reliability, Assurance, and emphaty.

Methods of analysis used in this study is the analysis of multiple regression that aims to test the influence between the Availability, Delivery, Realibility, Maintability, and Cost Effectiveness of the quality of service. The data collected through the spread of the now distributed to library visitors with the number of respondents as many as 100 people in the body of the library and Archives of the regional province of West Java.

Research results show that the availability of significant effect of 0.1% of the quality of service delivery, a significant effect of 3.7% to quality services, reliability of influential 10.8% on quality of service, the significant effect of maintability 0.7% on quality of service, Cost effectiveness a significant effect of 3.2% on quality of service and system management quality (availability, delivery, reliability, maintability, cost effectiveness) effect of 14.3%, 85.7% while the rest is influenced by other factors not examined. Thus it can be concluded that the quality management system effect is low but surely simultaneously as well as partial to the quality of service on the library and Archives of the regional province of West Java.

Keywords: Quality Management System, Quality Service