

ABSTRAK

KINERJA ORGANISASI SEKTOR PUBLIK

(Studi Kasus Pada UPT Pelayanan Pendidikan Kecamatan Berbah Tahun 2021)

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Penelitian ini bertujuan untuk mengetahui kinerja pelayanan di UPT Pelayanan Pendidikan Kecamatan Berbah. Kinerja pada UPT tersebut dilihat dari persepsi para guru yang menerima pelayanan, dan kualitas kinerja di kantor UPT tahun 2021. Pengukuran kinerja dianalisis melalui dokumentasi sistem informasi pelayanan, sehingga dapat dievaluasi kinerja yang meliputi produktivitas, kualitas layanan, responsivitas, responsibilitas, akuntabilitas.

Jenis data penelitian adalah data primer dan data sekunder. Data primer dikumpulkan dengan metode kuesioner, sedangkan data sekunder diperoleh melalui sumber dokumen di kantor UPT. Responden dalam penelitian ini adalah pimpinan dan staf UPT, para guru yang menerima pelayanan di UPT. Pemilihan sampel penelitian menggunakan teknik *cluster sampling*.

Berdasarkan hasil analisis para guru yang memperoleh pelayanan, dapat disimpulkan bahwa UPT sudah memberikan pelayanan yang memuaskan yang menerima pelayanan tersebut. Menurut persepsi para pegawai UPT, mereka telah berkinerja baik dan sudah memberikan pelayanan yang memuaskan bagi pengguna jasa pelayanan. Hal ini ditunjukkan dari beberapa indikator kinerja yang meliputi produktivitas, kualitas layanan, responsivitas, responsibilitas dan akuntabilitas.

Kata Kunci : Kinerja, Organisasi Sektor Publik, Kinerja, Indikator Kinerja

PUBLIC SECTOR ORGANIZATIONAL PERFORMANCE

(Case Study at UPT Education Services in Berbah Subdistrict in 2021)

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This study aims to determine the performance of services at UPT Education Services, Berbah District. Performance at the UPT is seen from the perceptions of teachers who receive services, and the quality of performance at the UPT office in 2021. Performance measurement is analyzed through the service information system documentation, so that performance can be evaluated which includes productivity, service quality, responsiveness, responsibility, and accountability.

The types of research data are primary and secondary data. Primary data was collected using the questionnaire method, while secondary data was obtained through document sources at the UPT office. Respondents in this study were UPT leaders and staff, and teachers who received services at UPT. The selection of research samples using the cluster sampling technique.

Based on the results of the analysis of the teachers who received services, it can be concluded that UPT has provided satisfactory services for those who receive these services. According to the perception of UPT employees, they have performed well and have provided satisfactory service to service users. This is shown by several performance indicators which include productivity, service quality, responsiveness, responsibility, and accountability.

Keywords: Public Sector Organizations, Performance, Performance Indicators