

# **PERSEPSI MASYARAKAT TERHADAP KINERJA DAN PELAYANAN PADA BALAI PENDIDIKAN MENENGAH KABUPATEN BANTUL**

**Ida Yuni Pratiwi**

## **Abstrak**

Penelitian ini bertujuan untuk mengetahui persepsi masyarakat terhadap kinerja dan pelayanan pada Balai Pendidikan Menengah Kabupaten Bantul. Persepsi adalah kemampuan untuk membedakan, mengelompokkan, memfokuskan suatu objek yang ada dilingkungan sekitarnya. Populasi dalam sampel ini berjumlah 40 orang yang dipilih secara acak bertemu dengan peneliti. Teknik pengambilan sampel dalam penelitian ini menggunakan *accidental sampling*. Adapun teknik pengumpulan data dilakukan melalui kuesioner dan wawancara. Pengujian dilakukan dengan menghitung nilai *mean* aritmatik. Berdasarkan hasil uji *mean* aritmatik, menunjukkan bahwa persepsi masyarakat terhadap kinerja secara keseluruhan memiliki nilai rata-rata sebesar 2,81 yang berarti bahwa keseluruhan indikator kinerja dipersepsikan baik oleh masyarakat. Sedangkan persepsi masyarakat terhadap pelayanan secara keseluruhan memiliki nilai rata-rata sebesar 3,09 yang berarti bahwa keseluruhan indikator pelayanan dipersepsikan baik oleh masyarakat.

**Kata Kunci :** *Persepsi Masyarakat, Kinerja dan Pelayanan*

## **COMMUNITY PERCEPTION ON SERVICE PERFORMANCE IN THE MIDDLE EDUCATION CENTER OF BANTUL DISTRICT**

**Ida Yuni Pratiwi**

### **Abstract**

*This study aimed to know the Public Perception of Service and Performance at the Bantul Regency Secondary Education Center. Perception was the ability to distinguish, group, focus on an object in the surrounding environment. The population in this sample amounted to 40 people selected by chance of meeting with researchers. The sampling technique in this study used accidental sampling. The technique of data collection was done through questionnaires and interviews. The results of the study on public perceptions indicated that the public perception was as follows: Based on the results of the arithmetic mean test, it showed that the public perception of overall performance had an average value of 2.81 which meant that overall performance indicators were perceived good by the community and community perceptions of service as a whole had an average value of 3.09 which meant that the overall indicator of service was perceived good by the community. Public perceptions on performance indicators and service effectiveness had an average value of 3.32 which was the highest value, and public perception of the achievement of service targets had an average value of 2.95 which was the lowest value and public perception on indicators of service, friendliness of staff service had an average value of 3.37 which was the highest value, and public perception of discipline had an average value of 2.82 which was the lowest value.*

**Keywords:** *Community Perception, Service and Performance*