

ABSTRAK

Penyelenggaraan pelayanan pendidikan merupakan salah satu proses pemberdayaan masyarakat melalui kegiatan pemberian kemampuan kepada setiap individu selaku warga negara untuk dapat memberi makna terhadap kemampuan pengetahuan dan keterampilan terhadap dirinya dan lingkungan. Pelayanan pendidikan terutama pada jenjang Sekolah Menengah Tingkat Pertama (SLTP) bertujuan untuk memberikan kemampuan untuk berkembang sehingga bermanfaat untuk kepentingan hidup, dan kegiatan pendidikan dilakukan dalam lingkungan sekolah. Penyelenggaraan pendidikan di Kabupaten Jayawijaya walaupun telah berjalan secara normal, namun tingkat pelayanannya masih rendah.

Penelitian ini dilakukan dengan tujuan mengungkapkan mengapa pelayanan pendidikan sekolah lanjutan tingkat pertama di Kabupaten Jayawijaya rendah. Penelitian ini menggunakan metode kualitatif. Instrumen penelitian adalah peneliti sendiri. Aspek pelayanan pendidikan dalam pembahasan hasil penelitian mengacu aspek kualitas pelayanan pada pelayanan pendidikan meliputi aspek tampilan fisik (*tangible*), aspek kehandalan (*reliability*), aspek daya tanggap (*responsiveness*), aspek keterjaminan (*assurance*) dan aspek empati (*empathy*).

Hasil penelitian menggambarkan bahwa pelayanan pendidikan SLTP di Kabupaten Jayawijaya masih rendah, karena berhubungan dengan kurang memadai dan meratanya sarana prasarana dan fasilitas pendidikan, penyebaran tenaga pendidik yang tidak merata, kurangnya daya tanggap pemerintah dalam memberikan pelayanan pendidikan sesuai harapan masyarakat kurangnya jaminan akses pendidikan kepada masyarakat dan kurangnya perhatian pemerintah sebagai upaya perbaikan pelayanan pendidikan.

Kata-kata kunci: pelayanan pendidikan; dan aspek-aspek pelayanan.

ABSTRACT

Implementation of educational services is one of the processes of community empowerment through the provision of activities to each individual's ability as citizens to be able to give meaning to the ability of knowledge and skills against him and the environment. Education services, especially in junior high school level (junior) aims to provide the ability to develop, so beneficial to the interests of life, and educational activities conducted within the school environment. Education in Jayawijaya although it has been running as normal, but the level of service remains low.

This research was conducted with the aim of revealing why school education services at secondary level is still low Jayawijaya. This study used qualitative methods and analysis of educational services which refers to the model of service quality from Parasuraman et.al, where the quality of public services at the ministry of education visits of the five components namely the physical appearance (tangible), aspects of reliability (reliability), the aspect of responsiveness (responsiveness), aspects of security (assurance) and aspects of empathy (empathy).

The results showed that secondary education services in Jayawijaya still low, as seen from the inadequate and unequal educational infrastructure and facilities, deployment of teachers is uneven, the lack of responsiveness of government in providing educational services according to societal expectations, lack of guaranteed access to education society and the lack of government attention as efforts to improve education services.

Key words: education; and education services elements.