

## ABSTRAK

Fenomena yang diangkat menjadi masalah penelitian adalah kualitas pelayanan Pendidikan Dasar pada Sekolah Menengah Pertama di Kabupaten Bogor dan korelasinya dengan masalah kompetensi. Metode penelitian yang digunakan adalah penelitian kuantitatif yang dilaksanakan dengan pendekatan penelitian *survey sample*. Pengambilan sampel dari populasi penelitian menggunakan *stratified random sampling technique*. Pengumpulan data menggunakan studi kepustakaan, kuesioner penelitian dan observasi. Analisis data menggunakan Analisis SEM (*Structural Equation Model Analysis*). Dari pembahasan hasil penelitian diperoleh kesimpulan sebagai berikut :

Kompetensi berpengaruh terhadap kualitas pelayanan pendidikan dasar pada Sekolah Menengah Pertama di Kabupaten Bogor. Besarnya pengaruh kompetensi terhadap kualitas pelayanan pendidikan dasar pada Sekolah Menengah Pertama ditentukan oleh *motives, traits, self-concept, knowledge, dan Skills*. Adanya pengaruh tersebut menunjukkan bahwa di antara kompetensi dengan kualitas pelayanan pendidikan dasar terbentuk suatu hubungan kausalitas yang bermakna bahwa apabila kompetensi aparatur ditingkatkan atau meningkat maka secara stimulan peningkatan tersebut diikuti dengan peningkatan kualitas pelayanan pendidikan dasar.

## ABSTRACT

*The phenomenon that raised an issue of research is service quality Basic Education in Secondary School in Bogor District and its correlation with the issue of competence. The research method used is quantitative research conducted with sample survey research approach. Sampling of the study population using stratified random sampling technique. Data collection using a literature study, questionnaires and observation research. Analysis of data analysis using SEM (Structural Equation Model Analysis). From the discussion of research results obtained the following conclusions:*

*Competence affects the quality of basic education services at secondary school in Bogor Regency. Magnitude of the effect of competence on the quality of basic education services at secondary school is determined by the Motives, traits, self-concept, knowledge, and Skills. Shows that the influence of competence by the quality of basic education services to form a causal relationship which means that if the competence of the apparatus is increased or increased then the stimulants increase was followed by an increase in the quality of basic education services. The new concept is acquired for the development of science, especially of Government is that the traits necessary educational staff which includes outlook towards work, attitude and behavior in the work of professional work to improve the quality of educational services that can meet the expectations of receiving educational services.*