

ABSTRACT

PINTENATE SIMAHARA. *Analysis of the Quality of Education Services in the Community Education Unit (Case Study at the Farisma Cipta Course and Training Institute in Central Aceh District). Thesis. Medan: Faculty of Education, State University of Medan, June 2022.*

The research was carried out with the aim of analyzing the quality of education services at the Farisma Cipta Course and Training Institute (LKP) in Central Aceh Regency. This study uses a qualitative approach with a descriptive method. Data were collected by interview, observation and documentation with four informants. The data analysis technique used in this study is the steps of data collection, data reduction, data presentation and drawing conclusions. Test the validity of the data using source triangulation and technique triangulation. The conclusion of the research shows (1) Non-Academic Aspects LKP Farisma Cipta has employees who really work, respond to all complaints, have a positive attitude, establish communication, have service hours, reliable service, clear service time limits, and have concern. Only mastery of service procedures, there are no written rules. (2) Academic Aspects LKP Farisma Cipta has instructors who are concerned, respond to every complaint, are genuine in teaching, have a polite attitude, are experienced, educated, and can consult. (3) In the aspect of Reputation, having complete course materials, strategic locations, having achievements, setting minimum standards for class sizes, and graduates who have sewing skills. It is necessary to improve academic facilities, the appearance of instructors, prayer rooms, layout and waiting room facilities are not available. (4) Access LKP Farisma Cipta has equality in providing services, freedom of opinion, confidentiality of personal information, communication by telephone, can submit criticism and suggestions but does not have service operational standards (SOP). (5) Program issues of LKP Farisma Cipta, namely having a variety of programs and a rigid course structure. (6) Understanding LKP Farisma Cipta, which has counseling services provided as needed, health services only provide a first aid kit.

Keywords: *Quality, Educational Services, Course and Training Institute*

ABSTRAK

PINTENATE SIMAHARA. Analisis Mutu Layanan Pendidikan Di Satuan Pendidikan Masyarakat (Studi Kasus Pada Lembaga Kursus Dan Pelatihan Farisma Cipta di Kabupaten Aceh Tengah). Skripsi. Medan: Fakultas Ilmu pendidikan Universitas Negeri Medan, Juni 2022.

Penelitian dilaksanakan dengan bertujuan untuk menganalisis mutu layanan pendidikan di lembaga kursus dan pelatihan (LKP) Farisma Cipta Kabupaten Aceh Tengah. Penelitian ini menggunakan pendekatan kualitatif dengan metode deskriptif. Data dikumpulkan dengan wawancara, observasi dan dokumentasi dengan empat informan. Teknik analisis data yang digunakan dalam penelitian ini adalah dengan langkah-langkah pengumpulan data, reduksi data, penyajian data dan penarikan kesimpulan. Uji keabsahan data menggunakan triangulasi sumber dan triangulasi teknik. Kesimpulan hasil penelitian menunjukkan (1) *Non-Academic Aspects* LKP Farisma Cipta memiliki karyawan yang sungguh bekerja, merespon segala keluhan, memiliki sikap positif, menjalin komunikasi, memiliki jam pelayanan, pelayanan terpercaya, batas waktu pelayanan jelas, serta memiliki kepedulian. Hanya penguasaan prosedur pelayanan tidak terdapat peraturan tertulis. (2) *Academic Aspects* LKP Farisma Cipta memiliki instruktur yang mempunyai kepedulian, merespon setiap keluhan, sungguh dalam mengajar, memiliki sikap santun, berpengalaman, berpendidikan, serta dapat berkonsultasi. (3) Pada aspek *Reputation* memiliki materi kursus lengkap, lokasi strategis, memiliki prestasi, menetapkan standar minimal ukuran kelas, serta lulusan yang memiliki keahlian menjahit. Perlu adanya peningkatan fasilitas akademik, penampilan instruktur, ruang ibadah, tata ruang dan fasilitas ruang tunggu tidak tersedia. (4) Access LKP Farisma Cipta memiliki kesetaraan dalam memberikan pelayanan, kebebasan berpendapat, merahasiakan informasi pribadi, berkomunikasi melalui telepon, dapat menyampaikan kritik dan saran namun tidak memiliki standar operasional pelayanan (SOP). (5) *Program issues* LKP Farisma Cipta yakni memiliki keberagam program dan struktur kursus yang bersifat kaku. (6) *Understanding* LKP Farisma Cipta yakni memiliki layanan konseling yang diberikan sesuai kebutuhan, layanan kesehatan hanya menyediakan sebuah kotak P3K.

Kata kunci: Mutu, Layanan Pendidikan, Lembaga Kursus dan Pelatihan