

LAPORAN PENELITIAN

**KUALITAS LAYANAN PENDIDIKAN DI FAKULTAS ILMU KEOLAHRAGAAN
UNIVERSITAS NEGERI YOGYAKARTA**

Oleh:

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Abstrak

Penelitian ini bertujuan untuk mengetahui kualitas layanan pendidikan yang diberikan oleh Fakultas Ilmu Keolahragaan Universitas Negeri Yogyakarta dan klasifikasinya.

Penelitian ini adalah penelitian deskriptif dengan persentase yang ditafsirkan ke dalam kualitatif. Populasi dalam penelitian ini adalah mahasiswa Fakultas Ilmu Keolahragaan Universitas Negeri Yogyakarta angkatan tahun 2002/2003, yang terdiri atas 3 program studi yaitu: Pendidikan Keperawatan Olahraga (PKO), Pendidikan Jasmani Kesehatan dan Rekreasi (PJKR), dan Ilmu Kesehatan Olahraga (IKORA). Adapun teknik sampling dengan menggunakan *Proporsional Random Sampling* dengan jumlah sampel 105 responden.

Hasil penelitian secara umum kualitas layanan pendidikan di FIK UNY menunjukkan klasifikasi Cukup (62%), oleh karena itu perlu ditingkatkan untuk menjadi Baik. Apabila dilihat klasifikasi masing-masing faktor kualitas layanan pendidikan di FIK UNY adalah sebagai berikut: 1) Faktor *Tangibles* yaitu keterwujudan klasifikasi Cukup (56%), 2) Faktor *Empathy* yaitu kemudahan klasifikasinya Cukup (66%), 3) Faktor *Reliability* yaitu keajegan klasifikasinya Cukup (63%), 4) Faktor *Responsiveness* yaitu daya tanggap klasifikasinya Cukup (68%), 5) Faktor *Assurance* yaitu jaminan keamanan klasifikasinya Cukup (64%). Perlu diperhatikan meskipun semua faktor kualitas layanan pendidikan klasifikasinya cukup, namun semua faktor perlu ditingkatkan menjadi Baik. Apabila dilihat klasifikasi masing-masing butir ada yang menunjukkan klasifikasi **Kurang Baik** bahkan **Tidak Baik** yaitu: 1) *Tangibles*: lapangan praktik perkuliahan gersang (43%); perbaikan alat yang rusak lambat (50%); loker penyimpanan pakaian tidak berfungsi (40%); kebersihan kamar mandi dan WC (54%); hall beladiri yang tidak memenuhi standar (55%); hall tenis meja yang kotor dan pengap (51%); hall senam yang tidak rapi dan tidak lengkap (53%), 2) *Reliability*: keajegan karyawan dalam melayani mahasiswa tidak sama (55%), 3) *Assurance*: jaminan keamanan (tas/barang) saat perkuliahan praktik (55%).

A RESEARCH REPORT

**THE QUALITY OF ACADEMIC SERVICE IN FACULTY OF SPORT SCIENCE,
YOGYAKARTA STATE UNIVERSITY**

By:

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Abstract

This research study aims at demonstrating the quality of academic service provided by Faculty of Sport Science, Yogyakarta State University as well as its classification.

This is a descriptive study using percentages which were interpreted qualitatively. The population in this research involved the students of Faculty of Sport Science, Yogyakarta State University class 2002/2003 from 3 study programs which were Coaching Education, Physical Health and Recreation Education, and Sport Science. The samples involved 105 respondents taken by using the *Proportional Random Sampling*.

The results of this study show that generally the academic service in Faculty of Sport Science, Yogyakarta State University was *Fair* (62%). Thus, it should be improved to achieve *Good* level. If it was observed through each factor of the academic service quality in Faculty of Sport Science, Yogyakarta State University, the classifications were: 1) Tangible factors involving the formations, the classification was *Fair* (56%), 2) Empathy factors involving ease, the classification was *Fair* (66%), 3) Reliability factors, the classification was *Fair* (63%), 4) Responsiveness factors, the classification was *Fair* (68%), and 5) Assurance factors, the classification was *Fair* (64%). It should be noticed that although all factors of academic service were classified as *Fair*, all the factors should be improved to be *Good*. If the factors were classified for each item, there were some items classified as *Poor* and even *Bad* including 1) tangibles: the fields for practicum were arid (43%); the tool reparation was poor (50%); the locker were not functioning (40%); the cleanness of the toilets and bathrooms were not good (54%); the hall of martial art was not standardized (55%); the hall of table tennis was dirty and musty (51%); the hall of gymnastic was not orderly and satisfied (53%), 2) Reliability: the service of the staffs to the students were not reliable (55%), 3) Assurance: the security of stuffs and bags when the students were having practicum was not good (55%).