

ABSTRACT
PEMBERDAYAAN PENDIDIKAN DAN PELATIHAN UNTUK
MENINGKATKAN KEPUASAN PENGGUNA
(Studi Kasus Diklat Auditor Pada Pusdiklatwas BPKP)
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Pemberdayaan pendidikan dan pelatihan auditor intern pemerintah sangatlah penting bagi peningkatan kompetensi auditor sehingga akan meningkatkan kinerja lembaga pengawasan (BPKP, Inspektorat jenderal di Kementerian dan lembaga, Inspektorat Wilayah propinsi-kabupaten-kota) dalam upaya mencegah terjadinya penyimpangan, sehingga memberikan kepuasan bagi lembaga pengawasan serta memberikan *outcome* terwujudnya *good and clean governance*. Pemberdayaan pendidikan dan pelatihan auditor dapat terwujud apabila pendidikan dan pelatihan auditor didukung penyusunan visi-misi-tujuan-program yang sesuai harapan pengguna (lembaga pengawasan intern pemerintah), adanya kurikulum yang sesuai dengan pengembangan kompetensi auditor, widyaiswara yang profesional, dan penjaminan mutu diklat.

Penelitian difokuskan pada analisis bagaimana pemberdayaan pendidikan dan pelatihan auditor dilakukan di Pusat Pendidikan dan Pelatihan Pengawasan (pusdiklatwas) BPKP, dengan pertanyaan-pertanyaan penelitian, adalah: bagaimana cara pusdiklatwas menyusun visi, misi tujuan dan program?, bagaimana cara pusdiklatwas mengembangkan kurikulum pendidikan dan pelatihannya?, apa yang dilakukan oleh pusdiklatwas sehingga widyaiswaranya profesional?, bagaimana cara pusdiklatwas melakukan penjaminan mutu proses pendidikan dan pelatihan?, Rumusan model hipotetik apa yang sesuai agar pendidikan dan pelatihan berdaya menghasilkan peserta didik yang berkualitas?.

Pendekatan penelitian yang digunakan adalah kualitatif, dengan teknik pengumpulan data melalui wawancara, studi dokumen, dan obsevasi. Unit analisis penelitiannya adalah Pusat Pendidikan dan Pelatihan Pengawasan (pusdiklatwas) BPKP di Ciawi Bogor Jawa Barat. Subjek penelitian meliputi unsur pimpinan, widyaiswara, dan staf. Langkah-langkah dalam penelitian meliputi: mengembangkan kategori/sub kategori, mengembangkan Instrumen, mengumpulkan data lapangan, mengolah data, mendeskripsikan, membahas dan menyimpulkan, memeriksa keabsahan, menyusun laporan penelitian.

Hasil penelitian memberikan pemaknaan bahwa: penyusunan visi misi tujuan dan program belum melibatkan pegawai secara representatif dan pengkomunikasian visi misi tujuan dan program belum intensif, kurikulum diklat Jabatan Fungsional Auditor (JFA) belum sesuai dengan standar kompetensi auditor, pengembangan kompetensi widyaiswara belum terstruktur, belum melibatkan anggota organisasi dalam mengidentifikasi area yang perlu perbaikan.

Agar pemberdayaan pendidikan dan pelatihan lebih optimal, peneliti memberikan beberapa saran yaitu: melibatkan peran serta seluruh anggota organisasi dalam penyusunan visi misi, tujuan, dan program serta mengkomunikasikan visi-misi-tujuan dan program dengan intensif; merubah pola diklat yang mencakup kurikulum diklat JFA dan Teknis Substansi sesuai standar kompetensi auditor intern; mengembangkan kompetensi tenaga pengajar secara terstruktur sesuai kebutuhan pengembangan diri widyaiswara; melibatkan seluruh anggota organisasi dalam mengidentifikasi area-area yang perlu diperbaiki dan ditingkatkan.

Kata Kunci:

Visi-misi-tujuan-program, kurikulum diklat, widyaiswara, penjaminan mutu

ABSTRACT
EMPOWERMENT EDUCATION AND TRAINING TO IMPROVE USER
SATISFACTION

(Case Study In Center for Supervisory Education and Training Financial and
Development Supervisory Agency/BPKP)

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Empowerment education and training of internal auditors in government is crucial for improving the competence of auditors that will improve supervisory agency performance (BPKP, the Inspectorate General of the Ministry and agencies, provincial Inspectorate) in an effort to prevent the occurrence of irregularities, so as to give satisfaction to the oversight agencies and provided outcome realization of good and clean governance. Empowerment education and training of auditors can be realized if the education and training of auditors supported the preparation of the vision-mission-goals-appropriate program user expectations (internal control government agencies), the presence of an appropriate curriculum with the development of the competence of auditors, professional instructor, training and quality assurance.

The study focused on analyzing how empowerment education and training auditors conducted at the Centre for Education and Training Supervision (pusdiklatwas) BPKP, the research questions are: how do pusdiklatwas develop a vision, mission and program objectives?, How pusdiklatwas develop education and training curriculum?, what is done by pusdiklatwas so instructor professional?, how pusdiklatwas perform quality assurance of education and training process?, The formulation of a hypothetical model of what is appropriate education and training in order to generate power quality students?

The research approach used was qualitative, with data collection techniques through interviews, document studies, and observation. The unit of analysis is the study of Education and Training Center Supervision (pusdiklatwas) BPKP Ciawi Bogor in West Java. Subjects of study include elements of leadership, instructor, and staff. The steps in the research include: developing categories/sub-categories, developing instruments, collecting field data, process data, describe, discuss and conclude, checking validity, prepare research reports.

The results of the study provide a meaning that: the preparation of the vision, mission and program objectives are not involve employee representatives and communicating the vision and mission of the program is not intensive purposes, Auditor Functional training curriculum (JFA) is not in accordance with the standards of auditor competence, competence development of instructor is not structured, not involve members of the organization in identifying areas that need improvement..

Empowerment education and training in order to be optimal, researchers give some suggestions are: involve the participation of all members of the organization in the preparation of the vision mission, goals, and programs and communicate the vision-mission-goals and programs with intensive; change the pattern of training that includes training curriculum JFA and Substance compliant Technical competence of internal auditors; develop the competence of instructor in a structured according to the needs of self-development; involving all members of the organization in identifying areas that need improvement.

Keywords:

vision-mission-goals-program, training curriculum, widyaiswara, quality assurance