

ABSTRAK

Penelitian ini berjudul “Pengaruh Pemanfaatan Sarana dan Prasarana Terhadap Mutu Layanan Peserta Diklat di Departemen Pendidikan dan Pelatihan PT. Dirgantara Indonesia (Persero) Bandung”. Masalah yang dikaji dalam penelitian ini menyangkut kegiatan penggunaan atau pemanfaatan sarana dan prasarana yang dilakukan dalam upaya meningkatkan mutu layanan peserta diklat, yang terdiri dari prinsip efektivitas dan efisiensi. Penelitian ini juga untuk mengetahui gambaran mengenai seberapa besar pengaruh pemanfaatan sarana dan prasarana terhadap mutu layanan peserta diklat di Departemen Pendidikan dan Pelatihan PT. Dirgantara Indonesia (Persero) Bandung. Penelitian ini dilakukan dengan menggunakan metode deskriptif dengan pendekatan kuantitatif. Adapun yang menjadi sampel dalam penelitian ini adalah peserta diklat karyawan baru sebanyak 52 orang dan peserta diklat karyawan lama sebanyak 10 orang, sehingga jumlah sampel sebanyak 62 orang. Berdasarkan hasil pengolahan data yang dihitung dengan menggunakan teknik (*Weight Means Scored*) WMS menunjukkan bahwa rata-rata kecenderungan umum untuk variabel X (Pemanfaatan Sarana dan Prasarana) sebesar 3,96 berada dalam kategori baik dan rata-rata kecenderungan umum untuk variabel Y (Mutu Layanan Peserta Diklat) sebesar 3,71 berada dalam kategori baik. Analisis korelasi menggunakan *Pearson Product Moment*, diperoleh koefisien korelasi antara variabel X dan variabel Y adalah sebesar 0,616 yaitu menunjukkan bahwa korelasi kedua variabel berada pada tingkat hubungan cukup kuat. Adapun hasil uji signifikansi dengan uji-t diperoleh $t_{hitung} = 0,653$ dan nilai $t_{tabel} = 2,000$ jika dibandingkan yaitu $0,653 > 2,000$, artinya terdapat hubungan yang signifikan antara pemanfaatan sarana dan prasarana terhadap mutu layanan peserta diklat di Departemen Pendidikan dan Pelatihan PT. Dirgantara Indonesia (Persero). Analisis korelasi dapat dilanjutkan dengan menghitung koefisien determinasi. Hasil uji koefisien determinasi yaitu bahwa pemanfaatan sarana dan prasarana terhadap mutu layanan peserta diklat di Departemen Pendidikan dan Pelatihan PT. Dirgantara Indonesia (Persero) sebesar 37,9% sedangkan sisanya 62,1% dipengaruhi oleh faktor-faktor lain. Begitu juga hasil analisis regresi diperoleh persamaan $\hat{Y} = 22,561 + 0,616 X$, artinya bahwa pemanfaatan sarana dan prasarana setiap ada perubahan pada satu unit variabel X maka akan diikuti oleh perubahan pada variabel Y sebesar 0,616 dengan arah perubahan positif. Kesimpulan pada penelitian ini adalah terdapat pengaruh yang cukup kuat antara pemanfaatan sarana dan prasarana terhadap mutu layanan peserta diklat di Departemen Pendidikan dan Pelatihan PT. Dirgantara Indonesia (Persero) hal ini dapat dibuktikan secara statistik.

Kata Kunci : Pemanfaatan Sarana dan Prasarana, Mutu Layanan Peserta Diklat.

ABSTRACT

This research, entitled "The Effect of Infrastructures Utilization towards the Quality of Participant Training Service in the Education and Training Department of PT. Dirgantara Indonesia (Persero) Bandung". The problem studied in this research involved the activities of use or utilization of facilities and infrastructure done in an effort to improve the quality of participant training service, which consists of the effectiveness and efficiency principles. This study is also to determine an idea of how do the utilization of facilities and infrastructure influence the quality of participant training service in the Education and Training Department of PT. Dirgantara Indonesia (Persero) Bandung. This research was conducted using the descriptive method with quantitative approach. The sample in this study were 52 people of new employees as the trainee and 10 people of longtime employee trainee, the total sample were 62 people. Based on the results of data processing which is calculated by using a (Weight Means Score) WMS technique showed that an average of general tendency for the variable X (the Utilization of Infrastructures) of 3.96 are in a good category and the average of general tendency in variable Y (the Quality of Participant Training Service) of 3.71 are in a good category. The correlation analysis using Pearson Product Moment were obtained a coefficient of correlation between variables X and Y was equal to 0.616 which showed that the correlation between the two variables was at the strong enough level of the relationship. The results of significance test using t-test obtained $t_{\text{sums}} = 0.653$ and the value $t_{\text{table}} = 2.000$ if it is compared, will be $0.653 > 2.000$, it means there is a significant relationship between the use of facilities and infrastructure towards the quality of participants training service in the Education and Training Department of PT. Dirgantara Indonesia (Persero). Correlation analysis can be continued by calculating the determination coefficient. The result of determination coefficient is that the use of facilities and infrastructure towards the quality of participants training service in the Education and Training Department of PT. Dirgantara Indonesia (Persero) amounted to 37.9% while the remaining 62.1% is influenced by other factors. Similarly, the results of the regression analysis obtained the equation $Y = 22.561 + 0.616 X$, which means that the use of the facilities and infrastructure of any changes in the unit variable X will be followed by changes in the variables Y at 0.616 to the positive change. The conclusion of this research is there is a strong influence of the use of facilities and infrastructure on the quality of the participants training service in the Education and Training Department of PT. Dirgantara Indonesia (Persero) this can be proven statistically.

Keywords: Use of Facilities and Infrastructure, Quality of Participant Training Service.