



**HUBUNGAN PENDIDIKAN DAN PELATIHAN ( DIKLAT) PEGAWAI DENGAN  
KUALITAS PELAYANAN PEGAWAI DI BIDANG PELAYANAN PADA BADAN  
KEPENDUDUKAN KELUARGA BERENCANA DAN  
CATATAN SIPIL KABUPATEN JEMBER**

*RELATION OF EDUCATION AND TRAINING EMPLOYEE WITH SERVICE  
QUALITY EMPLOYEE IN SERVICE DEPARTMENT BADAN KEPENDUDUKAN  
KELUARGA BERENCANA AND CATATAN SIPIL JEMBER REGENCYS*

oleh

**DWI YULIANI**

**030910201096**

**JURUSAN ILMU ADMINISTRASI NEGARA  
FAKULTAS ILMU SOSIAL DAN ILMU POLITIK  
UNIVERSITAS JEMBER  
2007**



## SUMMARY

**Relation Of Education And Training Employee With Service Quality Employee In Service Department Badan Kependudukan Keluarga Berencana And Catatan Sipil Jember Regency;** Dwi Yuliani; 030910201096; 2007: 81 page; Progame Study Public Administration Science Jember University.

The problems of service is something that very general but to become attractive because to come today cannot find good solutions. Society opinion about bad service that their acceptance make society dislike to concerned with bureaucracy. The regulation and procedure to make difficult society to get this service. Deviation about cost and too long time in service proses is not new something again for society. Badan Kependudukan Keluarga Berencana and Catatan Sipil Jember Regency is one of instance that their service very need by society and they hope if this instance can give service quality.

People principle is capital important in work service and always become visible. Participate employee in one of organization or instance become reflect succeeded this instance. Optimal managed their resources that have by employee possession hope can give service quality. Education and training employee become felect to manage resources that have by employee. With in education and training hope can to propagate all potency and capability that have by employee in work their jobs and according continuity will give positif effect that is to get better output this work and existence for Badan Kependudukan ,Keluarga Berencana and Catatan Sipil Jember Regency.

From output consider test signification smooth with use t-test count to get value 5, 23 . the in omparison with b table for dk=20, so significant smooth 0,05 so it understand if t count more big from table t ( 5,23>2,086), this extended if any relation that significance between give education and training for employee with service quality in Badan Kependudukan, Keluarga Berencana and Catatan Sipil Jember Regency.

So then Hypothesis Nol (Ho) that to explain cannot relation between give education and training employee with service quality in Badan Kependudukan, Keluarga Berencana and Catatan Sipil Jember Regency refused and Ha that to explain any relation between give education and training employee with service quality in Badan

Kependudukan, Keluarga Berencana and Catatan Sipil Jember Regency acceptance and to more get better service quality so programe education and training must to get better too.

Key word : Education and training, Service quality

## DAFTAR ISI

	Halaman
<b>HALAMAN JUDUL</b> .....	i
<b>HALAMAN PEMBIMBINGAN</b> .....	ii
<b>HALAMAN PENGESAHAN</b> .....	iii
<b>HALAMAN PERSEMBAHAN</b> .....	iv
<b>HALAMAN MOTTO</b> .....	v
<b>PERNYATAAN</b> .....	vi
<b>RINGKASAN</b> .....	vii
<b>ABSTRAKSI</b> .....	ix
<b>PRAKATA</b> .....	xi
<b>DAFTAR ISI</b> .....	xiii
<b>DAFTAR TABEL</b> .....	xvi
<b>DAFTAR GAMBAR</b> .....	xviii
<b>DAFTAR LAMPIRAN</b> .....	xix
<b>BAB 1. PENDAHULUAN</b>	
<b>1.1 Latar Belakang</b> .....	1
<b>1.2 Perumusan Masalah</b> .....	10
<b>1.3 Tujuan dan Manfaat</b> .....	12
1.3.1 Tujuan .....	12
1.3.1 Manfaat .....	12
<b>BAB 2. TINJAUAN PUSTAKA</b>	
<b>2.1 Landasan Teori</b> .....	13
2.1.1 Konsep Pendidikan dan Pelatihan .....	14
2.1.1.1 Pengetahuan .....	15
2.1.1.2 Keterampilan.....	16
2.1.2 Konsep Kualitas Pelayanan.....	17
2.1.2.1 Team work.....	23
2.1.2.2 Kesesuaian skill dengan pekerjaan.....	23
2.1.2.3 Perasaan tertekan dalam bekerja .....	23
2.1.2.4 Konflik batin.....	23
2.1.2.5. Keraguan dalam tugas .....	23
<b>2.2 Hipotesis</b> .....	24
<b>BAB 3. METODE PENELITIAN</b>	
<b>3.1 Tempat dan Waktu Penelitian</b> .....	26
<b>3.2 Populasi dan Sampel</b> .....	27
<b>3.3 Definisi Operasional</b> .....	28
<b>3.4 Desain Penelitian</b> .....	30
<b>3.5 Jenis Data dan Sumber data</b> .....	30
<b>3.6 Teknik dan Alat perolehan data</b> .....	30
<b>3.7 Teknik penyajian dan analisis data</b> .....	31

## **BAB 4. DESKRIPSI DAERAH PENELITIAN**

<b>4.1 Deskripsi Daerah Penelitian</b> .....	35
4.1.1 Profil .....	35
<b>4.2 Kedudukan, Tugas Pokok dan Fungsi</b> .....	
4.2.1 Kedudukan .....	36
4.2.2 Tugas Pokok .....	36
4.2.3 Fungsi .....	37
<b>4.3 Rencana Strategik</b> .....	37
4.3.1 Visi .....	37
4.3.2 Misi .....	37
4.3.3 Kebijakan .....	38
4.3.4 Sasaran .....	38
<b>4.4 Susunan Organisasi</b> .....	38
4.4.1 Bagian Tata Usaha .....	39
4.4.2 Bidang Penyusunan Program.....	40
4.4.3 Catatan Sipil.....	42
4.4.4 Keluarga Berencana .....	44
4.4.5 Kelompok Jabatan Fungsional.....	45
4.4.6 Unit Pelaksana Teknis .....	46
<b>4.5 Tata Kerja</b> .....	46
<b>4.6 Jenis Pelayanan</b> .....	47
4.6.1 Sub Bidang Catatan Sipil.....	47
4.6.2 Sub Bidang Pelayanan Administrasi Kependudukan .....	50
<b>4.7 Penerima Layanan</b> .....	52
<b>4.8 Keadaan Pegawai</b> .....	52
<b>4.9 Struktur Organisasi</b> .....	55
<b>4.10 Penyajian Data</b> .....	57

## **BAB 5. HASIL DAN PEMBAHASAN**

<b>5.1 Pengantar</b> .....	72
<b>5.2 Penentuan Nilai Rank</b> .....	72
<b>5.3 Perhitungan Korelasi</b> .....	74
5.3.1 Perhitungan Korelasi antara Variabel X dan Variabel Y .....	75
5.3.2 Menentukan $T_x$ dan $T_y$ .....	76
5.3.3 Menentukan $X^2$ dan $Y^2$ .....	77
5.3.4 Pengujian Taraf Signifikansi .....	78

## **BAB 6. KESIMPULAN DAN SARAN**

<b>6.1 Kesimpulan</b> .....	80
<b>6.2 Saran</b> .....	81

**DAFTAR PUSTAKA**  
**LAMPIRAN**