

ABSTRAK

Pengaruh Kompetensi, Motivasi, dan Interaksi Terhadap Kualitas Pelayanan Dapodik di Kabupaten Jombang

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Penelitian ini bertujuan menganalisis pengaruh kompetensi, motivasi, dan interaksi petugas Dapodik terhadap kualitas pelayanan Dapodik di Kabupaten Jombang, baik secara parsial maupun simultan. Dapodik merupakan sistem pendataan pendidikan nasional yang krusial untuk perencanaan dan evaluasi program pendidikan. Observasi awal menunjukkan adanya tantangan pada kompetensi, motivasi, dan interaksi petugas Dapodik di Kabupaten Jombang, yang berpotensi memengaruhi akurasi dan kelengkapan data.

Metode penelitian menggunakan pendekatan kuantitatif dengan kuesioner sebagai instrumen utama pada sampel 102 responden operator Dapodik di Kabupaten Jombang. Data dianalisis menggunakan uji validitas dan reliabilitas, uji asumsi klasik (normalitas, multikolinearitas, heteroskedastisitas, autokorelasi), serta analisis regresi linear berganda (uji T dan uji F).

Hasil penelitian menunjukkan bahwa secara parsial, kompetensi, motivasi, dan interaksi masing-masing berpengaruh positif dan signifikan terhadap kualitas pelayanan Dapodik. Hal ini dibuktikan dengan nilai thitung yang lebih besar dari ttabel dan nilai signifikansi $<0,05$ untuk ketiga variabel. Lebih lanjut, secara simultan, kompetensi, motivasi, dan interaksi juga terbukti berpengaruh signifikan terhadap kualitas pelayanan Dapodik dengan nilai signifikansi uji F sebesar $0,000(<0,05)$.

Kesimpulan dari penelitian ini adalah bahwa kualitas pelayanan Dapodik sangat dipengaruhi oleh sinergi antara petugas yang kompeten, termotivasi, dan mampu berinteraksi secara efektif. Oleh karena itu, disarankan agar Dinas Pendidikan Kabupaten Jombang fokus pada peningkatan kompetensi melalui pelatihan berkelanjutan, memperkuat motivasi petugas melalui pengakuan dan insentif, serta meningkatkan interaksi dan kolaborasi antar pihak terkait untuk menjamin akurasi data dan efektivitas program pendidikan.

Kata Kunci: Dapodik, Kualitas Pelayanan, Kompetensi, Motivasi, Interaksi.

ABSTRACT

The Influence of Competence, Motivation, and Interaction on the Quality of Dapodik Service in Jombang Regency

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This study aims to analyze the influence of competence, motivation, and interaction of Dapodik officers on the quality of Dapodik services in Jombang Regency, both partially and simultaneously. Dapodik is a national education data collection system that is crucial for planning and evaluating education programs. Initial observations indicate challenges in the competence, motivation, and interaction of Dapodik officers in Jombang Regency, which have the potential to affect data accuracy and completeness.

The research method uses a quantitative approach with a questionnaire as the main instrument on a sample of 102 Dapodik operator respondents in Jombang Regency. Data were analyzed using validity and reliability tests, classical assumption tests (normality, multicollinearity, heteroscedasticity, autocorrelation), and multiple linear regression analysis (T test and F test).

The results of the study indicate that partially, competence, motivation, and interaction each have a positive and significant effect on the quality of Dapodik services. This is evidenced by the t-count value which is greater than t-table and a significance value <0.05 for the three variables. Furthermore, simultaneously, competence, motivation, and interaction were also proven to have a significant effect on the quality of Dapodik services with a significance value of the F test of 0.000 (<0.05).

The conclusion of this study is that the quality of Dapodik services is greatly influenced by the synergy between competent, motivated officers who are able to interact effectively. Therefore, it is recommended that the Jombang Regency Education Office focus on improving competence through continuous training, strengthening officer motivation through recognition and incentives, and increasing interaction and collaboration between related parties to ensure data accuracy and the effectiveness of education programs.

Keywords: Competence, Dapodik, Interaction, Motivation, Service Quality.