

SURVEY OPINI *STAKEHOLDERS* PENGELOLAAN KEUANGAN BADAN LAYANAN UMUM BIDANG PENDIDIKAN

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Abstract

The research aims to identify and analyze the level of satisfaction to all the stakeholders in the service element 4 BLU unit, identify and analyze the elements of what services been good so need to be maintained in order to give you the satisfaction of stakeholders, analyzing the ratio between interest (importance) to performance (performance) based service indicators, and analyze what aspect priorities should get significant attention in the financial management of BLU. In accordance with the research objectives, methods and analysis used in this study is the analysis of descriptive statistics, IPA and SEM. The result of this research is most of the respondents said they were satisfied or fairly satisfied with the proportion of 43% and 41%. In general, the level of satisfaction of stakeholders, the Common Services Agency with sample 4 campus in the position enough or 3.35 of a scale of 1 to 5. From the analysis using the IPA method, the obtained results are four elements that need to get a performance improvement priorities to enhance the level of satisfaction BLU education stakeholders, namely openness/ease of access to information, information requirements and procedures, staff attitude, service and turnaround time. In addition there are three elements that need to get a performance improvement priorities to enhance the level of satisfaction BLU education stakeholders, namely compliance with the provisions established procedures, personnel capabilities, and access to services.

Keywords: BLU, AHP, SEM, CSI, and improvement priorities.