

KUALITAS PELAYANAN PADA WARGA BELAJAR KEJAR PAKET C PADA SANGGAR KEGIATAN BELAJAR (SKB) KOTA BANJARBARU

ABSTRAK

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ABSTRACT

Package C at the Banjarbaru City Learning Activity Studio (SKB), which consists of Physical Evidence (Tangibles), Reliability (Reliability), Responsiveness (Responsiveness), Assurance (Assurance), and Empathy (Empathy) and To find out and analyze efforts to improve the Quality of Service for Community Learning Pursuit Package C at the Banjarbaru City Learning Activity Center (SKB) which consists of Physical Evidence (Tangibles), Reliability (Reliability), Responsiveness (Responsiveness), Guarantee (Assurance), and Empathy (Empathy) that should be done. The research method uses a qualitative approach with a descriptive type of research conducted for 3 (three) months. The quality of service for the residents of Pursuit Learning Package C at the Banjarbaru City Learning Activity Studio (SKB) can be said to be good. From the results of the study, it can be concluded from 5 (five) indicators used in this study, namely (1) Physical Evidence (Tangibles), good interview results to the Head of the Banjarbaru City Learning Activity Studio (SKB) and to residents learning package C at the Banjarbaru City Learning Activity Studio (SKB), maintenance continues because the digital era has started a lot of digital technology developments that must be followed in the future. (2) Reliability (Reliability) or reliability at the Banjarbaru City Learning Activity Center (SKB) is already good, and continues to be improved by continuing to provide training to tutors and tutors so that they can continue to provide the best lessons to learning residents, as well as increasing discipline must be improved because the results of the interviews of the learning and teaching process found lessons did not start on time because there were teachers who were late and students who were late, in the future this should be a serious concern, because punctuality is an indicator of success, the accuracy of learning during a pandemic felt by residents Less learning must be evaluated (3) Responsiveness, Responsiveness, which is an employee who will always be responsive to the service needs of the learning community has been carried out well and quickly, in the future the Banjarbaru City Learning Activity Center (SKB) has carried out services with responsiveness and fast, (4) Assurance, a guarantee at the Banjarbaru City Learning Activity Center (SKB), that is, learning residents will get good service by being served politely and in accordance with the knowledge possessed by the tutor or teacher because the requirements as tutors continue to be improved in accordance with the rules determined by the Government and (5) Empathy. Empathy needs to be carried out by employees and tutors and tutors from the Banjarbaru City Learning Activity Center (SKB), for that in the future employees and tutors in serving providing administrative services and providing learning must understand the conditions of learning residents, learning residents must be given understanding.

Keywords: Tangibles, Reliability, Responsiveness, Assurance, and Empathy

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