THE SATISFACTION LEVEL OF BOS PROGRAM IN SMP TAMAN DEWASA IBU PAWIYATAN YOGYAKARTA

TINGKAT KEPUASAN PROGRAM BOS DI SMP TAMAN DEWASA IBU PAWIYATAN YOGYAKARTA

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Abstrak

Penelitian ini dilakukan dengan tujuan untuk mengetahui tingkat kepuasan program BOS di SMP Taman Dewasa Ibu Pawiyatan Yogyakarta dilihat dari faktor: 1) keandalan. 2) ketanggapan. 3) keyakinan. 4) empati. 5) berwujud. Pendekatan penelitian menggunakan kuantitatif dan jenis penelitian deskriptif. Populasi penelitian ini adalah seluruh siswa SMP Taman Dewasa Ibu Pawiyatan Yogyakarta sebanyak 254 siswa. Sampel diambil sebesar 25% dari populasi sehingga didapatkan sampel sejumlah 67 siswa berdasarkan proportional random sampling dengan mengambil sampel masing-masing 7 siswa setiap kelas secara acak. Teknik pengumpulan data dengan angket. Uji validitas menggunakan rumus Pearson Product Moment dari Karl Pearson dan uji reliabilitas menggunakan rumus Alpha Cronbach. Teknik analisis data menggunakan univariate analysis of the satisfaction attributes yaitu analisis dengan cara memetakan distribusi frekuensi pada faktor-faktor kepuasan. Penelitian ini menujukan bahwa tingkat kepuasan terhadap program BOS berada pada kategori sangat rendah sebesar 11,11% (7 orang), kategori rendah 14,29% (9 orang), kategori sedang 42,86% (27 orang), kategori tinggi 23,81% (15 orang), kategori sangat tinggi 7,94% (5 orang). Berdasarkan nilai rata-rata, yaitu 140,14 menunjukkan bahwa tingkat kepuasan terhadap program BOS di SMP Taman Dewasa Ibu Pawiyatan Yogyakarta berada pada kategori sedang.

Kata kunci: *Tingkat Kepuasan, Program Bantuan Operasional Sekolah.*

Abstract

This research aimed to describe the satisfaction level of BOS program in SMP Taman Dewasa Ibu Pawiyatan Yogyakarta in some areas such as: 1) reliability. 2) responsiveness. 3) confidence. 4) empathy. 5) tangible. This research used quantitative approach and descriptive research. Research population was all students of SMP Taman Dewasa Ibu Pawiyatan Yogyakarta as many as 254 students. Samples were taken at 25% from population then get a sample of 63 students. Then the technique used was proportional random sampling by taking 7 students from each calss with randomly. Data collection technique used questionnaire. Validity test used Pearson Product Moment formula from Karl Pearson and reliability test used Cronbach Alpha formula. Data analysis technique used univariate analysis of the satisfaction attributes, analyzed by mapping the distribution of frequencies on satisfaction factors.This Research showed that the satisfaction level of BOS program was in the very low category at 11.11% (7 people), low category 14.29% (9 people), medium category 42.86% (27 people), high category 23.81% (15 people), very high category 7.94% (5 people). While based on the average value was 140.14. This result indicated that satisfaction level of BOS program in SMP Taman Dewasa Ibu Pawiyatan Yogyakarta was in medium category.

Keywords: Satisfaction Level, School Operational Assistance Program.

INTRODUCTION

Indonesia as a unitary State has much of responsibility, one of which is to educate people. It can be realized through education. To realize a good education and covers for all Indonesia citizens, the government has

implemented nine-year compulsory education program since May 2, 1994. Nine-year compulsory education has succed increasing the gross enrollment rate in basic education. The completion of nine-year compulsory education program is measured by increased number of new classroom building near the community that many have children (ages 7-15 years), expanding range of Junior High School and increased a place of learning activities (Tempat Kegiatan Belajar/TKB) and packet B, as well as increasing the role and awareness implementation of compulsory education. The success of nine-year compulsory education program makes Junior High School graduates has increased, so that the Government increase the service capacity of Senior High School and Vocational High School (SMA and SMK) to accommodate higher level education for all students.

To support these goals the government created School Operational Assistance (Bantuan Operasional Sekolah/BOS) in 2005. In 2009, government has made changes to the purpose, approach, and orientation of BOS program. BOS program not only serves to maintain the number of students, but also should contribute to improving the quality on basic education. Further, increase in a significant the amount of BOS funds starting in 2009 is expected to make BOS as a major pillar Making basic education free of charge.

With BOS program, many people began to hope that education easier to get. It would also have an impact on their decision to Research had to be higher. But in reality the tuition fees are to be paid is still expensive. Rising Fuel Prices (Bahan Bakar Minyak) also affects rising prices of other basic commodities which resulted in higher prices of basic necessities. Besides cost of Payment Approval Letter (Surat Persetujuan Pembayaran/SPP) which must be paid also rises, it is increasingly bundersoome for students to pay tuition fee. With BOS program, many people expect cost tuition fee to be paid could increasingly become even cheaper. Medium economic people is one parties who feel the effects. The effects still many children in Indonesia are not able to enjoy the taste of education, but education is very important as one way to repair the quality of human life.

A good program should be able to run for a long period of time. Because the BOS program is made to all people, that means public are able to determine the assessment. The satisfaction becoming one of the ways that can be used to determine the assessment of BOS program. A good program will certainly generate a high level of satisfaction and also as one of the reference to the program can continue to run.

The results of observations conducted in SMP Taman Dewasa Ibu Pawiyatan Ypgyakarta, unknown student satisfaction

rates to BOS program. Other observations indicate the amount of tuiton fee to be paid is Rp125.000.00/month. That it is still burdensome for parents. The presence of BOS program is expected to ease the cost of tuition fees are still not enough. Many parents have complained against tuition fees to be paid. Moreover, not all students who attend at SMP Taman Dewasa Ibu Pawiyatan Yogyakarta come from upper middle economy, not least students who comes from a family with middle-down economics. Certainly, tuition fees is still costly burdensome for them in addition to the need to fulfill other basic needs.

Based on the above problems, many problems that still exist regarding BOS program, including student satisfaction level is not yet known to the BOS program. Therefore, writer interested to make research, and the title is "The Satisfaction Level of BOS Program in SMP Taman Dewasa Ibu Pawiyatan Yogyakarta".

RESEARCH METHOD
Research Design

This research is descriptive research with quantitative approach. Suharsimi Arikunto (2006: 234) reveals that descriptive research is research that is intended to gather information about the status or existing symptoms, which according to what their symptoms at the time of the research. A quantitative approach is a research approach to the data research in the form of numbers, and uses statistical analysis (Sugiyono, 2009: 7). A quantitative approach is chosen, because in the process of obtaining the data used in this research is numbers as a tool to find information about what is studied, as well as to view and describe then analyzed and concluded as a result of research.

Research Setting

The research was conducted at SMP Taman Dewasa Ibu Pawiyatan Yogyakarta located at JL. Taman Siswa, No.25 F, Wirogunan, Mergangsan, Yogyakarta. This research was conducted on 13th up to 15th April 2016

Operational Definition

Operational variable definition is intended to clarify the issues to be researched, and provided operational restrictions against the definition of the terms used and would be appropriate with purpose of the research. The variable in this research is, the satisfaction level of BOS program. Satisfaction is the feeling of pleasure or disappointment resulting from comparing the perceived performance against their expectations. Consumer satisfaction is determined by consumer perceptions of product performance to fulfill consumer expectations. Aspects of satisfaction would be seen from 5 indicators there are reliability,

responsiveness, confidence, empathy and tangible.

Population and Sample

According to Sugiyono, (2006:72) Population is a generalization region consisting of the object or subject of the research that has certain qualities and characteristics by researcher to learn and then drawn the conclusion. The population in this research are all the students of SMP Taman Dewasa Ibu Pawiyatan Yogyakarta. Because of the large population in this research, then to simplify data collection need to take research sample. Samples according Suharsimi Arikunto (2006: 131) is partially or representative of the population will be researched. According to Suharsimi Arikunto (2006:134) when the subject is less than 100, better to take all subject. But, if the number too large, the subject can be taken between 10-15% or 20-25% or more. Based on theory, researcher take 25% from 254 students, that as many as 63 students will take. Then the technique used is proportional random sampling by taking sample seven students from each class.

Research Instrument

According to Sugiyono (2006:97) "research instrument is an instrument used to measure the natural phenomena and social phenomena are observed". Instrument or measuring instrument in this research is a questionnaire containing grains have a question for the response given by the subject of research. Formulation of the questionnaire was based on a theoretical construction which had been developed previously. Then on the theoretical basis developed into indicators and further developed into grains question where the provision of the score using a Likert scale. According to Sutrisno Hadi (1991: 19-20), modifications to the Likert scale was intended to eliminate the weaknesses contained by five-level scale. Likert scale modifications is to negate the middle response categories for three reasons: the first category Undecided, it has a double meaning, can be defined cannot decide or give answers (according to the original concept), can also be interpreted neutral, disagree, or even hesitate. Double answer category meaning (multi interpretable) is certainly not expected in an instrument. Second, availability of middle answers make tendency answer to the middle. (central tendency effect), especially for those who are undecided on the direction of respondents' opinions tendency, toward agreed or disagree. If reserved answer category that will eliminate lot of research data thus reducing amount of information that can be capture by respondents.

Determination of the scores given to measure customer satisfaction using Likert Scale modified, as follows:

1. Score 4 if Totally Agree

2. Score 3 if Agree

3. Score 2 if Disagree

4. Score 1 if Totally Disagree

Table 1. Grating Instrument Against Student Satisfaction Questionnaire BOS Program

No	ASPECT	ITEM NUMBER
1	Reliability	1,2,3,4,5,6,7,8, 9,10
2	Responsiveness	11,12,13,14,15, 16
3	Confidence	17,18,19,20,21, 22
4	Empathy	23,24,25,26,27, 28
5	Tangible	29,30,31,32,33, 34,35,36,37,38, 39

Test Instrument

a) Validity Test

Test validity of the instruments used in this research is validity items. This validity test used to determine whether the items used valid or invalid. Analysis of items in this questionnaire using Pearson Product Moment formula. (Burhan Nurgiyanto, Gunawan, dan Marzuki, 2014: 338).

Furthermore, the correlation coefficients are obtained (rxy or r count) compared with the value of r table. If the r count obtained is higher than r table at a significance level of 5%, the items declared invalid. Conversely, if the count r is smaller than r table, then the items declared invalid.

Criteria validity test based on the results of r table from 40 respondents was 0,312. If items have r count over 0,312, meaning of that clause is valid, while if r count under 0,312, meaning of that clause is invalid (Sugiyono, 2006: 288).

From analysis results, there are 1 items that fall that is items number 23. However, from validity results items that can be used for data collect is 43 items.

b) Reliability Test

An instrument is said to be reliable if the instrument is able to reveal reliable data and appropriate with the actual reality. Reliability test in this research using Cronbach Alpha formula. (Suharsimi Arikunto, 2006: 196). Here are results of reliability test on research variables:

Table 2. Reliability Test

No	Aspects	Cronbach's Alpha
1	Reliability	0.777
2	Responsiveness	0.777
3	Confidence	0.681
4	Empathy	0.738
5	Tangible	0.890

Source: Primary Data Processed

Data Collection Technique

Data collection techniques used by researcher using a questionnaire. According to Sugiyono (2006:135) " the questionnaire is a technique of data collection conducted by giving a set of questions or a written

statement to answer by respondent". This method contains the written question used to obtain information about the dimensions of service quality.

Data Analysis Techniques

According Sugiyono (2009: 148), descriptive analysis is an analysis which is a decrypting or explaining by using tables, classifying data based on results questionnaire answers obtained from respondents using data tabulation. The calculation method of data analysis to find the amount of relative frequency percentage. By the following formula (Anas Sudijono, 2009: 40).

$$P = \frac{F}{N} \ x \ 100\%$$

Description:

P= Percentage are searched (Relative Frequency)

F= Frequency

N= Quantity of respondents

Furthermore, in order that the total rating of each item and category known: 1 (Very Dissatisfied), 2 (Not Satisfied), 3 (Satisfied), and 4 (Very Satisfied). Researchers calculate the average score obtained with rating formula:

$$\Sigma = \frac{(1xa) + (2xb) + (3xc) + (4xd)}{n}$$

Next researcher calculated performance score (rating) on each item in a way to multiply the frequency of the election of the weight categories respectively.

RESEARCH RESULT AND DISCUSSION

This research was conducted on 13th up to 15th April 2016, on students SMP Taman Dewasa Ibu Pawiyatan Yogyakarta totaling 254 students and is spread to 9 classes. Description of the research data is intended to describe the results of student satisfaction rates towards BOS program in SMP Taman Dewasa Ibu Pawiyatan Yogyakarta. From this figure can be seen the frequency distribution of research data that is how much the level of student satisfaction toward BOS program.

Data to identified the satisfaction level disclosed with a questionnaire composed 43 point of statement, which is divided into five factors, reliability 12 items, responsiveness 6 items, confidence 5 items, empathy 6 items, and tangible 13 items.

1. Satisfaction Based Reliability Factor

Results of data analysis showed a reliability factor shown in 12 questions, the result is in following image;

Figure 1. Diagram of Satisfaction Based Reliability Factor

The above picture showed that most students were satisfied toward reliability of BOS program. Within reliability factor contained three indicators. The first indicator is implementation consistency of BOS program. A good program should have implemented every year and continuously/ongoing. Then continuity of BOS program should cover all regions in Indonesia. The second indicator shows the implementation of BOS program reliable without any manipulation. The program must have a good system so there is no manipulation and no corruption. The third indicator shows the implementation of BOS program responsive to the problems and needs. BOS funds program primarily devoted to help poor students to get same education with other students should certainly solve needs and problems experienced by poor students. Accordingly, data obtained from this research indicate that students are satisfied with the reliability of BOS program.

2. Satisfaction Based Responsiveness Factor.

Results of data analysis showed a responsiveness factor shown in 6 questions, the result is in following image;
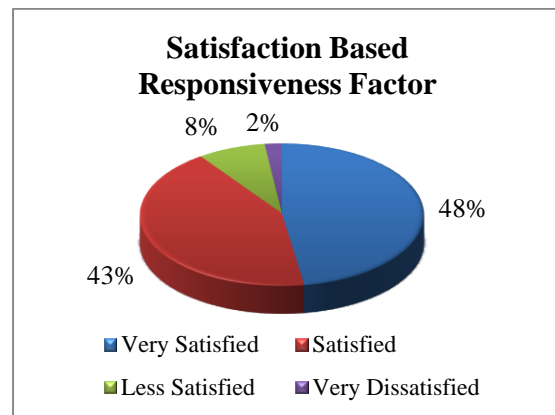

Figure 2. Diagram of Satisfaction Based Responsiveness Factor

The above picture showed that most students are satisfied with responsiveness of BOS program. However, there are still students who felt dissatisfied by 8% and very dissatisfied by 2%. It shows the responsiveness of the BOS program in helping students has been well, demonstrated by many agreed the implementation of the BOS program fast/timely. BOS program is also timely lighten the load on the current price of basic commodities rise.

3. Satisfaction Based Confidence Factor.

Results of data analysis showed a responsiveness factor shown in 6

questions, the result is in following image;

Figure 3. Diagram of Satisfaction Based Confidence Factor

The above picture showed that most students are very satisfied with confidence BOS program at 43%. Nevertheless, there are still students who felt dissatisfied and 13% very dissatisfied by 2%. This indicates confidence BOS program can complete nine-year compulsory education, besides that they agreed program can reduce the number of dropouts in other words, can increase the number of learners in order to complete the nine-years compulsory education. This showed the success of the BOS program have been able increase the number of learners for all children in Indonesia so hopefully they can add the individual quality to obtain a better future.

4. Satisfaction Based Empathy Factor.

Results of data analysis showed a responsiveness factor shown in 6
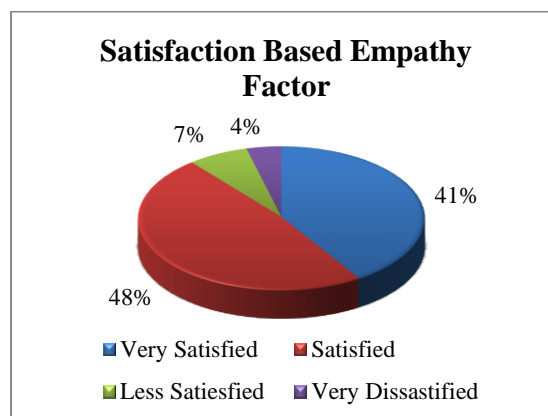
questions, the result is in following image;

Figure 4. Diagram of Satisfaction Based Empathy Factor

The image above shows that most students are satisfied with the empathy factor BOS program that is equal to 48%. But there are still students who felt dissatisfied by 7% and very dissatisfied by 4%. This showed BOS program pay attention to students, does not look at the status, state, and region, all students in Indonesia are entitled get assistance for alleviate the cost of their school. Furthermore, most agree BOS impartially with poor students, demonstrated from school must liberate all sorts of charges added with providing assistance such as the provision of stationery, and the provision of transport costs in order to facilitate them in participating in learning activities.

5. Satisfaction Based Tangible Factor.

Results of data analysis showed a responsiveness factor shown in 6
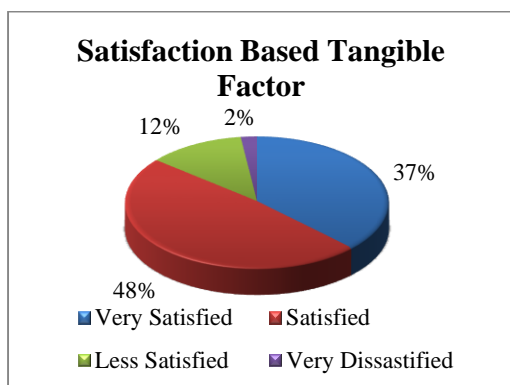
questions, the result is in following image;

Figure 5. Diagram of Satisfaction Based Tangible Factor

Above picture showed that most students are satisfied with tangible factors of BOS program in amount of 48%. However, there are still students who felt dissatisfied and 12% very dissatisfied by 2%. It shows the BOS program improve physical facilities in schools such as repair of classrooms, bathrooms, building laboratory to support learning activities to be better. Furthermore, Furthermore, mostly satisfied with the purchase of a computer and also for the installation of Wi-Fi for browsing activity, so students can add resource materials and readings materials. Moreover, most agreed the BIOS program also improve human resource performance this in accordance with one use of the funds is to finance the development of the teaching profession.

6. Satisfaction Level of BOS program

From data analysis on student satisfaction rates toward BOS program in SMP Taman Dewasa Ibu Pawiyatan Yogyakarta obtained the lowest score at (minimum) 95, highest score (maximum) 151, mean 127.00, median 127.00, mode 122, standard deviation (SD) 13.817
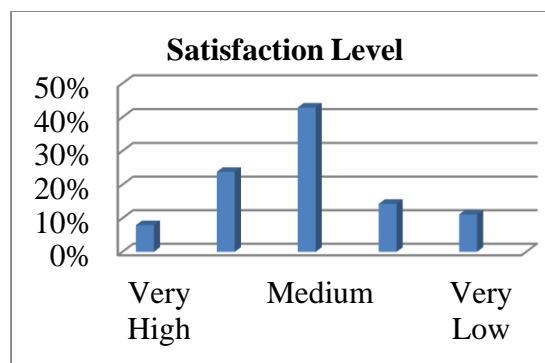

Figure 6. Diagram of Satisfaction Level

Based on these results shown satisfaction level of BOS program in SMP Taman Dewasa Ibu Pawiyatan Yogyakarta are in the very low category amounted to 11.11% (7 people), low category 14.29% (9 people), medium category 42.86% (27 people), high category 23.81% (15 people), very high category 7.94% (5 people). While based on the average value, is 140.14 indicates that the satisfaction level of BOS program in SMP Taman Dewasa Ibu Pawiyatan Yogyakarta in medium category. The results of studies showing satisfaction with the BOS program at the level indicated enforceability program was already well. However, improvements and performance improvements still necessary. It is important to make the better program and can produce high

levels of satisfaction. Knowing satisfaction level can make one of evaluation aspect. Especially for school, it can make better management for using fund of BOS. School can also allocate funds on activities that were previously overlooked, then it can repair make some activity that have not been unsatisfactory. Moreover, it also can as an evaluation material to make another policy. Furthermore, government can improve performance and can make good decisions for support program in subsequent years with effective and efficient. Eventually, back to the goal, the government can help all children in Indonesia ease the burden for financing public education in the context of the nine-year compulsory education quality and provide education for all Indonesia citizens.

CONCLUSIONS AND SUGGESTION
Conclusions

Based on data analysis result, tested research results, and discussion, it can be concluded that satisfaction level towards BOS program SMP Taman Dewasa Ibu Pawiyatan Yogyakarta at lowest category amounted to 10.45% (6 people), low category 16.42% (11 people), medium category 47.76% (32 people), high category 16.42% (11 people), highest category 8.96% (7 people).

Suggestion

In accordance with the conclusions, implications and suggestions above, suggestions can be presented are as follows:

a) In order to develop better research on the level of student satisfaction toward the program BOS.

b) In order to do research about the level of student satisfaction towards BOS program by using other methods.

c) For schools, this research result can improve management performance of BOS program, improve quality service both in the learning activities as well as outside learning activities and also improvements in school facilities and infrastructures.

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