

ABSTRAK

Raden Alpiyan Sanjaya, 1208010156, 2025: Kualitas Pelayanan Program Asesmen Nasional Berbasis Komputer di Dinas Pendidikan Kota Cirebon

Program Asesmen Nasional Berbasis Komputer (ANBK) merupakan kebijakan pemerintah yang bertujuan untuk mengevaluasi mutu pendidikan secara nasional. Keberhasilan pelaksanaan ANBK tidak hanya ditentukan oleh kesiapan teknis, tetapi juga oleh kualitas pelayanan yang diberikan oleh penyelenggara kepada satuan pendidikan sebagai pelaksana di lapangan. Namun, permasalahan dalam penelitian ini adalah masih ditemukannya ketidakmerataan sarana dan prasarana, lambatnya respons pelayanan, serta kurangnya kejelasan prosedur dalam pelaksanaan ANBK di Dinas Pendidikan Kota Cirebon. Oleh karena itu, penelitian ini bertujuan untuk menganalisis kualitas pelayanan ANBK di Dinas Pendidikan Kota Cirebon berdasarkan dimensi kualitas pelayanan publik, meliputi *tangible*, *responsiveness*, *empathy*, *assurance*, dan *reliability*.

Penelitian ini menggunakan pendekatan kualitatif dengan teknik pengumpulan data berupa wawancara mendalam, observasi, dan dokumentasi. Informan penelitian terdiri atas pihak Dinas Pendidikan Kota Cirebon, kepala sekolah, serta proktor sebagai pelaksana teknis ANBK. Analisis data dilakukan melalui tahapan reduksi data, penyajian data, dan penarikan simpulan, dengan menggunakan triangulasi sumber untuk menjaga keabsahan data.

Hasil penelitian menunjukkan bahwa kualitas pelayanan ANBK di Dinas Pendidikan Kota Cirebon secara umum tergolong baik hingga sangat baik. Pada dimensi *tangible*, sarana dan prasarana ANBK telah tersedia, namun kesiapan fasilitas belum merata antar sekolah, khususnya terkait perangkat komputer dan stabilitas jaringan internet. Dimensi *responsiveness* menunjukkan bahwa dinas cukup tanggap dalam merespons kendala teknis melalui mekanisme komunikasi dan pendampingan yang jelas. Dimensi *empathy* tercermin melalui pemetaan kesiapan sekolah, kebijakan yang fleksibel, serta pendampingan berkelanjutan. Dimensi *assurance* tergolong sangat baik, ditandai dengan kompetensi tim teknis, kejelasan prosedur, dan kepastian informasi yang menumbuhkan rasa aman serta kepercayaan sekolah. Sementara itu, dimensi *reliability* menunjukkan pelayanan yang konsisten, tepat waktu, dan sesuai dengan standar yang telah ditetapkan.

Berdasarkan hasil penelitian tersebut, dapat disimpulkan bahwa kualitas pelayanan ANBK di Dinas Pendidikan Kota Cirebon telah berjalan dengan baik, meskipun masih diperlukan peningkatan pada aspek pemerataan sarana dan prasarana. Hasil penelitian ini diharapkan dapat menjadi bahan evaluasi bagi Dinas Pendidikan dalam meningkatkan kualitas pelayanan ANBK serta menjadi referensi bagi penelitian selanjutnya di bidang pelayanan publik pendidikan.

Kata kunci: kualitas pelayanan publik, ANBK, Dinas Pendidikan, pelayanan pendidikan.



ABSTRACT

Raden Alpiyan Sanjaya, 1208010156, 2025: *Service Quality of the Computer-Based National Assessment Program at the Department of Education of Cirebon City*

The Computer-Based National Assessment (ANBK) is a government policy aimed at evaluating the quality of education at the national level. The success of ANBK implementation is not only determined by technical readiness but also by the quality of services provided by the organizing institution to educational units as implementers in the field. However, the problem addressed in this study lies in the uneven distribution of facilities and infrastructure, the slow responsiveness of services, and the lack of clarity in procedures in the implementation of ANBK at the Department of Education of Cirebon City. Therefore, this study aims to analyze the service quality of ANBK at the Department of Education of Cirebon City based on public service quality dimensions, namely tangible, responsiveness, empathy, assurance, and reliability.

This study employs a qualitative approach with data collection techniques including in-depth interviews, observation, and documentation. The research informants consist of officials from the Department of Education of Cirebon City, school principals, and proctors as technical implementers of ANBK. Data analysis was carried out through the stages of data reduction, data display, and conclusion drawing, using source triangulation to ensure data validity.

The results show that the quality of ANBK services at the Department of Education of Cirebon City is generally categorized as good to very good. In the tangible dimension, facilities and infrastructure are available; however, their readiness is not evenly distributed across schools, particularly in terms of computer availability and internet stability. The responsiveness dimension indicates that the department is fairly responsive in addressing technical issues through clear communication mechanisms and assistance. The empathy dimension is reflected in the mapping of school readiness, flexible policies, and continuous assistance. The assurance dimension is categorized as very good, marked by the competence of the technical team, clarity of procedures, and certainty of information that fosters trust and confidence among schools. Meanwhile, the reliability dimension shows that services are delivered consistently, on time, and in accordance with established standards.

Based on these findings, it can be concluded that the quality of ANBK services at the Department of Education of Cirebon City has been implemented well, although improvements are still needed, particularly in the equal distribution of facilities and infrastructure. This study is expected to serve as an evaluation

material for the Department of Education in improving ANBK service quality and as a reference for future research in the field of public service in education.

Keywords: public service quality, ANBK, Department of Education, educational services

