

ABSTRAK

ANALISIS KUALITAS LAYANAN GURU PELAJARAN IPS KELAS INKLUSI DI SMP PANGUDI LUHUR SEDAYU

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Penelitian ini bertujuan untuk mengetahui tingkat kualitas layanan guru IPS di kelas inklusi ditinjau dari dimensi keandalan (*reliability*), dimensi ketanggapan (*responsiveness*), dimensi empati (*empathy*), jaminan (*assurance*), dimensi berwujud (*tangible*), keseluruhan dimensi dan perbedaan penilaian tingkat kualitas layanan antara siswa reguler dan siswa yang berkebutuhan khusus. Penelitian ini dilaksanakan di SMP Pangudi Luhur Sedayu pada bulan Januari 2022.

Penelitian ini adalah penelitian deskriptif kuantitatif. Populasi penelitian adalah siswa kelas VIII B dengan jumlah 26 siswa. Teknik pengambilan sampel yang digunakan adalah teknik sampel jenuh. Data dikumpulkan dengan kuesioner. Teknik analisis data yang digunakan analisis deskriptif dan uji t.

Hasil analisis data menunjukkan bahwa: 1) 55% siswa menilai kualitas layanan guru IPS, khususnya dalam keandalan layanan, sangat tinggi; 2) 70% siswa menilai kualitas layanan guru IPS, khususnya dalam ketanggapan layanan, sangat tinggi; 3) 85% siswa menilai kualitas layanan guru IPS, khususnya dalam empati layanan; 4) 80% siswa menilai kualitas layanan guru IPS, khususnya dalam jaminan layanan; 5) 85% siswa menilai kualitas layanan guru IPS, khususnya dalam bukti fisik layanan 6) 80% siswa menilai kualitas layanan guru IPS, khususnya secara keseluruhan dimensi, sangat tinggi;; dan 7) terdapat perbedaan tingkat kualitas layanan Guru IPS, antara peserta didik dengan disabilitas dan peserta didik reguler.

Kata kunci: kualitas layanan, guru pelajaran IPS, kelas inklusi, keandalan, ketanggapan, empati, jaminan, uji t

ABSTRACT***SERVICE QUALITY ANALYSIS OF A SOCIAL SCIENCE TEACHER IN AN INCLUSIVE CLASS IN SMP PANGUDI LUHUR SEDAYU***

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The study aims to find out the level of service quality of a social science teacher in an inclusive class in terms to find out of reliability, responsiveness, empathy, assurance, tangibility, overall dimensions, and the difference of social teacher service quality between regular students and students with special needs in perception. The research was place in Pangudi Luhur Sedayu Junior High School in January 2022.

This type of research is descriptive quantitative research. The research participants were students of class VIII B covered 26 students. The research sampling technique is was saturated sampling technique. The were data collection technique was questionnaire. The data analysis techniques descriptive analysis and t-test.

The research findings revealed that: 1) 55% participants perceived of social science teacher service quality, especially in service reliability, very high; 2) 70% participants perceived of social science teacher service quality, especially in service responsiveness, very high; 3) 85% participants perceived of social science teacher service quality, especially in service empathy, very high; 4) 80% participants perceived of social science teacher service quality, especially in service assurance, very high; 5) 85% participants perceived of social science teacher service quality, especially in service tangible, very high; 6) 80% participants perceived of social science teacher service quality, especially the overall dimensions, very high; and 7) There was the difference perception of SST service quality between the regular students and the students with special needs.

Keywords: service quality, social studies teacher, inclusive class, reliability, responsiveness, empathy, assurance, t-test