

ABSTRAK

Penelitian ini dilatarbelakangi bahwa mutu layanan pendidikan merupakan indikator utama keberhasilan sebuah lembaga pendidikan dalam memenuhi harapan pemangku kepentingan (stakeholders). Peningkatan mutu layanan pendidikan tidak dapat dilepaskan dari peran aktif dua elemen kunci, yaitu kinerja komite sekolah sebagai perwakilan masyarakat dan kepala sekolah sebagai manajer puncak di satuan pendidikan. Penelitian ini bertujuan secara khusus untuk mengetahui: 1) pengaruh kinerja komite sekolah terhadap mutu layanan pendidikan; 2) Pengaruh kompetensi manajerial kepala sekolah terhadap mutu layanan pendidikan; 3) Pengaruh kinerja komite sekolah dan kompetensi manajerial kepala sekolah terhadap mutu layanan pendidikan. Metode penelitian yang digunakan dalam penyusunan tesis ini adalah *deskriptif* dengan pendekatan kuantitatif. Teknik pengumpulan data dilakukan melalui penyebaran angket kepada guru dengan jumlah responden sebanyak 188 orang. Hasil penelitian menunjukkan bahwa: 1) Terdapat pengaruh kinerja komite sekolah terhadap mutu layanan pendidikan. Hal ini berarti semakin baik kinerja komite sekolah maka semakin meningkat mutu layanan pendidikan; 2) Terdapat pengaruh kompetensi manajerial kepala sekolah terhadap mutu layanan pendidikan. Ini berarti kompetensi manajerial guru semakin kompeten maka semakin meningkat mutu layanan pendidikan; 3) Terdapat pengaruh kinerja komite sekolah dan kompetensi manajerial kepala sekolah terhadap mutu layanan pendidikan. Ini berarti semakin baik kinerja komite sekolah dan kompetensi manajerial kepala sekolah semakin kompeten maka semakin meningkat mutu layanan pendidikan.

Kata Kunci: Mutu Layanan Pendidikan, Komite Sekolah, Kompetensi Manajerial Kepala Sekolah, Perwakilan Masyarakat, Standar Kepala Sekolah

ABSTRACT

This research is motivated by the fact that the quality of educational services is the main indicator of an educational institution's success in meeting stakeholder expectations. Improving the quality of educational services cannot be separated from the active role of two key elements, namely the performance of the school committee as a representative of the community and the principal as the top manager in the educational unit. This research specifically aims to determine: 1) the influence of school committee performance on the quality of educational services; 2) The influence of the principal's managerial competence on the quality of educational services; 3) The influence of school committee performance and principal managerial competence on the quality of educational services. The research method used in compiling this thesis is descriptive with a quantitative approach. Data collection techniques were carried out by distributing questionnaires to teachers with a total of 188 respondents. The results of the study indicate that: 1) There is an influence of school committee performance on the quality of educational services. This means that the better the performance of the school committee, the better the quality of educational services; 2) There is an influence of principal managerial competence on the quality of educational services. This means that the more competent the teacher's managerial competence, the better the quality of educational services; 3) There is an influence of school committee performance and principal managerial competence on the quality of educational services. This means that the better the performance of the school committee and the more competent the principal's managerial competence, the higher the quality of educational services.

Keywords: Quality of Educational Services, School Committee, Principal Managerial Competence, Community Representative, Principal Standards