

## Persepsi peserta pendidikan dan pelatihan terhadap kualitas penyelenggaraan pendidikan dan pelatihan di Badan Pengembangan Sumber Daya Manusia Hukum dan HAM

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### Abstrak

"Changing the face" can change nothing. But ?facing the change? can change everything. Tesis ini membahas persepsi peserta pendidikan dan pelatihan terhadap kualitas penyelenggaraan pendidikan dan pelatihan di Badan Pengembangan Sumber Daya Manusia Hukum dan HAM. Penelitian ini adalah penelitian kuantitatif dengan desain deskriptif. Dengan menggunakan konsep Service Quality dari Zeithaml, Parasuraman dan Berry dilakukan analisis terhadap level persepsi dan harapan peserta pendidikan dan pelatihan. Hasil penelitian menyarankan perlunya membentuk sebuah tim untuk memperbaiki kurikulum, dan metode pengajaran yang melibatkan para akademisi, praktisi dan lain-lain, secara terus menerus atau berkelanjutan agar kurikulum dan metode pengajaran selalu mengikuti perkembangan ilmu pengetahuan; meningkatkan kompetensi para pengajar, menekankan pentingnya pimpinan dan pegawai yang memiliki minat, latar belakang dan kompetensi di bidang pengembangan sumber daya manusia; serta terus menerus meningkatkan dan memperbaiki sarana dan fasilitas pendidikan dan pelatihan.

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"Changing the face" can change nothing. But ?facing the change? can change everything. This thesis is to discuss about the perception of training and education trainee for the quality of training and education representation in The Board of Human Resources Development of Law and Human Right. This research is quantitative approach with descriptive design. By using Service Quality Concept from Zeithaml, Parasuraman and Berry is analyzed for level of perception and expectation of training and education trainee. Result of this research suggest to build a team for restructure the curriculum and teaching methods that are involving the academician, the practitioner, etc, continuously, in order to curriculum and teaching methods are always to supervise the knowledge development; to increase the competency of teachers; to emphasize that it?s necessary for the leaders and employess to have human resources development?s basic, experiences and interest; improving and restructuring the training and education facilities constantly.