

# Analysis Supporting Factors and Constraints LPMP Performance in Improving the Quality of Education in Jambi Province

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## Abstract:

Development of education in Indonesia is based on three aspects, namely equity and expansion, quality and relevance, as well as good governance. Quality education is influenced by several factors related to quality education managerial leaders, limited funds, facilities, educational facilities, media, learning resources, tools and training materials, school climate, environmental education and support of the parties related to education. This study used a qualitative approach find that the education quality assurance LPMP Jambi province influenced by two main factors, namely, inhibiting factors and supporting factors. As for the supporting factors, among others: (1) have a strong legal basis to carry out its duties and functions as the Institute for Education Quality Assurance, (2) have adequate human resources, (3) have adequate facilities, (4). has considerable experience in conducting teacher training, especially training, (5). have networks and partnerships with several agencies. The limiting factors, among others: (1). Work ethic majority of staff is low, (2). Still less conducive working environment, (3). Maintenance of facilities and infrastructure systems are less efficient, (4). Inadequate financial support as needed quality services.

**Keywords:** Analysis Supporting Factors and Constraints, LPMP, Performance, improving quality education, Jambi Province

## 1. Introduction

Education be an important pillar in the development of the nation. That's because education is a key element in the formation of generation / quality human resources. Therefore, the Indonesian nation strives to continuously improve the quality of education. Achievement of the quality of education is done through the aspects of management, improvement and development of infrastructure and so forth.

Development of education in Indonesia is based on three aspects, namely equity and expansion, quality and relevance, as well as good governance. These three aspects are simultaneously constructed to achieve maximum results. However, not necessarily the educational development becomes simple. It was due to other factors that make development become so complex, such as high population growth, geographic conditions, culturally diverse, and policy discontinued.

The quality of education is influenced by several factors. Sukmadinata, *et al.* (2006) mentions several issues related to quality education, namely; quality of graduates, the quality of teaching, guidance and training of teachers, as well as the professionalism and quality of teacher performance. The quality-related quality of managerial quality education leaders, limited funds, facilities, educational facilities, media, learning resources, tools and training materials, school climate, environmental education and support of the parties related to education.

Among these factors, teachers and other education personnel are the main factors that affect the quality of education (Sagala, 2007). Teachers as the main actors in the educational process should always get coaching and development in a sustainable manner. Coaching and development can be increased professionalism basic or adjustment with the latest policies issued by the government. Coaching and professional development of teachers can be done through education and in-service training (Sagala, 2007).

Human resources (HR) education is important in an organization. The role of HR is very important for the progress and organizational change. Because HR affect the effectiveness and efficiency of the role, function, and purpose of the organization, attention must be given to human resources continue to nurture and train human resources in various ways through a series of activities and programs that are to increase knowledge and skills. Today many organizations are conducting a series of activities or programs to improve employee performance. In connection with the above description, educational institutions, should have an individual / high-performing employees. It is intended to in order to carry out tasks effectively and efficiently. Knowledge and skills of

teachers will affect the task assigned to him successful or not. Educators who do not have or have little knowledge and skills will hamper the success of the institution. Therefore, every educator should do the maintenance and development of knowledge and skills. Attitudes and values that educators on the environment affects the execution of the task. To achieve success in the tasks and goals of educational institutions, any educators or teachers must continue to develop the attitude held in order to create the desired learning climate. HR development education, especially educators, it is important to note and improved in order to improve the quality of education. With the power of education to improve human resources, is expected to increase the quality of education.

Education issues as noted above should immediately look for a solution. Various efforts have been taken by the government, one of which publishing Permendiknas No. 07/2007 which stipulates that the Education Quality Assurance Agency (LPMP) as the central government institutions that exist in each province is obliged to supervise and assist unit level education in primary and secondary education in an effort to guarantee the quality of education.

Under the Ministerial Regulation No. 7 of 2007, on the Organization and Work Education Quality Assurance Agency, LPMP organizational structure consists of three sections, namely the sections of the program and information systems, sexy quality mapping and supervision, and the facilitation of educational resources section. According Satori (2010), the regulation implies empowerment duties and functions relating to: (1) mapping of the quality of education, (2) supervision in the framework of the development of quality, (3) the development of the quality of education information systems, and (4) facilitation of educators and education personnel. In carrying out the role and responsibilities of the Quality Assurance and Improvement LPMP empowerment focused on the function of the guidance, direction, and advice / technical assistance.

Therefore, according to Satori (2010), LPMP as Director General PMPTK care institution through the Directorate of Development of Education and Training should be able to build a network of quality assurance and improvement of education involving educational unit, school superintendent, city district education offices. Because there is no doubt that the long-term strategic effort to make it happen requires an assurance system and improve the quality of education that can develop cooperation and collaboration among the various institutions involved in the integration of national networks.

Various educational quality assurance program that has been planned by the overall LPMP yet achieved or accomplished. According to data / information from the public relations section LPMP Jambi province, adherence to quality assurance of education programs in the period 2008 to 2010 can be seen as figure 1, the following:

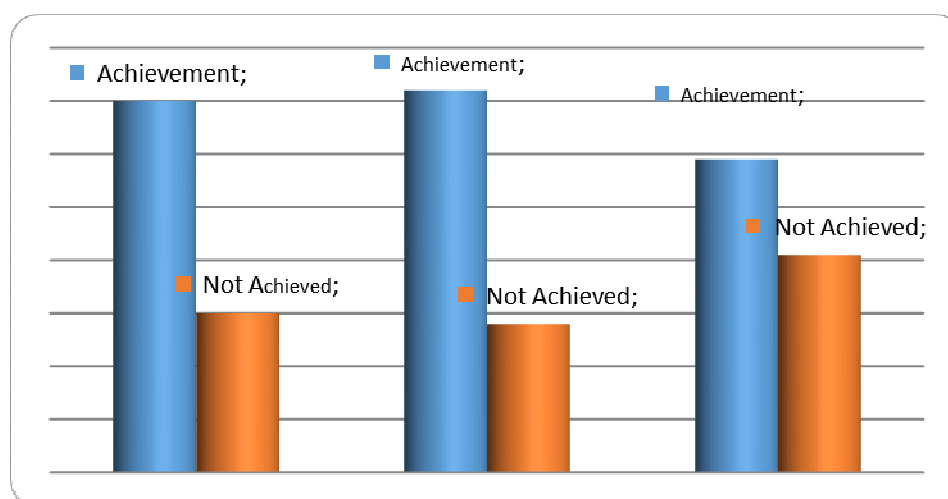


Figure 1: Education Quality Assurance program LPMP Jambi Province Implementation

Based Figure 1 above, it appears that the implementation of the quality assurance program that has been planned by LPMP has not reached its full potential. This fact of course is influenced by various factors, both internal factors and external factors. Based on the above, it is necessary to study the analyst associated with factors that become the carrying capacity and what factors inhibiting implementation LPMP in education quality assurance

program in Jambi province. Therefore, the focus of this study was to determine the factors supporting and inhibiting LPMP performance in improving the quality of education in the province of Jambi.

## 2. Research Methods

This study used a qualitative approach. Qualitative approach chosen in this study are based on some of the following considerations:

- a. Qualitative methods allow to observe and understand the symptoms of life in the LPMP both internally and externally, from the viewpoint of the parties with education quality assurance efforts are done.
- b. Qualitative methods allow for verification and explanation in more depth at the time found the behavior of the parties under investigation are deemed conceptually different from what it should be. By cross-checking the things that happen on the pitch which was considered to deviate it can enhance the validity and accuracy of the data.
- c. In qualitative research methods most of the data collected in the form of verbal words, not just a mere figure, both orally and in writing are taken from a number of informants associated with the object of research.
- d. This study was not intended to test the hypothesis that relates to a particular theory and based on the numbers, but rather is intended to "test" in the sense of developing a theory based on data found. Thus, theories are deemed to have been established in this field is only used as a frame of reference in order to give direction and fence off, so that the study was not out of the original goal.
- e. The study and analysis of the data in this study performed during data collection in the field, because the analysis presented itself when interpreting the data from the beginning until the end of the study.

Considering that the necessary data in qualitative research is the data presented in the form of verbal word, not in terms of numbers (Muhadjir, 1998), the research techniques or how to conduct research in the context of primary and secondary data collection in the field is used by: observation, interview depth (in-depth interviews), and study documentation. Selection of this observation because of its researchers visit, interact, and observe conditions in LPMP by placing themselves as outsiders and the subject under investigation are not aware that they are being investigated. At the time of observation, researchers recorded all the events that are found in a field that is deemed appropriate to the research topic. Note that in addition to studies documenting the events that were found, seen, and heard, is also equipped with research notes about the events as deemed necessary given the record. But at the same time, feelings, imagination, subjective views that happened on its own researchers also need to obtain a record that can be used as ingredients for complete data if necessary can add and perhaps even essential to complete.

Observation techniques used to gather information related to the programs, products, and processes, which occur in LPMP in relation to the implementation of the status, role, and function as well as expertise in quality assurance of education in the region of the province of Jambi. In addition, also observed the activities of other expertise in developing networks of stakeholders with LPMP academic community, as well as the development of the situation and the dynamics of the internal and external environment. While the technique of in-depth interviews were used to collect information related with the role and function as an institution "intelligent organized" pleased with the quality assurance of education in the province of Jambi, and the outlook on continuity and change in the future.

In the interviews, conducted on 5 key informants comprised of leaders LPMP, head of Division, lectures, and alumni were selected at random. Also 3 people stakeholder always partnered with LPMP, education experts, and character education practitioners who are seen as having attention based on position and expertise. In addition to the interview guide used equipped with a notebook, and a tape recorder as a recording device as well as a tool for documenting data. The study was conducted to explore documentation and secondary data needed to support the research. This documentation studies focused on the documents relating to the program, product LPMP pleased with the quality assurance in the working area. Data collection was done directly researcher with the following considerations: (1) The researcher as a sensitive tool that can react to any stimulation from the environment which is expected range or not for research; (2) The researcher as a tool able to adapt to all aspects of the situation and be able to collect a variety of data all at once; (3) Each situation is a whole in which the researcher

as instrument can understand the situation and intricacies; (4) The researcher as instrument can quickly analyze data, interpret it, to determine the direction of further observations.

### **3. Data and Discuss**

#### **3.1. Data**

##### **a. Supporting Factors**

Factors supporting performance are the things that should go well to ensure the success of an organization. In accordance with the potential and conditions LPMP Jambi the factors that will determine the success LPMP Jambi Province in carrying out its mission are as follows:

- 1) LPMP Jambi province has a strong legal basis to carry out its duties and functions as the Institute for Education Quality Assurance as set forth in the Decree of the Minister of Education No.087 / O / 2003 dated July 4, 2003.
- 2) The number of adequate human resources. Currently LPMP Jambi province has a total of 74 employees comprised of employees from various disciplines.
- 3) To carry out its mission of organizing a training for educators, LPMP Jambi province has had such facilities; laboratory Mathematics, Social Studies, Art, classrooms, multimedia, library, hall, dormitory, dining, sports facilities, and places of worship, halls and courtrooms.
- 4) LPMP Jambi province has had considerable experience in conducting training, especially training of teachers, so it has had sufficient courseware ranging from the structure of the program, syllabus, teaching materials, evaluation instruments, and so forth.
- 5) LPMP Jambi province has a network and partnership with several agencies, especially with the provincial education departments and district / city in various fields of activities such as; educational personnel training, appointment of assistant teacher, elementary teacher education qualification, through the Working Group on Teacher (KKG) with a pattern in and on-service training.

##### **b. Inhibiting Factors**

Factors inhibiting the performance constraints faced in order to carry out activities in achieving the mission of an institution. The factors that hinder the effectiveness of the performance LPMP Jambi province are as follows:

- 1) Work ethic majority of staff are still low. This is evident by the presence of staff who can not attend in accordance with the provisions of working hours. Except that innovation and creativity and initiative in part the staff is still low. That is still a few staff who are able to work professionally and there are many among the staff who prefers a right rather than an obligation.
- 2) The working atmosphere is still felt by most unfavorable small staff, which is reflected in the nuances of familial togetherness has not created as expected.
- 3) maintenance of facilities and infrastructure systems are less efficient, so some including environmental infrastructure has not received proper maintenance.
- 4) Support inadequate financing as needed quality services. This resulted in not all planned programs can be run properly.

#### **3.2. Discussion**

Based on the data that has been obtained, it can be understood that LPMPs carrying capacity is very strong in its function as a guarantor of the quality of education institutions. Carrying capacity of the most important is the existence of a legal basis, namely the Minister of Education No.087 / O / 2003 dated July 4, 2003. On the basis of the law, then LPMP Jambi province has a strong legal basis to exercise its authority. Thus, that legally, LPMP Jambi province has a strong legal basis. Therefore entire management functions related to quality assurance of education ranging from planning, implementation and evaluation of the overall program is guaranteed and protected by law.

Factors supporting LPMP performance in ensuring the quality of education the following is the availability of an adequate number of human resources. Currently LPMP Jambi province has a total of 74 employees comprised of employees from various disciplines. With the availability of adequate human resources both in quality and in quantity, it allows the creation of programs of quality assurance of quality education. The diversity of disciplines of science which is owned by the employees also allows the creation of programs that vary, so can cause

stakeholder interest in following these programs. On the other hand, the availability of human resources also allows implementing entire program has been planned.

Facilities and infrastructure is one of the most important factors in a process of quality assurance of education, therefore, the availability of facilities and infrastructure is a necessary condition that must be met. Associated with it, LPMP Jambi province has had such facilities; laboratory Mathematics, Social Studies, Art, classrooms, multimedia, library, hall, dormitory, dining, sports facilities, and places of worship, halls and courtrooms. Various facilities owned by LPMP be an important factor in carrying out its functions, so that a wide range of measures undertaken by LPMP generally performing well because it is supported by adequate facilities. Associated with training programs, LPMP Jambi province has had considerable experience in conducting training, particularly education and training of teachers, so it has had sufficient courseware ranging from the structure of the program, syllabus, teaching materials, evaluation instruments, and so forth. With the presence of the courseware, the various education and training programs conducted teacher has had the direction, goals and objectives are clear, so the teacher training programs conducted by LPMPs far have good quality. Networking is an important factor for an organization to develop work programs. With the extensive network will enable the institution obtain feedback, critiques and suggestions in planning, implementing and evaluating programs. Associated with it, LPMP Jambi province has a network and partnership with several agencies, especially with the provincial education departments and district / city in various fields of activities such as; educational personnel training, appointment of assistant teacher, elementary teacher education qualification, through the Working Group on Teacher (KKG) with a pattern in and on-service training. Thus have their network enables an increase in performance in carrying out its functions LPMP.

In addition to supporting factors, in Jambi province carry out its functions LPMP also face many obstacles or inhibiting factors. Factors inhibiting the performance constraints faced in order to carry out activities in achieving the mission of an institution. One limiting factor is the low work ethic of some employees. This can result in a lower quality power and creativity of employees, so that the work programs that have been developed have not done perfectly. In addition, the low work ethic some employees also resulted in the implementation of programs of education quality assurance is not running optimally. Therefore, leaders of institutions (LPMP) need to design and make a breakthrough to improve employee work ethic. It can be done by performing internal motivation employee training.

According to experts, the comfort of the work environment will improve the quality of employees and vice versa. Therefore, the performance of employees affected by the comfort of the work environment. Related to this, the working atmosphere is still felt by most unfavorable small staff, so that the employee loyalty and integrity in part is still relatively low. For employees who do not feel comfortable to do the job will tend to work at random, uncontrolled and less responsible. This of course results in poor performance as an institution in LPMP carry out its functions. One reason for the lack of comfort of an institution / workplace is a lack of understanding among employees, lack of respect and honor, feeling better or worse, the lack of mutual trust, and so forth. Therefore it is necessary for real efforts to improve mutual trust, mutual respect / appreciation through appropriate approaches.

As has been described above that infrastructure is an important factor for an agency in carrying out its programs. However, if the infrastructure or existing facilities are not managed properly, then the support facilities for the implementation of the program is relatively small. In other words, the availability of facilities does not necessarily make the planning and implementation of a program running perfectly. Therefore, the entire facility should be managed appropriately and accurately in order to be carrying. System maintenance of facilities and infrastructure in LPMP considered less efficient, so some including environmental infrastructure has not received proper maintenance. This will result in less optimal implementation of a program of work that has been planned by LPMP.

The next factor is the bottleneck is financial support. Adequate financing will encourage employee morale, quality completion of the work program and work program implementing perfectly. Likewise, the lack of financial support may result in a lower employee work ethic, the program does not work optimally arranged so that its implementation is also less than the maximum, so the end result of this process is also less qualified. With the lack of financial support experienced by LPMP Jambi, it results in relatively poor performance as an institution LPMP. Therefore, it is necessary to break in order to obtain a good financial support to support the implementation of quality assurance programs undertaken by LPMPs Jambi.

#### 4. Conclusions

Factors supporting and Jambi LPMP performance in carrying out its function as a guarantor of the quality of education institutions in Jambi province are as follows:

##### a. Factors Supporting

- 1). LPMP Jambi province has a strong legal basis to carry out its duties and functions as the Institute for Education Quality Assurance as set forth in the Decree of the Minister of Education No.087 / O / 2003 dated July 4, 2003.
- 2). Number of adequate human resources. Currently LPMP Jambi province has a total of 74 employees comprised of employees from various disciplines.
- 3). To carry out one of its mission of education and training for educators, LPMP Jambi province has had such facilities; laboratory Mathematics, Social Studies, Art, classrooms, multimedia, library, hall, dormitory, dining, sports facilities, and places of worship, halls and courtrooms.
- 4). LPMP Jambi province has had considerable experience in conducting training, especially training of teachers, so it has had sufficient courseware ranging from the structure of the program, syllabus, teaching materials, evaluation instruments, and so forth.
- 5). LPMP Jambi province has a network and partnership with several agencies, especially with the provincial education departments and district / city in various fields of activities such as; educational personnel training, appointment of assistant teacher, elementary teacher education qualification, through the Working Group on Teacher (KKG) with a pattern in and on-service training.

##### b. Factors Inhibiting

- 1). Work ethic majority of staff are still low. That is still a few staff who are able to work professionally and there are many among the staff who prefers a right rather than an obligation.
- 2). Working atmosphere is still felt by most unfavorable small staff, which is reflected in shades of familial togetherness has not created as expected.
- 3). Maintenance of facilities and infrastructure systems are less efficient, so some including environmental infrastructure has not received proper maintenance.
- 4). Inadequate financial support as needed quality services. This resulted in not all planned programs can be run properly.

#### 5. Suggestions / recommendations

Based on the above there are some recommendations that need to be addressed, namely:

- 1). Motivational training necessary to work with employees, it aims to increase its employees work ethic, add insight and knowledge of employees in terms of maintaining the facility and use appropriate facilities, as well as improve good relation among employees.
- 2). Need to do a search of the source of funding agencies or public institutions which are not binding, in order to increase financial support LPMP.
- 3). Necessary to restructure the organization as a refresher, this can be develop spirit of healthy competition among employees through reward and punishment.
- 4). LPMP as a guarantor of the quality of education institutions should have education consultant from college / university that is capable of assisting and directing LPMP in terms of preparing, implementing and evaluating the work programs.

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