**Kepemimpinan dan Kualitas Layanan Pendidikan pada Sekolah Dasar**

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**Abstrak**

Penelitian ini bertujuan untuk mendeskripsikan kualitas kepemimpinan dan kualitas layanan sekolah kepada pelanggan pada Sekolah Dasar (SD) di Kecamatan Depok Kabupaten Sleman.

Penelitian ini menggunakan pendekatan kuantitatif dengan jenis penelitian *ex post facto*. Penelitian ini dilakukan di SD di Kecamatan Depok Kabupaten Sleman, sejumlah 47 sekolah yang terdiri atas 35 SD Negeri dan 12 SD Swasta.

Hasil penelitian menunjukkan sebagai berikut. (1) Kualitas kepemimpinan pada sebagian besar sekolah (66%) mencapai kategori sangat tinggi. (2) Kualitas layanan kepada pelanggan pada sebagian besar sekolah (53,2%) termasuk kategori tinggi (3) Penelitian ini juga menemukan bahwa kualitas kepemimpinan di SD negeri dan swasta setara, namun pada aspek layanan sekolah kepada pelanggan, kualitas layanan di SD swasta lebih tinggi daripada di SD negeri.

# Kata Kunci: kepemimpinan pendidikan; kualitas layanan,

Leadership and Quality of Education Services in Primary Schools

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Abstract

This study aims to describe the quality of leadership and the quality of school services to customers in Elementary Schools (SD) in Depok District, Sleman Regency.

This study uses a quantitative approach to the type of ex post facto research. This research was conducted in elementary schools in Depok Sub-district of Sleman Regency, a total of 47 schools consisting of 35 public elementary schools and 12 private elementary schools.

The results of the study show the following. (1) The quality of leadership in most schools (66%) reaches the very high category. (2) Quality of service to customers in most schools (53.2%) is included in the high category (3) This study also found that the quality of leadership in public and private primary schools is equal, but in the aspect of school services to customers, the quality of services in private primary schools higher than in state elementary schools.

Keywords: educational leadership; quality of service