

ABSTRACT

This research aims to evaluate the importance of the foreign grants administration process in the form of goods/services in General Bureau Environment, the Ministry of National Development Planning/Bappenas against satisfaction/performance of grant Donor administration staffs in this ministry. This is a quantitative descriptive research. The data collections techniques are observation and questioner. The data obtained through the dissemination of the questionnaire to the 26 respondents of grant Donor administration staffs. Sampling method used in this research is saturated sample.

Results of the questionnaire were analyzed by using multiple linear regression. The processing of data for statistical tests performed with the SPSS program 22. This research uses validity and reliability analysis method as the research issues approach then processed using Quality Function Deployment (QFD) and House of Quality to explain relations between eagerness grants Donor administration staffs against the importance of the foreign grants administration process in the form of goods/services in General Bureau Environment, the Ministry of National Development Planning/Bappenas

Based on the results of the study can be summed up ten attributes of the company there were five technical characteristics of priority improvements such as having good cooperation related to the disbursement of the budget, the reliable verifier, according to the Regulation of the Minister of Finance Republic of Indonesia No. 191/PMK.05/2011 About the Grants Management Mechanism, an orderly Archive, and according Director General of the Treasury Regulations No. Per 81/PB/2011 About Procedure for Direct Endorsement Forms Grants in the Form of Money and Delivery Records Memo of Directly Grants in the Form of Goods/Services/Securities.

Keywords: The importance of the foreign grants administration process in the form of goods/services in General Bureau Environment, the Ministry of National Development Planning/Bappenas, satisfaction/performance of grant Donor administration staffs in the Ministry of National Development Planning/Bappenas, and Quality Function Deployment (QFD).

ABSTRAK

Penelitian ini bertujuan untuk mengevaluasi tingkat kepentingan proses administrasi hibah luar negeri bentuk barang/jasa di Lingkungan Biro Umum, Kementerian PPN/Bappenas terhadap kepuasan/kinerja staf administrasi Donor hibah di Kementerian PPN/Bappenas. Jenis penelitian yang digunakan adalah penelitian deskriptif kuantitatif. Metode pengumpulan data penelitian lapangan (*field research*) yaitu dengan observasi dan penyebaran kuesioner. Data diperoleh melalui penyebaran kuesioner kepada 26 responden staf administrasi Donor hibah di Kementerian PPN/Bappenas. Metode sample yang digunakan dalam penelitian ini adalah *sampling* jenuh.

Pengumpulan data menggunakan kuesioner dan selanjutnya data dianalisis dengan menggunakan regresi linier berganda. Pengolahan data untuk uji statistik dilakukan dengan program SPSS 22. Dalam penelitian ini peneliti menggunakan pendekatan terhadap masalah penelitian dengan metode analisis validitas dan reliabilitas kemudian diolah menggunakan metode *Quality Function Deployment* (QFD) dengan *House Of Quality* untuk menjelaskan hubungan antara keinginan staf administrasi Donor hibah terhadap tingkat kepentingan proses administrasi hibah luar negeri bentuk barang/jasa di Lingkungan Biro Umum, Kementerian PPN/Bappenas.

Berdasarkan hasil penelitian dapat disimpulkan sepuluh dari atribut karakteristik teknis perusahaan terdapat lima karakteristik teknis yang menjadi prioritas perbaikan seperti memiliki kerjasama yang baik kepada pihak terkait pencairan anggaran, verifikator yang handal, sesuai Peraturan Menteri Keuangan RI Nomor: 191/PMK.05/2011 Tentang Mekanisme Pengelolaan Hibah, Arsip yang rapi, dan sesuai Perdirjen Perbendaharaan No. Per 81/PB/2011 Tentang Tata Cara Pengesahan Hibah Langsung Bentuk Uang dan Penyampaian Memo Pencatatan Hibah Langsung Bentuk B/J/S.

Kata Kunci : Tingkat Kepentingan Proses Administrasi Hibah Luar Negeri Bentuk Barang/Jasa Di Lingkungan Biro Umum, Kementerian PPN/Bappenas, Kepuasan/Kinerja Staf Administrasi Donor hibah di Kementerian PPN/Bappenas, dan *Quality Function Deployment* (QFD)