

ANALISIS KEPUASAN KELOLA LEMBAGA PADA PENGELOLAAN HUTAN KEMASYARAKATAN OLEH KELOMPOK TANI HUTAN SEDYO RUKUN KALURAHAN BANYUSOCO KAPANEWON PLAYEN GUNUNGKIDUL YOGYAKARTA

Lintang Chahyaning Ratri¹, Wahyu Tri Widayanti²

INTISARI

KTHK_m Sedyo Rukun memiliki peran penting dalam mewujudkan keberhasilan program Hkm melalui kelembagaan yang efektif. Penelitian ini bertujuan: 1) menganalisis tingkat kepuasan kelompok terhadap kelola kelembagaan, 2) mengidentifikasi faktor-faktor yang memengaruhi kepuasan, 3) merumuskan strategi peningkatan kelembagaan kelompok dalam pengelolaan hutan.

Penelitian ini menggunakan pendekatan kuantitatif dengan metode survei. Teknik pengumpulan data dilakukan melalui observasi dan wawancara menggunakan kuesioner terhadap 48 responden pengurus dan anggota KTHK_m Sedyo Rukun. Analisis data dilakukan menggunakan *Customer Satisfaction Index* (CSI) untuk mengukur tingkat kepuasan, *Exploratory Factor Analysis* (EFA) untuk mengidentifikasi faktor-faktor utama, dan *Importance Performance Analysis* (IPA) untuk merumuskan strategi peningkatan kelembagaan.

Hasil penelitian menunjukkan bahwa tingkat kepuasan pengurus dan anggota terhadap kinerja lembaga dalam kategori sangat puas (CSI > 80%). Analisis terhadap 26 faktor yang memengaruhi kepuasan pengurus dan anggota dalam kelola kelembagaan menghasilkan delapan faktor (*eigenvalues* > 1). Terdapat kesamaan pada lima faktor yang memengaruhi kepuasan pengurus dan anggota: kualitas kelola kelembagaan, kepemimpinan, responsive, pengelolaan konflik, dan kinerja pengurus. Faktor lain yang memengaruhi pengurus: partisipasi anggota, evaluasi rutin kelembagaan, dan struktur organisasi, sedangkan faktor lain yang memengaruhi anggota mencakup penegakan aturan, transparansi, dan kegiatan kelembagaan. Strategi peningkatan kelembagaan berada pada Kuadran I yang menunjukkan bahwa indikator tersebut memiliki rata-rata tingkat kepentingan lebih tinggi dan rata-rata tingkat kepuasan lebih rendah dibandingkan nilai rata-rata keseluruhan, baik menurut pengurus maupun anggota. Strategi pengurus yaitu pembagian tugas secara tertulis, keterlibatan aktif, pertemuan rutin, penyelesaian konflik secara partisipatif, serta penyusunan rencana kerja tahunan dengan monitoring dan evaluasi. Strategi anggota yaitu studi banding yang melibatkan seluruh anggota kelompok.

Kata Kunci: hutan kemasyarakatan, kelompok tani hutan kemasyarakatan, kepuasan kelompok, kelola lembaga, strategi kelembagaan

¹ Mahasiswa Fakultas Kehutanan UGM

² Staff Pengajar Fakultas Kehutanan UGM

*ANALYSIS OF INSTITUTIONAL MANAGEMENT SATISFACTION
IN THE COMMUNITY FOREST MANAGEMENT BY SEDYO RUKUN
FOREST FARMER GROUP BANYUSOCO VILLAGE PLAYEN
DISTRICT GUNUNGKIDUL YOGYAKARTA*

Lintang Chahyaning Ratri¹, Wahyu Tri Widayanti²

ABSTRACT

KTHKm Sedyo Rukun plays a vital role in ensuring the success of the Community Forest (HKm) program through effective institutional management. This study aims to: (1) analyze the level of group satisfaction with institutional governance; (2) identify the factors influencing satisfaction; and (3) formulate strategies for strengthening institutional capacity in forest management.

This research employed a quantitative approach using a survey method. Data were collected through observation and interviews using questionnaires administered to 48 respondents, consisting of both board members and group members of KTHKm Sedyo Rukun. Data analysis was conducted using the Customer Satisfaction Index (CSI) to measure satisfaction levels, Exploratory Factor Analysis (EFA) to identify key influencing factors, and Importance Performance Analysis (IPA) to formulate institutional strengthening strategies.

The results indicate that the satisfaction level of both board members and group members falls into the "very satisfied" category (CSI > 80%). Analysis of 26 factors influencing satisfaction in institutional governance resulted in eight extracted factors (eigenvalues > 1). Five common factors were found to influence the satisfaction of both board members and group members: quality of institutional governance, leadership, responsiveness, conflict management, and board performance. Additional factors influencing board members include member participation, regular institutional evaluation, and organizational structure, while other factors influencing group members include rule enforcement, transparency, and institutional activities. The strategy for institutional strengthening falls into Quadrant I of the IPA matrix, indicating that these indicators have above-average importance but below-average satisfaction levels, according to both board members and group members. Recommended strategies for board members include written task allocation, active involvement, regular meetings, participatory conflict resolution, and the preparation of an annual work plan accompanied by monitoring and evaluation. The strategy for group members includes comparative study visits involving all group members.

Keywords: community forest, community forest farmers group, group satisfaction, institutional factors, institutional strategy

¹ Student of Faculty of Forestry UGM

² Lecturer of Faculty of Forestry UGM