The Quality of Counseling Center in Batanghari Regency, Jambi

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ABSTRACT-- *The purposes of this research are to look at the relationship between: 1) Management and quality of Counseling Center (Counseling centers), 2) Integrity of Head of Counseling Center and Counseling Center quality, 3) Environment and quality of Counseling Center, 4) Management, Integrity of Head and environment together with quality of Counseling Center in Batanghari Regency, Jambi The research was conducted in July 2019 involving 150 field extension workers (PPL) with a purposive sampling method and analyzed with correlation regression.The research results showed that there was a significant and linear relationship between: 1) Counseling Center management and Counseling Center quality with its regression equation $Y = -5.83 + 0.92 X_1$, 2) Integrity of head of Counseling Center and Counseling Center quality with equation $Y = 43.780 + 0.584 X_2$, Counseling Center environment and Counseling Center quality with its regression equation $Y = 13,010 + 0,950 X_3$ 4) Management, integrity of head and environment of Counseling Center with equation $Y = -43,271 + 0,470 X_1 + 0.290 X_2 + 0,673 X_3$, coefficient of determination (R^2) This research is 0.63 showing that 63% of the variation that occurs in quality is explained by Counseling Center management, integrity of head of Counseling Center, and Counseling Center Environment.*

Keywords-- *Counseling Center quality, Counseling Center management, Integrity of Head of Counseling Center, Counseling Center environment*

I. INTRODUCTION

The Indonesian people are currently in a period of transformation and reform. The era of reform has been born since a few years ago. Indonesia is determined to bring about changes in all aspects of life. The rise of demands for reform in the life of the nation, state and society, including national counseling reform, are increasingly urgent, considering that the counseling process is one of the demands of the state constitution which emphasizes that the purpose of developing an independent state is to educate the life of the nation.

It seems, until now, after 74 years of the Republic of Indonesia independence, the realization of the mandate of the constitution is still far from the expectations of the people. Therefore, our national counseling system and

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various policies that follow must be reformed in an effort to realize a new vision of an advanced, modern and democratic Indonesian society.

Counseling education is expected to improve the quality of literature. Everything is still like before, there has been no change, and there has been no improvement. Yet global competition teaches us that we cannot fake the quality. Now the demand for quality is so high that we will never be able to win the competition, unless we have quality Counseling Center institutions and have been optimally empowered that is sustainable.

Counseling Center empowerment and improvement is a continuous process in every aspect that makes up the overall service. Quality improvement cannot only be conducted in one or more aspects and in a certain period only, the quality is inherent with the existence of Counseling Center institutions themselves.

The issue of Counseling Center quality is a complex problem. First, there are no standard quality that are accepted by experts and the public, especially by the users of counseling center. Second, quality is very difficult to predict because the counseling process cannot be isolated from various environmental factors, both internal and external.

The quality of Batanghari Counseling Center has become increasingly important in two aspects. First, aspects of competition that occur at Counseling Center itself and competition in the world of work. Second, the management aspect that is thought to have a very significant relationship with quality. The purpose desired by management is the quality of counseling. This much depends on the process of planning, organizing, leadership, supervision, and optimal use of all counseling sources. So in the context of free competition today every Counseling Center must compete in improving its quality. If not, the employees will not be able to compete to continue their studies and to obtain more established jobs, or even create additional employment.

In order to operate effectively and survive in facing various challenges, especially in the era of globalization which is loaded with increasingly fierce competition, every Counseling Center needs a leader or head that has high integrity, able to look forward, anticipate, and make changes and continual renewal and has a firm vision that he leads. This is mainly because in the era of globalization, our world is becoming more complex and interrelated. There are many changes that have and will happen. Changes become increasingly non-linear, discontinuous, and not easily predicted.

These changes also bring trends that directly or indirectly confront each leader in an increasingly difficult position. The incessant flow of change does not only affect one or more aspects of life and development, but the change has a multidimensional impact which makes it difficult for leaders to see the effects and consequences of the change. In such a complex position and situation, every Counseling Center needs a leader with excellent quality and high integrity.

The strategic planning carried out by the Counseling Center leader will provide a future description of how **extension workers (PPL)** can go towards the right direction, in accordance with its contents and mission, by exploiting potentials and fixing internal weaknesses, in order to take advantage of existing opportunities and minimize and avoid threats that are exist or come from the external environment.

Rationally, many factors or variables are estimated to have a relationship with quality, including (1) students; (2) PPL personnel; (3) organizing agency; (4) counseling system; (5) counseling program; (6) counseling facilities and infrastructure; (7) management; (8) the objectives and direction of the counseling program; (9) internal and external environment, and many other factors.

II.   RESEARCH QUESTION

The research conducted will be very interesting and very comprehensive if all the factors or variables are examined and revealed. However, given the various limitations of the researcher, the scope of the problem of this research and in accordance with scientific conventions are limited to several variables that are thought to have a strong relationship with the quality of counseling center, (1) management; (2) integrity of leader and; (3) environment.

First, is there a relationship between management and quality of counseling center? Second, is there a relationship between leader integrity and counseling center quality? Third, is there a relationship between the environment and counseling center quality? Fourth, is there a relationship between management, leader integrity and the environment together with quality of counseling center?

III.   LITERATURE REVIEW

Counseling Center Quality

In essence, quality is the goal to be achieved by every counseling center, both in terms of instructional inputs, processes, and outputs that are objectively measurable (tangible), and which are based on subjective assessments (intangible).

Quality has many meanings and criteria that change continuously and develop dynamically. Many experts try to define quality based on their individual perspectives.

Sallis (1993) argues that differences in meaning and interpretation of quality are caused by the nature of quality itself which is dynamic and emotional and moral. Quality as a concept can be used both as something relative and absolute.

Meanwhile the relative concept of quality is not as an attribute or information about a product or service but as a service itself. In the relative concept of quality, an item or service is said to meet specified specifications (finess for purpose or use), but must also be in accordance with the customer's requirements.

In this relationship Sallis (1993) defines quality as something that best satisfies customers and meets their needs and desires. In line with this, Creech (1996: 154-!56) argues that the product is the focal point of an organization. The product is identified and defined in terms of customers, both internal and external. All elements in the organization that affect product focus require careful attention from everyone in the organization synergistically, they will not emerge and stand alone, both shared purpose, progress, pride, and professionalism.

In the context of counseling, the concept of quality requires the organization of counseling that understands and realizes that the products of counseling institution are not goods, but services or counseling services. Students are not counseling center products but the services they receive and make them quality graduates. Counseling Center is fulfilling the wants and needs of students as the main stakeholders. This does not mean that the interests of other stakeholders are ignored. However, students remain the reason why a counseling institution is established and maintains its reputation. Postman and Weingartner (1969) call them as quality learners. Student quality is shown, among others, by persistence, perseverance, discipline, innovation power, creativity, capability, and

responsibility. In general they are not afraid of challenges, but rather enjoy learning from the various challenges they face. They have their own views and opinions about an issue. They know how to formulate and ask weighty questions.

Other factors that influence Counseling Center quality are PPL quality, graduate quality, and curriculum quality. In addition, although not a factor, educational facilities and infrastructure also determine the quality of a Counseling Center.

Based on the theoretical study previously stated, it can be synthesized that Counseling Center quality is a fact about the superiority and reliability of Counseling Center quality which is reflected in the quality of learner farmers, the quality of Counseling Center, the quality of graduates, and the quality of Counseling Center infrastructure.

Counseling Center Management

The main purpose to be achieved by Counseling Center management is the quality of Counseling Center. Atmodiwiryo (2000) said that Counseling Center management is the activity of integrating counseling sources so that they are centralized in achieving Counseling Center purposes that have been previously determined.

In the world of counseling, what is meant by counseling resources are learning farmers, PPL, employees, funds, facilities, and counseling infrastructure. Thus, the ability of counseling management efficiently, effectively and productively is very important thing. Counseling Center management is a trick because in running the wheel or Counseling Center activities that are reflected in the ability to read situations, conditions, time, and space, accompanied by experience, intuition, and even feeling. Handoko (2000) raises the question why is Counseling Center management needed? He argues, there are three main reasons Counseling Center management needed:

a. to achieve organizational and personal purpose

b. To maintain a balance between conflicting purpose of the parties concerned in the organization, and

c. To achieve efficiency and effectiveness

Based on these three reasons, Handoko stated that management is a collaboration with people to determine, interpret, and achieve organizational purpose, by carrying out the functions of planning, organizing, personnel or staffing, direction, leadership, and supervision. Furthermore Robins (1996) states that managers make decisions, manage resources, and carry out activities towards predetermined purposes. All those involved in the activities supervise each other and are responsible for the purposes set.

By linking keywords to one another, conclusions can be drawn that can comprehensively describe the nature of Counseling Center management. From the interrelationship between these theories, a synthesis can be drawn that Counseling Center management is a condition of the performance of Counseling Center leadership, PPLs, employees, and other parties involved in the learning process, to achieve predetermined purposes.

Integrity of Leader of Counseling Center

The leader of Counseling Center is a leader who organizes counseling and teaching processes in an area. The leader of Counseling Center is not just a position but is a job that is full of responsibility, commitment, honest, fair, and has a firm vision, and is consistent with the things he has determined to carry out the counseling process.

The leader of Counseling Center is demanded to be able to translate to PPL, employee, and the parties involved in the counseling process regarding the vision, mission, values, strategy, transformation, and skills in dealing with dynamics that arise, grow, and develop in the areas they lead. In addition, a leader of Counseling Center is able to provide motivation, inspiration, and empowerment of PPLs and farmers.

The leader of Counseling Center must have high integrity so that the strength of his leadership has a positive influence on growth and teaching at Counseling Center. According to Harefa (2000), integrity is maintaining social ethical and organizational norms, firmly adhering to the code of conduct and ethical principle. With this understanding integrity is translated into three key actions that can be observed. First, demonstrate honesty, which is working with others honestly and truthfully, presenting data and information completely and accurately. Second, keeping commitment, which is doing what has been promised and not divulging consistently (behave consistently), which shows there is no gap between words and deeds. These three things can be emphasized that leadership deals with integrity. In line with Sehennerhorn (2000) the leader's honesty, credibility, and consistency in putting values into action. A leader has a responsibility that cannot be denied, to set high standards to guide the behavior of his followers. Furthermore, Maxwell (1995) argues that integrity binds us and awakens our souls together and awakens souls of satisfaction within us. To gain trust, a leader must present him like a leader, must present himself like a good musical composition that is the words and the music must match.

Furthermore, Deporter and Hernanki (2000) argue that if your behavior is compatible, both are congruent, and then you have integrity. Becker (2000) added, in the end inter-personal theories and group relationships have identified that integrity is one of the determinants of a belief in each organization.

From the descriptions above, a synthesis can be drawn about the integrity of leader of Counseling Center, namely the capacity of someone to provide (1) commitment to his service to the region he leads, which is reflected in responsibility, power of innovation, and trust (2) values, which reflected in honesty, confidence, being fair, and maintaining and keeping promises; (3) consistent in its actions and decisions as reflected in the consistent and determined attitude in carrying out Counseling Center's vision and mission.

Counseling Center Environment

The world of counseling in Indonesia in recent times has been shaken by the search for orientation and a more democratic basis, more so in helping to develop an advanced, modern, and democratic civil society. In terms of seeking out educational orientation, as well as in improving its quality, the influence of internal and external environment is very large.

According to Salusu (1996) the environment is a condition, situation, events, and influences that surround and influence the development of the organization, both the internal environment of the organization and the external environment of the organization. According to Kusnadi (2000) the internal environment encompasses structure, culture, and marketing, while the external environment includes economic, legal, social, political, technological, ecological, human resources and international aspects.

On the other hand, Dyer and Tiggemann (1996) state that in the field of counseling aspects that need to be examined in the growth and development of counseling center are the physical aspects of counseling center, mental health aspects, and social aspects. In this connection, Kelly (1998: 62) argues that counseling center environment consists of two main aspects namely psychological aspects and academic aspects.

Psychological aspects related to various things that are internal, such as the conditions and behavior of counseling in counseling center or that are external such as government policies that can affect the counseling process.

Counseling Center internal and external environment requires an appropriate stage of analysis by looking at the various formats that exist in counseling practices. The format is like the ten fingers forming a complete complementary system, with the intention that Counseling Center can respond to various problems around it.

Counseling Center as a form of organization experiences changes according to the various activities it does. Axiomatically there is no organization that moves in an isolated condition. This means that no organization, including Counseling Center, is taking an attitude of not caring about the various situations that occur in the environment in which it operates. One of the logical consequence of this fact is that Counseling Center is making changes that occur around it. This is because the changes that occur will cause various kinds of challenges that must be faced and overcome properly.

The greater a Counseling Center, the more complex the types of forms and the nature of the interactions that occur in dealing with these two types of environment. One of the implications of that complexity is the decision making process which is increasingly difficult and complicated.

Based on the things described above, a synthesis can be drawn that the Counseling Center environment is an assessment of various factors or aspects that affect the growth, progress, and development of Counseling Center, seen from (1) the internal side of Counseling Center which includes interpersonal communication, work culture, and functional resources, and (2) the external side, which includes socio-cultural, socio-economic, political and legal, and technological development.

IV.   THEORITICAL FRAMEWORK

Relationship between Counseling Center Management and Quality

Counseling Center Management is the condition, performance of Counseling Center leadership, PPLs, employees, and other parties involved in the management process, to achieve the goals that have been set by planning, organizing, leadership, controlling, and using all the counseling resources at Counseling Center which include human resources, funding and counseling facilities and infrastructure.

The relationship between Counseling Center qualities is a fact about the superiority and reliability of Counseling Center quality, which is reflected in the quality of farmers, the quality of graduate employees, the quality of PPLs and the quality of counseling facilities and infrastructure. Thus it is suspected that there is a positive relationship between Counseling Center management and Counseling Center quality in other words, it is assumed that the better the Counseling Center management, the more qualified the counseling center will be

Relationship between the integrity of leader of Counseling Center and Counseling Center Quality

A leader of Counseling Center must have high integrity so that the strength of his leadership has a positive influence on the quality of the Counseling Center he leads. He must have the ability to encourage and spur the motivation of PPLs, farmers, his staff, as well as be able to absorb and inspire and motivate the working community in a firm and consistent decision-making process.

Thus, it is suspected that there is a positive relationship between the integrity of the leader of Counseling Center and Counseling Center quality. In other words, it is suspected that the higher the integrity of leader of Counseling Center, the higher the quality of Counseling Center.

Relationship between Counseling Center Environment and Counseling Center Quality

Counseling Center environment is an assessment of various factors or aspects that affect the growth, progress, and development of Counseling Center, seen from (1) the internal side of Counseling Center which includes interpersonal communication, work culture, and functional resources, and (2) the external side, which includes socio cultural, socio-economic, political and legal and technological developments. Whereas Counseling Center quality is a fact about the excellence and reliability of Counseling Center quality which is reflected in the quality of farmers, the quality of graduates, the quality of PPLs, and the quality of counseling facilities and infrastructure.

The internal environment concerns the strengths and weaknesses that exist within the Counseling Center environment while the external environment concerns the threats and opportunities within a Counseling Center. Counseling Center must understand correctly about changes in the internal and external environment of Counseling Center because this will have an impact on Counseling Center quality improvement.

Thus, it is suspected that there is a positive relationship between the Counseling Center environment and Counseling Center quality. In other words, it is suspected that the better the environmental conditions of Counseling Center both internally and externally, the better the quality of Counseling Center.

Relationship between Counseling Center Management, Integrity of Leader of Counseling Center, and Counseling Center Environment with Counseling Center Quality

Global competition teaches us that we cannot fake quality. Now the demand for quality is so high that we will never be able to win the competition, unless we have a counseling agency that has been empowered optimally and as quickly as possible and continues to develop a spirit of partnership with all stakeholders. Counseling is never free from ever-increasing expectations regarding quality. Counseling must be different on the front lines: learning; researching, adapting, and teaching new knowledge and technology. All activities must be directed towards the achievement of Counseling Center quality which is increasingly improved through quality of Counseling Center management, high integrity of Counseling Center leader, and Counseling Center environment that is conducive

With a deep understanding of the principles outlined above, it is suspected that there is a positive relationship between Counseling Center management, the integrity of Counseling Center leader, and the Counseling Center environment together with Counseling Center quality. In other words, the better the quality of the Counseling Center management, the higher the integrity of Counseling Center leader, and the more conducive the Counseling Center environment, the quality of Counseling Center will also increase.

Formulation Of Hypothesis

First, there is a positive relationship between Counseling Center quality and Counseling Center management. In other words, the better the Counseling Center management the higher the quality of Counseling Center. **Second**. there is a positive relationship between Counseling Center quality and integrity of Counseling

Center leader. In other words, the higher the integrity of Counseling Center leader, the higher the quality of Counseling Center. **Third,** there is a positive relationship between Counseling Center quality and Counseling Center environment. In other words, the better the Counseling Center environment, the higher the quality of Counseling Center**. Fourth**, there is a positive relationship between Counseling Center management, integrity of Counseling Center leader, and Counseling Center environment together with Counseling Center quality. In other words, the better the Counseling Center management, the integrity of Counseling Center leader and Counseling Center environment together, the higher the quality of Counseling Center.

V.   METHODOLOGY

Participants and Procedure

This research is a designed survey research (Cohen, Manion, & Morisson 2002; Creswell, 2012; Fraenkel & Wallen, 2009) which aims to find out whether there is a strong relationship between Counseling Center management, integrity of Counseling Center leader, and the Counseling Center environment both individually and jointly with Counseling Center quality.

The research instrument was to collect data on Counseling Center management, integrity of Counseling Center leader, Counseling Center environment, and Counseling Center quality. The four types of data were nested with a Likert model questionnaire with a scale of 5. All four instruments were tested on 150 PPL samples

Measures.

There are 4 research questionnaires, each of which is variable X_1 = Counseling Center management, variable X_2 = integrity of Counseling Center leader, variable X_3 = Counseling Center environment and variable Y = Counseling Center quality Obtained critical r from the table of 0.312 with a significance level of alpha = 0.05. Of the 30 Counseling Center quality instruments, 26 are valid, with Alpha Cronbach's reliability coefficient = 0.96. Of the 44 Counseling Center management instruments, 29 were valid, with Alpha Cronbach's reliability coefficient = 0.88. Of the 37 integrity of Counseling Center leader instruments, 25 are valid, with Alpha Cronbach's reliability coefficient = 0.89. Of 38 Counseling Center environmental instruments, 25 are valid, with Alpha Cronbach's reliability coefficient = 0.91.

Furthermore, the research hypothesis testing is consucted by descriptive statistics and inferential statistics. Before testing the hypothesis, the analysis requirements test is consucted, namely the normality test and the homogeneity test. Descriptive statistics used are mean, standard deviation, variance, frequency table and histogram. Hypothesis testing is conducted using simple correlation analysis, multiple correlation analysis, simple regression analysis, multiple regression analysis, and partial correlation analysis.

VI.   FINDING

This section discusses the research results with data analysis which includes data description of each variable, testing requirements analysis, and testing hypotheses.

VII.   DATA DESCRIPTION

Table 1: Summary of Data Description

No	Statistic	X_1	X_2	X_3	Y
1	Average	97.18	111.8	97.43	88.60
2	Variant	117.44	49.34	114.48	53.18
3	Standard intersection	10.84	7.02	10.20	7.29
4	Median	99.3	112.9	09.19	89.88
5	Modus	101.71	115.40	99.41	91.37

Submitting Requirements For Normality Test Analysis

Normality test is consucted to find out whether the data comes from normally distributed populations. These data are the variables of Counseling Center Management, integrity of Counseling Center leader, Counseling Center Environment. Tests used Liliefors, with a significance level a = 0.05, and n = 150. The summary can be seen in Table 2 below;

Table 2: Summary of Normality Test Results

Regression Estimated Error	n	L_{count}	L_{table}	Explanation
Y on X_1	150	0.0697	0.0724	Normal
Y on X_2	150	0.0693	0.0724	Normal
Y on X_3	150	0.0595	0.0724	Normal

From Table 2 above, it can be seen that all data from research variables from populations that are normally distributed.

Testing Requirements For Normality Test Analysis

Homogeneity variance testing to test the homogeneity of Counseling Center (Y) quality data variance is based on the management data grouping (X_1), the integrity of Counseling Center leader (X_2), and the Counseling Center Environment (X_3) using the Barlet test. A summary of the calculation results can be seen in Table 3 below.

Table 3: Summary of Normality Test

Variance Y above	Dk	X^{2count}	X^{2table}	Explanation
Y on X_1	30	32.641	41.3	Normal
Y on X_2	44	36.626	55.8	Normal
Y on X_3	28	35.877	41.3	Normal

From Table 3 above, it appears that the price x 2 count <x 2 table by using a significance level of alpha = 0.05. This means that the variance of Counseling Center Management groups, Integrity Counseling Center leader, and Counseling Center Environment is homogeneous.

VIII.   HYPOTHESIS TEST

Relationship between Counseling Center Management and Counseling Center Quality

Simple regression analysis calculation of the Counseling Center Quality Variable data on Counseling Center Management produces a regression of $Y = -5.83 + 0.92 X_1$. The calculation of the degree of significance and smoothness of the regression equation is carried out by the F test and the results can be seen in Table 4 below.

Table 4: ANAVA for Test of Significance and Linearity of Regression Equations $Y = -5.83 + 0.92X_1$.

Source of Variance	dk	JK	RJK	F_h	F-1	
					$\alpha = 0.05$	$\alpha = 0.01$
Total	150	1434091				
Regression (a)	1	1416592	6232.808			
Regression (b/a)	1	6232.808	76.117	81.88**	3.91	6.81
Rest	148	11265.33				
Tuna match	27	2064.831	76.475	1.01^{ns}	1.54	1.82
Error	121	9200.500	76.037			

Explanation:

**   = Very significant regression ($F_{count} = 81.88 > F_{-table} = 6.81$)

ns   = Non Significant Linear ($F_{count} = 1.01 < F_{-table} = 1.82$)

From Table 4 above, it can be concluded that the regression equation $Y = -5.83 + 0.92 X_1$ is very significant and linear.

The strength of the relationship between Counseling Center Management variables (X_1) and Counseling Center Quality Variables (Y) is shown by the product moment correlation coefficient of $r_{y1} = 0.597$. Test the significance of the correlation coefficient with the t test obtained that t value of 9.05. This means that the correlation coefficient X_1 with Y is significant. The coefficient of determination (r_{2y1}) of 0,36, this means that 36% of the variation that occurs in Counseling Center quality can be explained by Management through Simple linear regression Equation $Y = -5.83 + 0.92 X_1$.

If the Integrity of Counseling Center Leader and Counseling Center Environment are controlled (constant), then through partial analysis the partial correlation coefficient is obtained as in table 5 below.

Table 5: Partial and Significant Correlation Coefficients between X_1 and Y

Correlation	r	t^{2count}	t^{2table}

Coefficients			$\alpha = 0.05$	$\alpha = 0.01$
$R_{y1.2}$	0.4726	6.50**	1.645	2.33
$R_{y1.3}$	0.5084	7.16 **	1.645	2.33
$R_{y1.2.3}$	0.3931	5.17**	1.645	2.33

Explanation:

**	= The partial correlation coefficient of significance ($t_{count} > t_{table}$)
$r_{y1.2}$	= The partial correlation coefficient of X_1 with Y if X_2 is controlled
$r_{y1.3}$	= The partial correlation coefficient of X_1 with Y if X_3 is controlled
$r_{y1.2.3}$	= The partial correlation coefficient of X_1 with Y if X_2 and X_3 are controlled

From Table 5 above, it can be concluded that the partial relationship between Counseling Center Quality and Counseling Center Management is significant at the alpha level = 0.05 if it returns two other variables.

Based on the results of the hypothesis test above, it is proven that there is a positive relationship between Counseling Center management and Counseling Center quality. Thus, any improvement in Counseling Center management will have a positive impact on Counseling Center quality.

Relationship between Integrity of Counseling Center Leader and Counseling Center Quality

Calculation of simple regression analysis of Counseling Center quality variable data on the integrity of Counseling Center leader results in regression)' = 43.780 + 0.584 X_2. Calculation of the significance and linearity square of the regression equation, the F test is carried out and the results can be seen in the following Table 6:

Table 6: ANAVA for the Test of Significance and Linearity of the Regression equation Y = 43,780 + 0584 X_2

Source of Variance	dk	JK	RJK	F_h	F-1	
					$\alpha = 0.05$	$\alpha = 0.01$
Total	150	1434091				
Regression (a)	1	1416592				
Regression (b/a)	1	5123.520	5123,502	61.23**	3.91	6.81
Rest	148	12374.64	83,612			
Tuna match	27	4213.398	100.319	1.303^{ns}	1.54	1.82
Error	121	8161.240	76.993			

Error:

**	= Very significant regression ($F_{count} = 61.23 > F_{table} = 6.81$)
ns	= Non Significant Linear ($F_{count} = 1.303 < F_{table} = 1.82$)

From table 6 above, it can be concluded that the regression equation Y = 43.780 + 0.584 X_2 is very significant and linear, the strength of the relationship between integrity of Counseling Center leader (X_2) and Counseling Center Quality (Y) is shown by the product moment correlation coefficient of $r_{y2} = 0.541$. Test the

significance of the correlation coefficient with the t test obtained t value of 7.83. This means that the correlation coefficient x2 with y is significant. The coefficient of determination (r_{y2}) is 0.29, this means that 29% of the variation in Counseling Center quality can be explained by the integrity of the Counseling Center Leader through simple linear regression Togetherness $Y = 43.780 + 0.584 X_2$.

If the Counseling Center management variables and the Counseling Center Environment are controlled (constant), then through partial analysis the partial correlation coefficient is obtained as in table 7 below.

Table 7: Partial correlation coefficients and significance of X_2 with Y

Partial Correlation Coefficient	r	Tcount	T_{table}	
			$\alpha = 0.05$	$\alpha = 0.01$
$R_{y2 \cdot 1}$	0.5023	5.03**	1.645	2.33
$Ry_{2 \cdot 3}$	0.3833	7.04**	1.645	2.33
$Ry_{2 \cdot 13}$	0.3840	5.03**	1.645	2.33

Explanation:

**	= The partial correlation coefficient of significance ($t_{count} > t_{table}$)
$r_{y1 \cdot 2}$	= The partial correlation coefficient of X_1 with Y if X_2 is controlled
$r_{y1 \cdot 3}$	= The partial correlation coefficient of X_1 with Y if X_3 is controlled
$r_{y1 \cdot 2 \cdot 3}$	= The partial correlation coefficient of X_1 with Y if X_2 and X_3 are controlled

From Table 7 above, it can be concluded that the partial relationship between Counseling Center Quality and Integrity of Counseling Center Leader is significant at alpha level = 0.05 when it is controlled by two other variables.

Based on the results of hypothesis test above, it is proven that there is a positive relationship between the Integrity of Counseling Center leader and the Counseling Center quality. Thus, any improvement in the Integrity of Counseling Center Leader will have a positive impact on Counseling Center quality.

Relationship between the Counseling Center Environment and Counseling Center Quality

Calculation of simple regression analysis of Counseling Center variable quality data on Counseling Center Environment produces regression $= 13,010 + 0,950 X_3$. The calculation of the degree of significance and linearity of the regression equation is carried out by the F test and the results can be seen in Table 8 below.

Table 8: ANAVA for the Test of Significance and Linearity of Regression Equations $Y = 13,010 + 0.950 X_3$

Source of Variance	dk	JK	RJK	F_h	F-1	
					$\alpha = 0.05$	$\alpha = 0.01$
Total	150	1434091				
Regression (a)	1	14134091				
Regression (b/a)	1	7151.410	7151.410	102.07 **	3.91	6.81

Rest	148	10346.73	69.910			
Tuna Match	27	1938.891	69.246	0.491	1.54	1.82
Error	121	8407.839	70.065			

Explanation:

**	very significant regression (f-$_{count}$=102.07>F-$_{table}$=6.81)
ns	Non Significant Linear (f-count=0.491<F-table=1.82)

From Table 8 above it can be concluded that the regression equation $Y = 13,010 + 0,950 X_3$ is very significant and linear.

The strength of the relationship between the Counseling Center Environment variable (X_3) and the Counseling Center Quality Variable (Y) is shown by the product moment correlation coefficient of $r_{y3} = 0.639$. Test the significance of the correlation coefficient with the t test obtained t count of 10.11. This means that the correlation coefficient X_3 with Y is significant. The coefficient of determination (r^2y_3) of 0.41, this means that 41% of the variation that occurs in Counseling Center quality can be explained by the Counseling Center Environment through simple linear regression togetherness $Y = 13,010 + 0,950 X_3$.

If Counseling Center Management Variables and Integrity of Counseling Center leader are controlled (constant), then through partial analysis the partial correlation coefficient is obtained as in table 9 below.

Table 9: Partial and significance correlation coefficients between X_3 and Y

Partial correlation coefficient	r	T$_{count}$	T$_{table}$	
			Alpha=0,05	Alpha=0,01
$r_{y3.1}$	0,5648	8,30**	1,645	2,33
$r_{y3.2}$	0,6123	9,39**	1,645	2,33
$r_{y3.21}$	0,5652	8,28**	1,645	2,33

Explanation:

** = The partial correlation coefficient is significant (t count > t table)

$_{ry3.1}$= the partial correlation coefficient of X_3 with Y if X_1 is controlled

$_{ry3.2}$= the partial correlation coefficient of X_3 with Y if X_2 is controlled

$_{ry3.21 =}$ the partial correlation coefficient of X_3 with Y if X_1 and X_2 are controlled

From Table 9 above, it can be concluded that the partial relationship between Counseling Center Quality and Counseling Center Environment is significant at the level of n = 0.05 if it is controlled by two other variables.

Based on the results of the hypothesis test above, it is proven that there is a positive relationship between Counseling Center Environment and Counseling Center quality. Thus, any improvement in Counseling Center environment will have a positive impact on Counseling Center quality.

Relationship between Counseling Center Management, Integrity of Counseling Center leader, and Counseling Center Environment with Counseling Center Quality

The multiplication of multiple regression directions of the Counseling Center quality variable produced a regression direction of 0.470 for the X_1 variable, 0.290 for the X_2 variable, and 0.673 for the X_3 variable, and a constant of -43.272. Thus, the form (the relationship between the independent variable and the dependent variable can be described by the following equation: $y = -43,271 + 0,470 X_1 + 0,290 X_2 + 0,673 X_3$. To find out the significance of the regression equation, the F test is carried out. The result can be seen in Table 10 below.

Table 10. ANAVA for the Test of Significance and Linearity of Variables X_{123} and Y

Source of Variance	dk	JK	RJK	F_h	F-1	
					$\alpha = 0.05$	$\alpha = 0.01$
Total						
Corrected	149	17498.14				
Regression	3	10957.59	3652.529	81.53**	2.67	3.91
Rest	146	6540.55	44.78			

Explanation:

** very significant regression (f-$_{count}$=81.53>F-$_{table}$=6.81)

Calculation of multiple correlations between variables X_1, variable X_2 and variables X_3 with Y produces a correlation coefficient of R = 0.791. Significance test by testing F, where the value of F count of 81.533 while F table with dk (3.146) obtained a rinse of 3.91. This means that F count > from F table so that the multiple correlation coefficient is very significant. Thus there is a positive relationship between Counseling Center Management, Integrity of Counseling Center leader, and the Counseling Center Environment together with the Counseling Center quality and its validity is tested.

The coefficient of determination (R^2) is 0.63. This shows that 63% of the variation in quality is explained by Counseling Center Management, Integrity of Counseling Center leader, and the Environment through the regression equation model. $Y = -43,271 + 0,470 X_1 + 0,290 X_2 + 0,673 X_3$.

Table 11: Summary of Relationships between Variables X_1, X_2, X_3 and Y

Correlation coefficient	r	Tcount	T_{table}	
			$\alpha = 0.05$	$\alpha = 0.01$
r_{y1}	0.5418	7.26**	1.645	2.33
r_{y2}	0.466	6.41**	1.645	2.33
r_{y3}	0.620	9.61**	1.645	2.33

Explanation:

** = Partial correlation coefficient is significant (t_{count}> t $_{table}$)

$_{ry1.2}$ = Partial correlation coefficient of X_1 with Y

$r_{y1.3}$ = Partial correlation coefficient of X_2 with Y

$r_{y1.2.3}$ = Partial correlation coefficient of X_3 with Y

From the table above, it is concluded that the correlation of the three variables X_1, X_2, X_3, and Y is very significant, with the order of the strength of the relationships are X_3, X_1, and X_2. Comparison of the strength of the relationship between Counseling Center Management variables, Integrity of Counseling Center leader, Counseling Center Environment, and Counseling Center Quality is controlled by two other variables, the comparison is obtained as illustrated in Table 12 as follows.

Table 12: Partial and Significance Correlation Coefficients between X and Y

Correlation coefficient	r	Tcount	T_{table}	
			$\alpha = 0.05$	$\alpha = 0.01$
$r_{y1.23}$	0.3157	4.05**	1.645	2.33
$r_{y2.13}$	0.3252	4.18**	1.645	2.33
$r_{y3.12}$	0.5196	7.39**	1.645	2.33

Explanation:

**	= Partial correlation coefficient is significant (t_{count}> t $_{table}$)
$r_{y1.23}$	= The partial correlation coefficient of X_1 with Y if X_2 and X_3 are controlled
$r_{y2.13}$	= The partial correlation coefficient of X_2 with Y if X_1 and X_3 are controlled
$r_{y3.12}$	= The partial correlation coefficient of X_3 with Y if X_2 and X_1 are controlled

IX. CONCLUSION AND SUGGESTION

Based on the results of testing the four proposed research hypotheses, namely H_1 accepted and rejected H_0. This shows that (1) there is a positive and significant relationship between Counseling Center management and Counseling Center Quality, (2) there is a positive and significant relationship between Integrity of Counseling Center leader and Counseling Center Quality, (3) there is a positive and significant relationship between Counseling Center Environment and Counseling Center Quality, and (4) there is a positive and significant relationship between Counseling Center Management, Integrity of Counseling Center leader, and Counseling Center Environment together with Counseling Center Quality. The detailed of research result are as follows.

First, BP Management has a positive correlation with Counseling Center Quality, although it is controlled by other independent variables, both individually and jointly. This shows that Counseling Center Management consistently has a positive correlation with Counseling Center Quality. This means that the better the Counseling Center Management, the higher the Counseling Center Quality.

Second, the Integrity of Counseling Center leader has a positive correlation with Counseling Center Quality, although it is controlled by other independent variables, both individually and jointly. This shows that Integrity

of Counseling Center leader consistently has a positive correlation with Counseling Center Quality. This means that the higher the Integrity of Counseling Center leader, the higher the Counseling Center Quality.

Third, the Counseling Center environment has a positive correlation with Counseling Center quality, although it is controlled by other independent variables, both individually and jointly. This shows that Counseling Center Environment consistently has positive correlation with Counseling Center Quality. This means that the better the Counseling Center Environment, the higher the Counseling Center Quality.

Fourth, Counseling Center Management, Integrity of Counseling Center leader, and Counseling Center Environment, together have a positive correlation with Counseling Center Quality. This means that the better the Counseling Center Management, the higher the Integrity of Counseling Center leader, and the more conducive the Counseling Center Environment, the higher the Counseling Center Quality.

From the findings of this research, it can be concluded that Counseling Center quality can be improved through improvements and escalation in Management, Leader Integrity, and the creation of a more conducive environment, both individually and jointly. Sequentially the independent variables on the dependent variable start from the largest to the smallest namely: Counseling Center environment, second Counseling Center management, and third, Integrity of Counseling Center leader

4.1. Conclusion

First, relating to Counseling Center management. The key to the successful implementation of Counseling Center management is the success of Counseling Center to revive the participatory management process based on the principles of quality excellence that have been proclaimed, in a work atmosphere characterized by openness, togetherness, and effectiveness in carrying out the tasks of PPLs and employees. Counseling Center must be managed based on the wishes of the supporting community (stakeholders).

Second, with regard to the integrity of the Counseling Center leader, it is expected that there will be an increase in commitment, values, and consistency from the Counseling Center leader to improve the quality of Counseling Center that can be perceived by giving attention and expectation to the Counseling Center community. Then it encourages cooperation between Counseling Center communities by expressing trust and strengthening members of the Counseling Center community by giving power and offering support that seems to be accompanied by the consistent behavior of the Counseling Center leader.

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