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The 8th Southeast Asia International Philanthropy Conference 2023 (SEAIPC2023)

**Future of Philanthropy and Sustainable Development:
Holistic Approach towards Innovative Fundraising
and Strategic Entrepreneurial Partnership
for Societal Well-Being**

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MEASURING THE LEVEL OF SATISFACTION WITH THE SGI MASTER TEACHER TRAINING IN DONDO DISTRICT, TOLITOLI REGENCY USING THE SERVQUAL METHOD

Riki Wirahmawan

IMZ, riki.wirahmawan@gmail.com

Abstract

The ServQual method is a way of measuring the level of customer satisfaction simple, easy to use and interpret, and the way it can be used for all measurements related to consumer satisfaction both goods / products as well as services. The Indonesian Teachers' School (SGI) Dompot Dhuafa has held teacher competency training for nine months in the Dondo sub-district, Tolitoli Regency. This paper describes the use of the ServQual method in measuring the level of satisfaction of teachers in the Dondo District with the Indonesian Teacher Training School. Some of the dimensions measured include: Reliability, containing items Provision of appropriate training materials for training participants, Accuracy in providing training in the form of service needs. Responsiveness, contains SGI (Trainer) Ability items to respond to the Needs of Training Participants. The aggressiveness of the SGI (Trainer) helps overcome the problems of the Trainees. Assurance, contains items: Knowledge of SGI (Trainers) regarding Training Participants. The ability of the SGI (Trainer) convinces the Training Participants. Empathy, contains items: Ease level of SGI (Trainer) to meet PTK guidance. SGI (Trainer) Concern for Training Participants. And Tangible, contains items: Facilities (Pin, Notebook and so on) provided by SGI (Trainer). Estimated number of facilities. The level of satisfaction of the training participants was seen from the value of the average number of gaps multiplied by the weight of all dimensions. In general, the training participants were satisfied with SGI's services in Dondo District. To see the top priority for service improvement so that the training participants can be satisfied can be seen from the picture presented. then the SGI Training in Dondo District, Tolitoli Regency needs to improve services in two items, namely the point that explains the ease of SGI (Trainers) to be found by PTK guidance that is in the empathy dimension and the estimated facilities provided are inadequate which are aggregated in the Tangible dimension.

Keywords: Service and Satisfaction, Descriptive Statistics, Qualitative Data Analysis, Servqual method, Indonesian Teacher's School (SGI)