

COMMUNITY SATISFACTION INDEX (CSI) ON STUDENTS' DA'WAH PRACTICUM PROGRAM AT CIPAYUNG, EAST JAKARTA

<https://doi.org/10.38214/jurnalbinaummatstidnatsir.v8i1.325>

Submitted: 02-04-2025 Reviewed: 15-05-2025 Published: 04-06-2025

Giyanti

giyanti@stidnatsir.ac.id

STID Muhammad Natsir – Indonesia

Siti Nurjanah

nurjannahsiti2005@gmail.com

STID Muhammad Natsir - Indonesia

ABSTRAK

Penelitian ini bertujuan untuk mengetahui Indeks Kepuasan Masyarakat (IKM) pada Program Praktikum Da'wah di Cipayung, Jakarta Timur. Program ini dilaksanakan oleh STID Mohammad Natsir yang bekerja sama dengan Taman Pendidikan Al Qur'an (TPA) di Cipayung. Pendekatan penelitian menggunakan Kuantitatif Deskriptif. Hasil penelitian menunjukkan nilai rata-rata kepuasan masyarakat terhadap pendampingan yang dilakukan mahasiswa STID Mohammad Natsir pada program praktikum da'wah bertaraf baik dengan skala 3.949 dan konversi skor 78.98. Indikator dari kepuasan dilihat dari lima aspek, yaitu tangibles (bukti langsung) skor rata-rata 4.296 setara dengan 85.913 berada pada taraf sangat baik; empathy (simpati) berada pada 3,775 dengan nilai konversi 75.507 dan berada di taraf baik; indikator reliability (kehandalan) skor rata-rata 3,832 dengan konversi skor 76.630 berada pada taraf baik; indikator responsiveness (daya tanggap) skor rata-rata 3.887 dengan konversi skor 77.739 berada pada taraf baik; dan assurance (jaminan) mendapatkan skor rata-rata 4.087 dengan konversi skor 81.739 berada pada taraf baik. Dari nilai lima aspek tersebut, didapatkan nilai Indeks Kepuasan Masyarakat (IKM) sebesar 78.98, dengan konversi skala 3.949. Dari hasil ini, disimpulkan bahwa pendampingan mahasiswa dalam program Praktikum Da'wah mendapat respon baik dari masyarakat. Respon yang sudah baik ini perlu terus ditingkatkan agar tingkat kepuasan lembaga mitra akan terus naik

Keywords : *kepuasan; masyarakat; praktikum; da'wah.*

ABSTRACT

This study aims to determine the Community Satisfaction Index (CSI) on Students' Da'wah Practicum Program at Cipayung, Jakarta Timur. This program is conducted by STID Mohammad Natsir in partnership with Taman Pendidikan AL Qur'an (TPA in Cipayung, Jakarta Timur. The research approach used descriptive quantitative. The results of the study showed that the average score of community satisfaction with the assistance carried out by STID Mohammad Natsir students in Da'wah Practicum Program was good with a scale of 3.975 and a conversion score of 79.506. The indicator of satisfaction is seen from five aspects, namely tangibles, an average score of 4.296 equivalent to 85.913 is at a very good level; empathy was 3.775 equivalent to 75.507 and was good; Reliability indicator had an average score of 3.832 equivalent to 76.630 and was good; responsiveness indicator had an average score of 3.887 equivalent to 77.739 and was good; the last, assurance indicator had an average score of 4.087 equivalent to 81.739 and was good level. From the score of the five aspects, the Community Satisfaction Index (CSI) score was 78.98, with a scale conversion of 3.949. From these results, it is concluded that student assistance in Da'wah



Practicum Program received a good response from the community. This already good response needs to be improved so that the level of satisfaction of partner institutions will continue to rise.

Kata kunci : satisfaction; comunity; practicum; da'wah.

INTRODUCTION

Education is the main basic in building a generation with noble and knowledgeable character. Al Qur'an as a guideline for the life of Muslims has an important role in character and morals building. In the era of globalization, education not only focuses on cognitive aspects, but also on the character building and moral value. In this era of globalization, it is important to instill the value of Al Qur'an for children, not only limited to memorizing verses, but also instilling their understanding and implementation in daily life.

With this, parents must have high awareness to instill the knowledge of Al Qur'an from an early age in children. Talk about regard to the teaching of the Qur'an, Allah *subhanahu wa ta'ala* said:

يَا يَحْيَىٰ خُذِ الْكِتَابَ بِقُوَّةٍ ۚ وَآتَيْنَاهُ الْحُكْمَ صَبِيًّا

"Yahya, take Al Qur'an seriously. And We gave him wisdom while he was still a child" (Maryam: 12).

STID Mohammad Natsir as a campus that seeks to build and teach civilization through the Islamization of science and campuses, it participates in the above. One of the missions carried out by STID Mohammad Natsir in producing Muslim thinkers and ummah leaders by carrying out services to the ummah and the nation in the field of Islamic Community Development.[1]

In the implementation of this mission, STID Mohammad Natsir involves its students to participate in fostering the community through teaching activities at Taman Pendidikan Al Qur'an (TPA) and managing TPA around the Cipayung campus, East Jakarta. The involvement of these female students has a positive impact on the TPA in Cipayung, namely becoming more courageous to hold religious education activities such as this TPA activity. He further explained, this activity is one of the campus programs that must be followed and carried out by students in the third and fourth semesters as a form of Da'wah Practicum which is a forum for students to learn to practice their abilities in da'wah. Whether it is *public speaking* activities or coaching activities through other field work practices.

This activity also aims to invite, convey, and teach the community to know and practice the teachings of Islam brought by the Prophet Muhammad (*peace and blessings of Allaah* be upon him). The command to preach (red. da'wah) is a direct command from Allah, as mentioned in the Qur'an:

وَلْتَكُنْ مِنْكُمْ أُمَّةٌ يَدْعُونَ إِلَى الْخَيْرِ وَيَأْمُرُونَ بِالْمَعْرُوفِ وَيَنْهَوْنَ عَنِ الْمُنْكَرِ ۚ وَأُولَٰئِكَ هُمُ الْمُفْلِحُونَ

"And there should be among you a group of people who call for virtue, enjoin the righteous and prevent from evil, they are the fortunate ones" (Ali Imran: 104).

The role of the da'i as a guide and conveyor of Islamic messages is very vital. Da'i is at the forefront of maintaining the faith and morals of the community. They are an example and source of inspiration for the ummah in understanding and practicing the scores of the Qur'an.

Da'wah practicum as a sustainable program needs to be evaluated. A study shows that evaluations have an effective[2] and positive impact on helping employees to improve

their performance when compared to previous years when there was no monitoring and evaluation.[3] The evaluation of a program is carried out to review the program that is carried out through the collection of appropriate data so that it can be continued with the provision of appropriate guidance. From this evaluation, there will be recommendations that need to be followed up, namely the program is stopped because there are no benefits, the program is revised because there are parts that are not suitable, the program is continued because it runs as expected, and the program needs to be disseminated because the program is seen as good and needs to be implemented elsewhere.[4]

In evaluating the program, there are many things that can be done. Among the things that can be done in the evaluation is to measure the satisfaction index of service recipients from service providers. Measuring the satisfaction index of the programs being run is very important because it provides data on the effectiveness of the programs and helps in improving the quality of public services. In addition, knowledge of the community satisfaction index is also an indicator of the success of the program implemented.[5] To be able to provide satisfactory services for service users, service providers must of course meet the following service principles: transparency, accountability, conditionality, participation, equality of rights, and balance of rights and obligations.

In the field of statistics[6], an index is a method of measuring the performance of a group of data. An index measures a composite data set. In a simple sense, the word index is a combined set of data obtained from many data sources (respondent or subject assessment scores that are sets or groups). Satisfaction can be interpreted as a person's feeling of satisfaction, pleasure and relief due to consuming a product or service (getting good service).[6]

Community satisfaction is interpreted as a behavioral reaction after receiving the services provided. Referring to the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform of the Republic of Indonesia Number 14 of 2017 concerning Guidelines for the Preparation of Community Satisfaction Surveys (hereinafter referred to as Permenpan RI No. 14/2017), the definition of a community satisfaction survey is a comprehensive measurement of the level of public satisfaction with the quality of services provided by public service providers. According to Kotler in Candra, customer satisfaction is a person's feeling of happiness or disappointment that arises after comparing the results of the performance that is thought of with the expected results of the work.[7] Service recipient satisfaction is a person's feeling of happiness or disappointment that arises after comparing the results of the perceived performance against the expected results of the work. If the performance is below expectations, then the service recipient is not satisfied and if the performance meets the expectations, then the service recipient will be satisfied. If the performance exceeds expectations, then the customer is very satisfied and happy.

In evaluating satisfaction with services, and to find out the quality of service that is perceived by service recipients, generally refers to various factors or dimensions. As for measuring the level of satisfaction, there are 10 dimensions that determine the quality of service services, in this case the form of assistance, namely tangible, reliability, responsiveness, communication, credibility, security, competence, courtesy, understanding/knowledge, and access.[8]

These dimensions are simplified into five core dimensions[8], namely: **first**, *tangible*, the ability to provide services that can be directly benefited including adequate physical facilities, regarding the appearance of staff and employees and public facilities that are directly visible. The indicators include physical facilities, infrastructure equipment, and environmental conditions and employee appearance.[9] **Second**, *reliability*, related to the ability of a program service provider to provide accurate services and deliver its services

according to the agreed time. **Third**, *responsiveness*, related to the willingness and ability of service providers to help the community and respond to community requests, as well as informing when services will be provided and then providing services appropriately. **Fourth**, *assurance*, which is the behavior of companions that are able to foster public trust in partner institutions and can create a sense of security for the community. Assurance also means that the facilitators are always well-behaved and master the knowledge and skills needed to handle any questions or problems at the partner institution. **Fifth**, *emphaty* (empathy), it means that the mentoring service provider, in this case STID Mohammad Natsir and the students, understand the problems of partner institutions so that the services provided by the school are wholehearted. Indicators of empathy include the attention of all female students, good communication between service providers and partner institutions, and ease of communication or contact.

The above explanation strongly supports Kotler's theory, that to find out the satisfaction index felt by service recipients, of course, we must pay attention to the satisfaction felt by service users. Therefore, customer satisfaction surveys are very important to identify the services that have been provided and the services that need to be improved

Furthermore, to examine the above understanding in order to meet the standards of validity and reliability of a research, the researcher proposed a problem formulation, "How Community Satisfaction Index (CSI) on Students' Da'wah Practicum Program at Cipayung, Jakarta Timur?" In this study, Da'wah Practicum Program studied is limited to the 2023/2024 period.

The research approach used is quantitative descriptive because the researcher analyzes primary data in the form of a questionnaire. The population in this study is TPA managers/teachers who accompany female students in the process of teaching and learning TPA in Cipayung District which totals 23 TPA. The sampling technique used is saturated sampling or census which is included in non-probability sampling. Non-probability sampling is a method of sampling by not giving equal opportunities to members of the population.[10] Saturated sampling is a sampling technique when all members of the population are used as samples[11] and are also subject to the term census, saturated sampling is carried out when the population is less than 30 respondent. Based on this, the researcher used a total sample of data, they were 23 respondent and receiving assistance from female students who carried out Da'wah Practicum Program. Data collection was carried out through structured interviews and questionnaires. The data analysis technique uses statistics by looking for the level of validity and reliability of the instrument as well as the amount of the community satisfaction index. In this analysis, the average response from respondents was calculated, then it will be analyzed so that the score of the community satisfaction index in Da'wah Practicum Program at the Cipayung landfill area will be obtained. To find out the amount of satisfaction index obtained by the program manager, the researcher refers to the interval score for the Community Satisfaction Index on a scale of 5 as shown in the following table,

Table 1. Interval Score

Perception Score	Interval Scores	Conversion Interval Score	Service Quality (X)	Service Unit Performance
1	1.00 – 1.79	20.00 - 35,9	E	Unsatisfactory
2	1.80 – 2.59	36.80 – 51.99	D	Poor
3	2.60 – 3.39	52.00 – 67.99	C	Average
4	3.40 – 4.19	68.00 – 83.99	B	Good

5	4.20 – 5.00	84.00 - 100,00	A	Very Good
---	-------------	----------------	---	-----------

RESULTS AND DISCUSSION

The results of the research and discussion in this study are to analyze the data of respondents' answers to the questionnaire given. The results of the data processing are then the basis for the analysis to answer the proposed research hypothesis.

A. Respondent Characteristics

From the questionnaire distributed to 23 respondents who became positions in TPA and accompanied female students in the teaching and learning process at TPA, based on gender, it was shown that out of the number of respondents as many as 23 respondents, there were 22 respondents (96%) female and 1 respondent (4%) male. Characteristics of respondents based on age showed that out of the number of respondents as many as 23 people, there were 26% (6 respondents) of respondents aged 21-30 years, there were 39% (9 respondents) of respondents aged 31-40 years, there were 26% (6 respondents) of respondents aged 41-50 years and 9% (2 respondents) of respondents aged 51-60 years. So we can conclude that most of the respondents in this study are respondents with an age range of 31-40 years. From the education level, it shows that out of the number of respondents as many as 23 people, 57% (13 respondents) of respondents was senior high school, 4% (1 respondent) of respondents was diplomas, and there were 39% (9 respondents) of respondents was bachelor's degrees. So, based on this number, we can conclude that most of the respondents was senior high school.

B. Validity Test

In the validity test, the researcher used *IBM SPSS Statistics 26*. The technique used is to compare r_{hitung} with the 5% significance level (0.05), with the number of respondents 23 respondents ($n=23$), the formula to determine the score is $df (n-1)$ then, (0.05, 23-1) in *product moment* table is 0.343. This score is compared to r-counts, if r-counts < r-table then it is declared invalid; if r-counts > r-table then it is declared valid. The results of the validity test of each variable are as follows:

Table 2. Results of the Validity Test of the Community Satisfaction Variable (X)

Question X	r-table	r-count	Status
Item 1	0,343	0,308	Invalid
Item 2	0,343	0,705	Valid
Item 3	0,343	0,436	Valid
Item 4	0,343	0,643	Valid
Item 5	0,343	0,693	Valid
Item 6	0,343	0,718	Valid
Item 7	0,343	0,681	Valid
Item 8	0,343	0,490	Valid
Item 9	0,343	0,617	Valid
Item 10	0,343	0,648	Valid
Item 11	0,343	0,808	Valid
Item 12	0,343	0,619	Valid
Item 13	0,343	0,687	Valid
Item 14	0,343	0,450	Valid
Item 15	0,343	0,544	Valid
Item 16	0,343	0,532	Valid
Item 17	0,343	0,756	Valid

Item 18	0,343	0,455	Valid
Item 19	0,343	0,540	Valid
Item 20	0,343	0,626	Valid
Item 21	0,343	0,747	Valid
Item 22	0,343	0,761	Valid
Item 23	0,343	0,566	Valid
Item 24	0,343	0,646	Valid
Item 25	0,343	0,744	Valid
Item 26	0,343	0,902	Valid
Item 27	0,343	0,568	Valid
Item 28	0,343	0,682	Valid
Item 29	0,343	0,748	Valid
Item 30	0,343	0,713	Valid

Source: SPSS 26 Output

Based on the table above, it can be seen that the score of the correlation coefficient or for the validity test of the variable instrument (X) which was carried out on 23 respondents and has been calculated using r_{hitung} IBM SPSS Statistic, there was one item invalid, number 1. There are 2 items of the same statement so that the researcher takes one of them. So to facilitate the research process, the researcher decided to delete question item number 1 that has been represented by the indicator in question item number 2 and delete statement item number 22 which is the same as statement item number 15.

C. Reliability Test

The criteria of instruments are declared reliable by using *Cronbach's alpha testing technique*, if the reliability coefficient (r_{11}) > 0.6, then it is declared realistic or consistent.[12] The formula for determining the reliability coefficient is as follows:

$$r_{11} = \left(\frac{k}{(k-1)} \right) \left(1 - \frac{\sum \sigma_t^2}{\sigma^2} \right)$$

Addition:

- n = number of samples
- X = selected item score
- σ^2 = total variance
- $\sum \sigma_t^2$ = number of item
- r_{11} = instrument reliability coefficient

High or low reliability is empirically indicated by a number called the reliability coefficient score. High reliability is indicated by the r-square score close to 1.

Table 3. Alpha Cronbach Score Range[13]

No.	Categories	Alpha Cronbach Scores
1.	Excellent	≥ 90
2.	Good	0.80 – 0.89
3.	Acceptable	0.60 – 0,79
4.	Poor	0.50 – 0.59
5.	Unacceptable	< 0.50

The reliability test with SPSS 26 obtained the results as shown in the following table:

Table 4.
Output Results of Reliability Variables of Community Satisfaction

Reliability Statistics		
Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.953	.956	30

Based on the output of the table above, it could know that the Alpha Cronbach score for the consumer satisfaction variable is declared reliable, because a score of 0.953 is obtained which means 0.90 with a very high reliability category.

D. Descriptive Statistics

Descriptive statistics are statistics that are used to analyze data by describing or describing the data that has been collected as it is without intending to make conclusions that apply to generalities or generalizations. In this study, the presentation of data through a table generated from SPSS output,

Table 5. Descriptive Statistic

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
X2	23	3	5	3.96	.706
X3	23	3	5	4.48	.593
X4	23	3	5	4.30	.822
X5	23	3	5	4.43	.728
X6	23	3	5	4.30	.765
X7	23	2	5	3.57	1.037
X8	23	1	5	3.83	1.114
X9	23	1	5	3.61	1.118
X10	23	2	5	3.65	1.071
X11	23	3	5	3.96	.638
X12	23	2	5	4.04	.767
X13	23	2	5	3.91	.793
X14	23	2	5	3.65	.832
X15	23	2	5	3.74	.864
X16	23	2	5	4.04	.767
X17	23	3	5	4.09	.668
X18	23	2	5	3.74	.964
X19	23	2	5	3.48	1.039
X20	23	2	5	4.00	.853
X21	23	3	5	3.87	.757
X22	23	2	5	3.91	.996
X23	23	3	5	4.04	.706
X24	23	3	5	3.78	.736
X25	23	2	5	3.91	.949
X26	23	3	5	3.83	.717
X27	23	3	5	3.87	.815
X28	23	3	5	4.09	.733
X29	23	3	5	4.30	.703
X30	23	2	5	4.09	.900

Valid N (listwise)	23				
--------------------	----	--	--	--	--

From these outputs, it can be explained that 23 responses provide varied answers with a minimum response range on a scale of 1 and a maximum response on a scale of 5. This variation of the answer causes the mean and standard deviation to vary as well. The data mentioned above will be compared with the results of calculating the Community Satisfaction Index manually.

E. Community Satisfaction Index

1. Average Score (Mean) of Community Satisfaction

The calculation of the average score based on the formula is exemplified as follows:

$$\text{Bobot rata - rata} = \frac{\text{nilai persepsi per indikator}}{\text{jumlah terisi}} = \frac{83}{115} = 3,957$$

From the results of statistical analysis, the statistical mean of respondents' answers regarding the assistance of female students in da'wah practicum program was obtained with the following index scores:

Table 6. Average Score (Mean) Per Sub Indicator

No.	Indicators	Scores per Sub Indicator	Score Conversion	Quality of Assistance	Performance
A. TANGIBLES					
1	Keeping tools and facilities clean	3.96	79.13	B	Good
2	Female students dressed modestly	4.48	89.57	A	Excellent
3	Female students are friendly when providing assistance	4.30	86.09	A	Excellent
4	A Student who teaches politely	4.43	88.70	A	Excellent
5	Students provide assistance with patience	4.30	86.09	A	Excellent
B. EMPHATY					
6	Ease of getting assistance information from institutions.	3.57	71.30	B	Good
7	Getting priority assistance to partner institutions on a regular basis (every year)	3.83	76.52	B	Good
8	Ease of communication with STID	3.61	72.17	B	Good
9	Ease of communication with female students	3.65	73.04	B	Good
10	Students convey information that is easy to understand	3.96	79.13	B	Good
11	Convincing and trustworthy ability	4.04	80.87	B	Good
C. RELIABILITY					
12	Providing information since related to Da'wah Practicum Program	3.91	78.26	B	Good
13	Accuracy in identifying problems	3.65	73.04	B	Good
14	Teamwork ability	3.74	74.78	B	Good
15	Carry out the mandate of responsibility well	4.04	80.87	B	Good

16	Partner institutions (TPA) have good trust in female students who provide assistance	4.09	81.74	B	Good
17	Arrive on time	3.74	74.78	B	Good
18	Provide news if you can't attend	3.48	69.57	B	Good
19	Carry out mentoring tasks correctly	4.00	80,00	B	Good
D. RESPONSIVENESS					
20	Students help to provide the information needed	3.87	77.39	B	Good
21	Students and campuses receive input from partner institutions	4.04	80.87	B	Good
22	Readiness to deal with complaints	3.78	75.65	B	Good
23	Students and the campus make input as evaluation material	3.91	78.26	B	Good
24	Ability to provide complaint resolution	3.83	76.52	B	Good
E. INSURANCE					
25	Students have competence in teaching TPA	3.87	77.39	B	Good
26	Have knowledge in answering students' questions	4.09	81.74	B	Good
27	Can provide a good example for TPA students	4.30	86.09	B	Good
28	The results of the program can be felt by the Institution	4.09	81.74	B	Good

Source: Processed from primary data

a. Weighted Average Score

The calculation of the Community Satisfaction Index for 28 independent variables has the same weighing with the following formula:

$$\begin{aligned} \text{Nilai Tertimbang} &= \frac{(\text{jumlah bobot})}{\text{jumlah unsur}} \\ \text{Nilai Tertimbang} &= \frac{1}{28} = 0.036 \end{aligned}$$

The calculation of the weighted average score is calculated by the following formula:

$$\begin{aligned} \text{Nilai Rata – rata Tertimbang} &= \text{NRR per sub indikator} \times \text{Weighted Score} \\ \text{Nilai Rata – rata Tertimbang (Sub indikator 1)} &= 3,957 \times 0.036 = 0.141 \end{aligned}$$

For more details, it was showed the following picture:

TABULASI DATA KUESIONER																													
Responden	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	
	TANGIBLES					EMPHATY					RELIABILITY					RESPONSIVENESS					ASSURANCE								
	X2	X3	X4	X5	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	X16	X17	X18	X19	X20	X21	X23	X24	X25	X26	X27	X28	X29	X30	
1	3	4	4	4	4	3	4	3	3	4	4	4	4	4	4	4	3	3	4	3	4	4	3	3	3	3	4	3	
2	4	4	4	5	5	4	5	4	4	4	4	5	4	4	4	4	5	4	4	3	4	4	4	4	3	4	4	4	
3	4	4	5	5	5	5	3	3	4	3	4	4	4	4	4	4	5	5	5	5	4	5	5	5	4	3	4	5	
4	5	5	5	5	5	5	4	4	4	5	5	5	4	3	4	5	5	4	5	5	4	5	5	4	4	4	4	5	
5	5	5	5	5	4	4	5	4	5	4	4	4	3	4	4	5	4	5	4	4	5	4	4	5	4	4	4	4	
6	4	4	4	4	4	4	2	2	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	5	5	5	
7	4	4	5	5	4	2	2	2	4	4	4	4	4	3	4	4	4	2	2	3	4	3	3	3	3	4	4	3	
8	4	5	5	5	4	4	5	3	3	4	4	4	4	3	4	4	4	3	4	4	4	4	4	4	4	3	4	4	
9	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	
10	4	4	3	4	4	3	3	4	4	3	5	3	3	4	4	4	5	2	3	4	4	3	4	4	3	4	4	5	
11	4	5	5	5	5	2	5	2	2	4	5	2	3	2	5	5	3	2	4	3	5	4	2	3	4	4	5	5	
12	3	4	3	4	5	2	1	1	2	3	2	3	5	5	4	3	3	5	4	5	3	4	5	3	5	5	4	5	
13	4	5	4	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	
14	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	
15	5	5	5	5	5	5	5	5	5	5	5	5	5	3	5	5	3	5	5	5	3	3	5	5	5	5	5	5	
16	4	5	5	5	5	5	3	5	4	4	4	5	3	4	4	4	4	4	4	4	5	4	5	5	4	4	5	5	
17	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
18	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	
19	4	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	
20	3	5	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	
21	3	4	3	3	3	3	4	4	4	4	4	4	3	2	3	4	3	4	4	3	4	3	2	3	3	3	3	4	2
22	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	
23	3	5	5	5	5	2	3	2	2	4	4	4	4	4	5	4	3	2	5	4	4	3	4	4	5	5	5	4	
Data terisi untuk pilihan jawaban responden																													
Skala 1	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Skala 2	0	0	0	0	0	4	1	3	4	0	1	1	1	2	1	0	2	5	1	0	0	0	2	0	0	0	0	1	
Skala 3	6	1	5	3	4	7	7	5	6	5	3	5	10	6	3	4	8	6	5	8	5	9	5	8	9	5	3	5	
Skala 4	12	10	6	7	8	7	6	9	7	14	13	12	8	11	13	13	7	8	10	10	12	10	9	11	8	11	10	8	
Skala 5	5	12	12	13	11	5	8	5	6	4	6	5	4	4	6	6	6	4	7	5	6	4	7	4	6	7	10	9	
Total Terisi	23	23	23	23	23	23	23	23	23	23	23	23	23	23	23	23	23	23	23	23	23	23	23	23	23	23	23	23	
Total nilai persepsi per sub indikator	91	103	99	102	99	82	88	83	84	91	93	90	84	86	93	94	86	80	92	89	93	87	90	88	89	94	99	94	
Total maksimal dari nilai persepsi per indikator	115	115	115	115	115	115	115	115	115	115	115	115	115	115	115	115	115	115	115	115	115	115	115	115	115	115	115	115	
Nilai rata-rata per sub indikator	3,957	4,478	4,304	4,435	4,304	3,565	3,826	3,609	3,652	3,957	4,043	3,913	3,652	3,739	4,043	4,087	3,739	3,478	4,000	3,870	4,043	3,783	3,913	3,826	3,870	4,087	4,304	4,087	
Konversi Skor per sub indikator	79,13	89,57	86,09	88,70	86,09	71,30	76,52	72,17	73,04	79,13	80,87	78,26	73,04	74,78	80,87	81,74	74,78	69,57	80,00	77,39	80,87	75,65	78,26	76,52	77,39	81,74	86,09	81,74	
Deskripsi	B	A	A	A	A	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	
Nilai Tertimbang = nilai bobot nilai unsur	0,036	0,036	0,036	0,036	0,036	0,036	0,036	0,036	0,036	0,036	0,036	0,036	0,036	0,036	0,036	0,036	0,036	0,036	0,036	0,036	0,036	0,036	0,036	0,036	0,036	0,036	0,036		
NRR Tertimbang = NRR per sub indikator x Nilai tertimbang	0,141	0,160	0,154	0,158	0,154	0,127	0,137	0,129	0,130	0,141	0,144	0,140	0,130	0,134	0,144	0,146	0,134	0,124	0,143	0,138	0,144	0,135	0,140	0,137	0,138	0,146	0,154	0,146	

Picture 1. Data Tabulation

b. CSI Community Satisfaction Index Score)

The calculation of the score of the Community Satisfaction Index (CSI) based on the formula is exemplified as follows:

$$IKM \text{ Skala} = \text{Total NRR Sub Indikkator} \times \text{Nilai Tert}balance$$

$$IKM \text{ Skala} = (3.957 \times 0.036) + (4.478 \times 0.036) + \dots = \mathbf{3.949}$$

Refer to the Ministerial Regulation on the Empowerment of State Apparatus concerning the Measurement of Community Satisfaction, the score of CSI can be calculated from the CSI of **the service unit X 25**, the number 25 is related to the selection of scales 1-4, so that the weigher is the same $100:4=25$.

As for this study, a scale of 5 was used so that the weighing score was $100:5=20$. The conversion score of the Community Satisfaction Index can be calculated with the following formula:

$$\text{CSI Score} = \text{Results of CSI Scale} \times \text{Base score (20)}$$

$$\text{CSI Score} = 3.949 \times 20 = \mathbf{78.98}$$

Based on the research conducted, the results of the respondents of the TPA supervisor totaling 23 people were obtained through a questionnaire. The data obtained from each statement item is made a percentage. After that, the author interprets the data as follows:

1. Tangible

Table 7. Tangible Indicators

No.	Indicators	Scale	CSI Score	Service Quality	Performance
1	Keeping tools and facilities clean	3.96	79.13	B	Good
2	Female students dressed modestly	4.48	89.57	A	Excellent
3	Female students are friendly when providing assistance	4.30	86.09	A	Excellent
4	A student who teaches politely	4.43	88.70	A	Excellent
5	Students provide assistance with patience	4.30	86.09	A	Excellent
Average		4.296	85.913	A	Excellent

In tangible indicator, each sub-indicator received a different perception. For the sub-indicator of maintaining the cleanliness of tools and facilities, the score obtained was 3.96 equivalent to 79.13. This shows that in practicum of da'wah for this aspect, female students are considered to have good performance with the predicate B. The next sub-indicator in terms of clothing, the score obtained is 4.48 equivalent to 89.57. This score illustrates that in dressing female students are very good with the predicate A. Furthermore, in terms of attitude in keeping on assistance, they also get a high score of 4.30 equivalent to 86.09. In the aspect of hospitality, this is very well judged with the predicate of A.

Another aspect of attitude is politeness, the score obtained is 4.43 equivalent to 88.70. This score illustrates that female students are very good at maintaining politeness while in keeping on assistance with the predicate A. Finally, the sub-indicator of *tangible* is still related to attitude, namely patience. In this aspect, the score obtained is 4.296 equivalent to 85.913. This figure shows that the attitude of students during mentoring is very good with the predicate A.

2. Empathy

Table 8. Empathy Indicators

No.	Indicators	CSI Scale	CSI Score	Service Quality	Performance
6	Ease of getting assistance information from institutions.	3.57	71.30	B	Good
7	Getting priority assistance to partner institutions on a regular basis (every year)	3.83	76.52	B	Good
8	Ease of communication with STID	3.61	72.17	B	Good
9	Ease of communication with female students	3.65	73.04	B	Good
10	Students convey information that is easy to understand	3.96	79.13	B	Good
11	Convincing and trustworthy ability	4.04	80.87	B	Good
Average		3.775	75.507	B	Good

In empathy indicators, each sub-indicator received a different perception. For the sub-indicator of the ease of obtaining assistance information from institutions, the score obtained was 3.57 with a score conversion of 71.30. This shows that in practicum of da'wah for this aspect, female students are considered to have good performance with the predicate B. The next sub-indicator in terms of mentoring priority, the score obtained is 3.83 equivalent to 76.52. This score illustrates that STID Mohammad Natsir in placing female students in keeping on assistance has been distributed both with the predicate B. Furthermore, in terms of the ease of communicating with STID and with female students, it also gets a score that is not much different between the two, namely for the ease of communication with STID it gets a score of 3.61 equivalent to 72.17 with the predicate B. Meanwhile, the ease of communicating with female students gets a score of 3.65 equivalent to 73.04 with a predicate of B.

Lack of communication in this aspect is because students in the semester they are involved in the program have not yet allowed to bring gadget or another communication medias. This policy was taken based on several substantive reasons. As for the sub-indicator, female students conveyed information that was easy to understand, they got a score of 3.96 equivalent to 79.12 with the predicate of B and for the last sub-variable, namely the ability to convince and be trusted, they got a score of 4.04 equivalent to 80.87 and got the predicate B.

3. Reliability

Table 9. Reliability Indicator

No.	Indicators	CSI Scale	CSI Score	Service Quality	Performance
12	Providing information since related to Da'wah Practicum Program	3.91	78.26	B	Good
13	Accuracy in identifying problems	3.65	73.04	B	Good
14	Teamwork ability	3.74	74.78	B	Good
15	Carry out the mandate of responsibility well	4.04	80.87	B	Good
16	Partner institutions (TPA) have good trust in female students who provide assistance	4.09	81.74	B	Good
17	Arrive on time	3.74	74.78	B	Good
18	Provide news if you can't attend	3.48	69.57	B	Good
19	Carry out mentoring tasks correctly	4.00	80.00	B	Good
Average		3.832	76.630	B	Good

In reliability indicator, each sub-indicator received a different perception. For the sub-indicator providing information since related to Da'wah Practicum Program, the score obtained was 3.91 with a score conversion of 78.26. This shows that the student gave news to the TPA regarding the participation of female students in the

teaching and learning process activities at the TPA, for this aspect the student is considered to have a good performance with the predicate B.

The next sub-indicator in terms of accuracy identifies the problem of the score obtained at 3.65 equivalent to 73.04. Furthermore, in terms of the ability of female students in the mentoring process such as accuracy in identifying problems, the score obtained was 3.65 equivalent to 73.04 with the predicate B, as for the ability to work together in a team, a score of 3.74 was equivalent to 74.78 with the predicate B, also for the indicator of carrying out the mandate of responsibility well, got a score of 4.04 with a score conversion of 80.87 with the predicate B.

For the sub-indicator, TPA institutions have good trust in female students who provide assistance, get a score of 4.09 equivalent to 81.74 with the predicate B, as for the aspect of student discipline in the mentoring process, namely being present on time, getting a score of 3.74 equivalent to 74.78 with the predicate B, and the indicator of female students giving news if they cannot attend gets a score of 3.48 equivalent to 69.57 with the predicate B. As for the indicator of carrying out tasks Mentoring correctly received a score of 4.00 equivalent to 80.00 with a predicate of B.

4. Responsiveness

Table 10. Responsiveness Indicator

No.	Indicators	CSI Scale	CSI Score	Service Quality	Performance
20	Students help to provide the information needed	3.87	77.39	B	Good
21	Students and campuses receive input from partner institutions	4.04	80.87	B	Good
22	Readiness to deal with complaints	3.78	75.65	B	Good
23	Students and the campus make input as evaluation material	3.91	78.26	B	Good
24	Ability to provide complaint resolution	3.83	76.52	B	Good
Average		3.887	77.739	B	Good

In responsiveness indicator, each sub-indicator received a different perception. For the sub-indicator of female students helping to provide the needed information, the score obtained was 3.87 with a score conversion of 77.39. This shows that in practicum of da'wah for this aspect, female students are considered to have good performance with the predicate B. The next sub-indicator in terms of receiving input from partner institutions for female students and STID, the score obtained was 4.04 equivalent to 80.87. This score illustrates that in receiving input from student partner institutions, it is good with the predicate B. Furthermore, in terms of readiness in dealing with complaints, it received a score of 3.78 equivalent to 75.65. In the aspect of readiness in dealing with this problem, students must further improve their readiness to face problems because the score obtained is the smallest score obtained. Another aspect is that students and the campus use input as evaluation material, the score obtained is 3.91 equivalent to 78.26. Finally, the sub-indicator of *responsiveness* is still related to input, namely the ability to provide complaint solutions. In this aspect, the score obtained is 3.83 with a conversion of 76.52 predicates B.

5. Insurance

Table 11. Assurance Indicators

No.	Indicator	CSI Scale	CSI Scale	Service Quality	Performance
25	Students have competence in teaching TPA	3,87	77,39	B	Good
26	Have knowledge in answering students' questions	4,09	81,74	B	Good
27	Can provide a good example for TPA students	4,30	86,09	B	Good
28	The results of the program can be felt by the institution	4,09	81,74	B	Good
Average		4,087	81,739	B	Good

In assurance indicator, each sub-indicator received a different perception. For the sub-indicator that female students have competence in teaching TPA, the score obtained is 3.87 equivalent to 77.39. For this sub-indicator, it is necessary to pay attention to both students and the campus should improve the quality of knowledge. The next sub-indicator in terms of having knowledge in answering student questions, the score obtained is 4.09 equivalent to 81.74. This score illustrates that the student's knowledge in answering students' questions is in good condition with the predicate B. Furthermore, in providing a good example for students, they also get a high score of 4.30 equivalent to 86.09. Another aspect is that the results of the program can be felt by the institution, the score obtained is 4.09 equivalent to 81.74. This score illustrates that female students are good at providing benefits to institutions with the predicate of B. From the results of the CSI calculation, the conversion score of the Community Satisfaction Index was obtained from the CSI Score, namely the results of the Scale CSI multiplied by the basic score with the selection of a scale of 5, namely 20, then the CSI Score was obtained, which was $3.949 \times 20 = 78.98$ service quality B (good). Referring to the CSI score interval, the community satisfaction index (partner institution) for the assistance carried out by female students at TPA is in the good category with the predicate B. The score obtained is 78.98 with a scale conversion of 3.949.

CONCLUSION

Based on research that has been conducted regarding community satisfaction in Da'wah Practicum Program of the Al-Quran Education Park (TPA) in Cipayung in the form of mentoring, in general the quality of mentoring carried out for STID Mohammad Natsir students in Da'wah Practicum Program after being averaged is at a good level, on a scale of 3.975 equivalent to 79.506. Based on the tangible aspect, the average score of 4.296 equivalent to 85.913 is at a very good level; the empathy indicator is at 3.775 equivalent to 75.507 and is at a good level; the reliability indicator (reliability) has an average score of 3.832 equivalent to 76.630 is at a good level; the responsiveness indicator (responsiveness) an average score of 3.887 equivalent to a conversion score of 77.739 is at a good level; and assurance (guarantee) got an average score of 4.087 equivalent to 81.739 at a good level.

As for the score of the Community Satisfaction Index (CSI) referring to the calculation of the formula from the Minister of Trade, the CSI score is $3.949 \times 20 = 78.98$ This Index is equivalent to a scale conversion of 3.949. From these results, it can be said that

with the quality category of assistance provided by STID Mohammad Natsir students in 23 TPA in category good.

BIBLIOGRAPHY

- [1] Visi Misi STID Mohammad Natsir, <https://stidnatsir.ac.id/visi-misi-2/>
- [2] I. Kabonga, "Principles and Practice of Monitoring and Evaluation: A Paraphernalia for Effective Development," *Africanus J. Dev. Stud.*, vol. 48, no. 2, 2019, doi: 10.25159/0304-615x/3086.
- [3] N. N. Dlamini and N. O. Mabila, "Monitoring and Evaluation and Its Impact on the Performance of the Sizakala Customer Services Department Employees At Ethekwini Municipality," *J. Posit. Sch. Psychol.*, vol. 6, no. 5, pp. 8521–8539, 2022.
- [4] S. Arikunto and C. Jabar, *Evaluasi Program*, VI. Jakarta: Bumi Aksara, 2018.
- [5] A. T. Alimudin, "Pengukuran Indeks Kepuasan Masyarakat Terhadap Pelayanan Di Badan Perencanaan Pembangunan, Penelitian dan Pengembangan Daerah Tahun 2020," *KarismaPro*, vol. 11, no. 2, pp. 43–57, 2021, doi: 10.53675/karismapro.v2i2.96.
- [6] J. Suriadi and P. Halim, *Indeks Kepuasan Masyarakat*. Yogyakarta: Zahir Publishing, 2021.
- [7] Chandra; Tedy and et.al, *Service Quality Consumer Satisfaction, Dan Consumer Loyalty Tinjauan Teoritis*. Malang: CV IRDH, 2021.
- [8] L. L. Berry, A. Parasuraman, and V. A. Zeithaml, "SERVQUAL: A multiple-item scale for measuring consumer perceptions of service quality," *J. Retail.*, vol. 64, no. 1, pp. 12–40, 1988.
- [9] M. Rahman, *Birokrasi Dan Pelayanan Publik*. Bandung: UNPAD PRESS, 2016.
- [10] S. H. Sahir, *Metodologi Penelitian*. Yogyakarta: KBM Indonesia, 2021.
- [11] Sugiyono, *Metode Penelitian Kombinasi*. Bandung: Alfabeta, 2017.
- [12] Sugiyono, *Metode Penelitian Kuantitatif*. Bandung: Alfabeta, 2018.
- [13] D. George; and M. Paul, *SPSS for Windows step by step: A simple guide and reference 11.0 update (4th ed.)*. Boston: Allyn & Bacon, 2003.