

**PARTICIPANTS SATISFACTION CHARACTER EDUCATION AND TRAINING  
DEVELOPMENT CADET POST PRALA****<sup>1</sup>Giri Kurnia Widyasari, <sup>2</sup>Dyan Apriyani**

Balai Diklat Pembangunan Karakter SDM Transportasi, Kementerian Perhubungan

<sup>1</sup> ponjil0227@gmail.com, <sup>2</sup> dyan.mspsc@gmail.com**ABSTRACT**

The purpose of the study to know the level of satisfaction of the participants of Development Training Character Cadet Post Prala Polytechnic Science Semarang on the implementation of training and education and Training Center of Human Resource Character Building Transportation. The items of satisfaction that become the assessment are a) Teachers, b) Materials and Methods, c) Implementation which includes; organizers, facilities and infrastructure and food. The population of the research is post-skilled polytechnic skala polytechnic of Semarang. Samples of Research Group 1 Cadet Post Prala PIP Semarang. The research data was obtained from the questionnaire given after the end of the training. This research is a descriptive research. The results of the data analysis were obtained using a scale rating consisting of: 1 = unsatisfactory, 2 = less satisfactory, 3 = satisfactory, 4 = satisfactory, 5 = very satisfactory. The calculation method gets the average yield of the total value of IKP divided by the number of samples. The conclusion of the research: 1) Satisfaction of the training participants on the teachers got very satisfactory value. This is evident from the mean for faculty facilitators = 4.08 and TNI trainers = 4.12. 2) Materials and methods, got very satisfactory value. Participants assessed materials and methods for facilitator material = 4.08 and TNI trainers = 4.08. 3) Operation gets satisfactory score with score 3,42. of the training participants.

**Keywords:** Satisfaction of Training Participants, Training Providers, Cadet Post Prala

**INTRODUCTION**

Improving the quality of education and training, especially within the Ministry, is a must. Human Resources (HR) is the most important asset in a government organization, where human resources are very influential on the progress, smoothness of government organizations in finding solutions if there are obstacles in achieving the vision and mission of the organization. Efforts to increase effectiveness in various ministries are key to creating a satisfactory service of "excellent service" of education and training participants. Excelent quality of service is a picture that education and training providers have good effectiveness in the implementation. Effectiveness is the level of goal achievement (Pelatihan, Bppnf, & Banten, 2016) Education and Training Center for Character Building Human Resources Transportation (BP3KSDMT) was established by the Ministry of Transportation since 2015. Located on an area of ± 36 (thirty six) hectares located in the village of Cibodas Pasirjambu District Bandung Regency .. BP3KSDMT is the only Technical Implementation Unit within the Ministry of

Transportation that has the main duty and function as the provider of education and training softskill with four pillars, that is relationship with yourself, memenej relationship with others, memenej relationships with the organization / workplace / learning place, memenej relationship with god Education and Training is part of the Non-formal Education Unit Education unit is formal, informal, and non-formal education, essentially non-formal education as a complement of formal education memiliki goal to reduce number p unemployment so as able to adjust to the needs of the community (Ihwan Ridwan dan Yoyon Suryono, n.d.)The implementation of education and training is closely related to excellent service to consumers / clients. BP3KSDMT as education and training provider has implemented character development training and has provided services to consumers / participants / clients. The Institute for the Implementation of Education and Training is expected to be a place to exchange creative and innovative ideas with a competitive program quality. The Institute for the Implementation of Education and Training is also expected to be a place where the commitment to quality improvement is evident in the idea development activities as well as the cutting-edge practice of public organization performance management with innovation as the norm that animates every activity. Thus, the Institute for the Implementation of Education and Training will have an identity that distinguishes it from an institution similar to: a number of training facilitators who are adequate in quantity and quality, providers of superior, competent and professional training, have an attractive training program, effective training and efficient, safe and secure facilities and infrastructures and excellent supporting services, thus the Institute for the Implementation of Education and Training is considered capable of managing and managing professional training and the center of human resource development of state apparatus capable of providing excellent service in all aspects of management, and able to increase the competence of human resources apparatus in accordance with actual needs.

Currently the demand for the need to improve the skills and competencies of both ministries or institutions and the community on education and training programs which are then abbreviated diklat increasingly. Training programs that are held certainly have a purpose to know the achievement of these goals need to do evaluation. One evaluation that can be done is the evaluation of the training participants' satisfaction. Evaluation using Patrick's kirk model. The Kirkpatrick model stage 1 evaluation is a reaction evaluation. Evaluation of the participants 'reaction means measuring customer satisfaction aimed at knowing the level of training participants' satisfaction on the training (S.E.P, 2017)

Evaluate the Kirkpatrick model

(S.E.P, 2017) writes in his book, Kirkpatrick introduced his evaluation method in 1975. This method has undergone several treatments, and was last updated in 2009. This evaluation includes four levels of evaluation: reacting, learning, and results.

#### 1. Reaction Evaluation (Reaction Evaluation)

Evaluation of the participants 'reaction means measuring customer satisfaction aimed at knowing the level of the participants' satisfaction on the training. Two reasons why the participants' reactions need to be measured. First, the evaluation of this reaction is actually an evaluation of the training process itself. The better the implementation of a training, the better the responsiveness of participants to the implementation of a

training. Second, participants' satisfaction with the organization or process of a training will have a direct impact on the motivation and spirit of the trainee's learning.

## 2. Learning Evaluation (Evaluation Learning)

This second stage evaluation is actually an evaluation of the outcome or output of the training. This evaluation will assess the trainees from the changes in mental attitude (attitude), improvement of knowledge of funds or additional skills of participants after attending the training program.

## 3. Behavior Evaluation (Behavioral Evaluation)

This evaluation is how far a change in mental attitude (attitude), improvement of knowledge fund tau additional skills of participants bring a direct impact on the performance of participants when returning to the workplace. Evaluation of stage 3 can also be called evaluation of outcomes from training activities.

## 4. Result Evaluation (Results evaluation)

Evaluation of results in level 4 focuses on the outcome, which aims to determine the impact of changes in worker behavior of the trainees on the level of organizational productivity that occurs because participants have followed a program.

Satisfaction is defined as feelings of pleasure or disappointment resulting from comparing perceived product performance (or outcome) with expectations (Kurniawan, 2016)). The satisfaction felt by the participants of education and training is a good illustration and poor assessment of the implementation of Education and Training.

Satisfaction of the participants of education and training is very important to measure the level of service excellent achievement of education and training organized so that it will provide feed back for continuity of education and training. Participants are the objects of the training that feel the results of the organization of education and training so that the participant's satisfaction becomes the determinant of progress in this case to the continuity of the continuity of training. In addition to the participants who spearhead the success or achievement of the training program is the instructor who provides the training materials

## METHOD

This research was carried out at Balai Diklat Pembangunan Karakter SDM Transportasi, Kementerian Perhubungan, Jl. Terusan PPTK Gambung Km 4.2 Pasirjambu Bandung, West Java, Indonesia 40972.

Research method is a way to get data. Methods using technical procedures and research. The method in this research is descriptive research. Descriptive Research which aims to create a systematic, factual, and accurate description of the facts and nature of a particular population or region. Research subjects at the Cadet Post Prala Character Development Training event. Sample Group 1 Semarang Marine Polytechnic Skill Master who has just completed a job for one year, and before returning to education. The training was held on 6 to 11 February 2017, 1st group consisted of 31 people.

The type of data collected in this study is a primary data type obtained directly from the trainees by issuing measurement instruments that are specific to the purpose of this study. The instrument used is questionnaire / questionnaire / Evaluation form given to the training participants, at the end of the training

The research model used in this research is Kirkpatrick level 1 evaluation model, Reaction valuation. Lessons learned for customer satisfaction (customer satisfaction) for training level training. In this training are discussed several aspects: (a) participant's satisfaction with teachers (facilitator and instructor), (b) participants' satisfaction with material and method, (c) participant's satisfaction on the Implementation covering; organizers, facilities and infrastructure and food.

To answer the relevant issues to know the level of satisfaction of the participants of the post-pretrial training of Polytechnic Science Semarang on the implementation of strategic development training. With data analysis result obtained using rating scale that is; 1 = unsatisfactory, 2 = less satisfactory, 3 = satisfactory, 4 = satisfactory, 5 = very satisfactory it will be noted average student average level which then this result will be great for the level of satisfaction training or not.

Data on the satisfaction of the training participants who cultivate Cadet post-prala PIP Semarang on the implementation of the training was done on February 10, 2017 by using a questionnaire / questionnaire / form of program for training participants. Provided needs and numbers that benefit each item - on average. 31 forms / questionnaires / questionnaires were distributed to 31 respondents, to collect preliminary data.

How to calculate the average power of results is the total value of IKP (Participant Satisfaction Index).

$$RESULT RATE = \frac{IKP}{TOTAL SAMPLE}$$

## RESULTS AND DISCUSSION

### Results

**Table 1** Value of Average Satisfaction Result of Predicate of Teacher Values (Facilitator of BP3KSDMT)

NO	ELEMENTS WERE PROVIDED	TOTAL VALUE	NUMBER OF PARTICIPANT	AVERAGE
1	Knowledge / mastery of the material	81	31	4.05
2	The ability to convey material with appropriate learning method	80	31	4.00
3	Ability to communicate, interact and motivate participants in training	81	31	4.05
4	Attendance, discipline & ability to manage learning time	80	31	4.00
5	Ability to respond to participants' questions	81	31	4.05
6	Ability to use learning media / tools	84	31	4.20
7	Ability to link material with practice / implementation	83	31	4.15

NO	ELEMENTS WERE PROVIDED	TOTAL VALUE	NUMBER OF PARTICIPANT	AVERAGE
8	Ability to stay focused on learning goals	83	31	4.15
<b>T O T A L</b>				<b>4.08</b>

**Table 2** Value of Average Satisfaction Result of Predicate of Teacher Value (TNI Instructor)

NO	ELEMENTS WERE PROVIDED	TOTAL VALUE	NUMBER OF PARTICIPANT	AVERAGE
1	Knowledge / mastery of the material	82	31	4.10
2	The ability to convey material with appropriate learning method	79	31	3.95
3	Ability to communicate, interact and motivate participants in training	84	31	4.20
4	Attendance, discipline & ability to manage learning time	88	31	4.40
5	Ability to respond to participants' questions	80	31	4.00
6	Ability to use learning media / tools	80	31	4.00
7	Ability to link material with practice / implementation	84	31	4.20
8	Ability to stay focused on learning goals	82	31	4.10
<b>T O T A L</b>				<b>4.12</b>

**Table 3** Value of Average Satisfaction Satisfaction Result Predicate Value

NO	ELEMENTS WERE PROVIDED	TEACHER NAME EDUCATION AND TRAINING MATERIAL		Average
		Fasilitator BP3KSDMT	Instructor TNI (Marinir)	
		Team Building, Team Challenge, Final Challenge, Personal Challenge	PUDD, PBB, TUS, PPM	
		Monday - Saturday / February 6 -11, 2017	Monday - Saturday / February 6 -11, 2017	
1	Knowledge / mastery of the materiali	4.05	4.10	<b>4.08</b>
2	The ability to convey material with. appropriate learning method	4.00	3.95	<b>3.98</b>
3	Ability to communicate, interact and motivate participants in training	4.05	4.20	<b>4.13</b>
4	Attendance, discipline & ability to manage learning time	4.00	4.40	<b>4.20</b>
5	Ability to respond to participants' questions	4.05	4.00	<b>4.03</b>
6	Ability to use learning media / tools	4.20	4.00	<b>4.10</b>
7	Ability to link material with practice / implementation	4.15	4.20	<b>4.18</b>
8	Ability to stay focused on learning goals	4.15	4.10	<b>4.13</b>
<b>AVERAGE VALUE</b>		<b>4.08</b>	<b>4.12</b>	<b>4.10</b>
<b>VALUE PREDICT</b>		<b>Very satisfactory</b>	<b>Very satisfactory</b>	<b>Very satisfactory</b>

Teachers who are in Development Training Center Character of Human Resource Transportation there are 2 namely Fasilitator BP3KSDMT and instructor TNI (Marines)

From the three tables above that the teacher in the training of character building that is the facilitator and the instructor (TNI trainer) has the average of the value predicate for facilitator BP3KSDMT 4.08 and for the average of the value of the value of the instructor of TNI (Marines) is 4.12. Therefore it can be concluded that the training participants ie Cadet Post Prala PIP Semarang very satisfied with the teacher.

**Table 4** Value of Average Satisfaction Satisfaction of Result of Predicate of Material and Method (Team Building, Team Challenge, Final Challenge, Personal Challenge)

NO	ELEMENTS WERE PROVIDED	TOTAL VALUE	NUMBER OF PARTICIPANT	AVERAGE
1	Material in accordance with the expectations / needs of training participants	80	31	4.00
2	The material content can achieve the learning objectives	81	31	4.05
3	Material is arranged systematically, easily understood and can improve knowledge, skills and creativity	81	31	4.05
4	Material relevant to daily work	82	31	4.10
5	The material accommodates in developing leadership value, cooperation and work ethic	81	31	4.05
6	Learning methods facilitate understanding	84	31	4.20
<b>T O T A L</b>				<b>4.08</b>

**Table 5** Value of Average Satisfaction Satisfaction of Result of Predicate of Material and Method (PUDD, PBB, TUS, PPM)

NO	ELEMENTS WERE PROVIDED	TOTAL VALUE	NUMBER OF PARTICIPANT	AVERAGE
1	Material in accordance with the expectations / needs of training participants	81	31	4.05
2	The material content can achieve the learning objectives	82	31	4.10
3	Material is arranged systematically, easily understood and can improve knowledge, skills and creativity	81	31	4.05
4	Material relevant to daily work	83	31	4.15

NO	ELEMENTS WERE PROVIDED	TOTAL VALUE	NUMBER OF PARTICIPANT	AVERAGE
5	The material accommodates in developing leadership value, cooperation and work ethic	79	31	3.95
6	Learning methods facilitate understanding	83	31	4.15
<b>TOTAL</b>				<b>4.08</b>

**Table 6** Value of Average Satisfaction Computation of Result of Predicate Matter and Method

NO.	LESSON OF EDUCATION AND TRAINING	TOTAL	NUMBER OF PARTICIPANT	TOTAL ELEMENTS	AVERAGE	VALUE PREDICT
<b>MATERIALS AND METHODS</b>					<b>4.08</b>	<b>Very satisfactory</b>
1	Team Building, Team Challenge, Final Challenge, Personal Challenge	24	31	6	<b>4.08</b>	<b>Very satisfactory</b>
2	PUDD, PBB, TUS, PPM	24	31	6	<b>4.08</b>	<b>Very satisfactory</b>

The materials and methods conveyed by the facilitator differ from the methods used by the instructor (TNI Trainer). The method used by the facilitator is eksperiantal learning, contextual and active participation, while the method used by the instructor is intruksional. But as a whole the trainees are very satisfied with the materials and methods given despite the different methods of learning.

From table 5 and table 6 above, the materials and methods of the Character Building Training which are facilitators and instructors (TNI trainers) have the average of value predicate for facilitator BP3KSDMT 4.08 and for the average result of the value of the instructor value of the TNI (Marine) 4.08. Therefore it can be concluded that the training participants ie cadet Post-Prala PIP Semarang very satisfied with the Material and Method

**Table 7** Value of Average Satisfaction of Predicate Result on the Implementation, Facilities, Infrastructure and Food

No	ELEMENTS WERE PROVIDED	TOTAL VALUE	PARTICIPANT	AVERAGE	VALUE
<b>ORGANIZATION</b>				<b>3.42</b>	<b>Satisfactory</b>
<b>A.</b>	<b>ORGANIZING COMMITTEE</b>			<b>3.53</b>	<b>Satisfactory</b>
1	Clarity of program direction and schedule settings	67	31	3.35	Satisfactory
2	Conformity schedule dg. implementation	68	31	3.40	Satisfactory
3	Availability / completeness of the training information	66	31	3.47	Satisfactory
4	Completed training kit	67	31	3.35	Satisfactory
5	Service, discipline and class officer attitudes	75	31	3.75	Satisfactory
6	Service, discipline and attitude of the dormitories	73	31	3.65	Satisfactory
7	Service, discipline and attitude of apple officers	76	31	3.80	Very Satisfactory
8	Training administration	69	31	3.45	Satisfactory
<b>B</b>	<b>FACILITIES, INFRASTRUCTURE, AND CONSUMPTION</b>			<b>3.30</b>	<b>Satisfactory</b>
1	The completeness and comfort of the classroom	67	31	3.60	Satisfactory
2	Completeness and availability of learning tools / media outside and inside the classroom	67	31	3.55	Satisfactory
3	The completeness and comfort of the	65	31	3.95	Satisfactory

No	ELEMENTS WERE PROVIDED	TOTAL VALUE	PARTICIPANT	AVERAGE	VALUE
<b>ORGANIZATION</b>				<b>3.42</b>	<b>Satisfactory</b>
<b>A.</b>	<b>ORGANIZING COMMITTEE</b>			<b>3.53</b>	<b>Satisfactory</b>
	hostel				
4	Availability and reliability of internet / wifi	<b>32</b>	<b>31</b>	<b>2.25</b>	<b>good enough</b>
5	Completeness and comfort of other facilities (Polyclinic, Mosque, Cooperative)	<b>75</b>	<b>31</b>	<b>3.70</b>	<b>Satisfactory</b>
6	Cleanliness and environmental safety	<b>75</b>	<b>31</b>	<b>3.65</b>	<b>Satisfactory</b>
7	Service and timeliness in the presentation	<b>89</b>	<b>31</b>	<b>2.95</b>	<b>good enough</b>
8	Food service (nutrition, variety, taste, portion, cleanliness, freshness)	<b>80</b>	<b>31</b>	<b>2.79</b>	<b>good enough</b>

From table 7 (seven) about the satisfaction of the organizing committee and the above facilities and infrastructure, it can be seen that the participants are satisfied. There is 1 (one) item very satisfied. 3 (three) items are quite satisfactory, where the participants feel quite satisfied.

## Discussion

The results of the above research, intended to know the satisfaction of teachers; materials and methods, administration (organizers, facilities and infrastructure and food). (1) Discussion of the teacher. Teachers on the training of character building there are 2 with different styles, first the background facilitator of the State Ministry of Transportation civil apparatus and the two TNI (marines) trainers. It is felt for the participants of education and training of the character development of teachers in this very creative and innovative training so that the training process can be absorbed very well without feeling bored. Training participants provide highly satisfactory assessment for teachers; (2) Discussion of the Materials and Methods, although the assessment was very satisfactory by the participants of the training, the method with punishment of violence to be eliminated in the training of character development, because it will not arise consciously the positive characters that exist in the training participants, training held at the Education Hall and Character Development Training uses two methods, namely experiential learning and intruksional; (3) Discussion on the Implementation, as a whole the organization gets satisfactory value, and got input to improve the variation of food.

## CONCLUSION

The conclusions in this research are: (1) Satisfaction of the participants of the training of Post-Precipitation of Polytechnic of Semarang to the teachers is very satisfying. This can be seen from the average of value predicate for facilitator BP3KSDMT 4.08 and for the average result of the value of the instructor value of TNI (Marines) is 4.12; (2) In the materials and methods taught by the teacher in the implementation of the training of Character Development, the conclusion of the training participants is very satisfying. Participants judge that the materials and methods are used according to the method of each teacher. The materials and methods conveyed by the facilitator differ from the methods used by the instructor (TNI Trainer). The method used by the facilitator is eksperiantal learning, contextual and active participation, while the method used by the instructor is intruksional. But as a whole the trainees are very satisfied with the materials and methods given despite the different methods of learning. The average value of value predicate for facilitator BP3KSDMT 4.08 and for the average result of the value of the instructor value of TNI (Marines) is 4.08; (3) The average result of the value obtained by the organizers earns 3.53 points, for the facilities / infrastructure and the food gets the value of 3.30. Overall, the implementation of the Character Development training for the post-pra cadets of Semarang Polytechnic Science Semarang is said to be satisfactory.

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