Satisfaction Analysis Parents Against Education Services in SD Islam Terpadu Al Uswah Surabaya

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Abstract

Education holds a very important role in the process of improving the quality of human resources (HR). Improving the quality of education is a process that is integrated with the process of improving the quality of human resources itself. One of the most important children's rights of those rights which must be given is to get a decent education. Educational services provided by each school not only associated with fees, but also the quality inherent in these schools, such as physical facilities (school buildings, sports fields, and toilets), the quality of workers (teachers and administrative staff) and related services face to face directly. This study aims to determine the most dominant variables (trust (reliability), responsiveness (responsiveness), insurance (assurance), empathy (empathy), physical facilities (tangible)) to the satisfaction of natural science education services and gap analysis in mind that the ability of students in memorizing the Qur'an (juz 29 and 30) require more attention from the school. Meanwhile, the CFA analysis showed that the indicator is an indicator guarantees the most dominant in influencing parent satisfaction.

Keywords: IPA, CSI, CFA, Reliability, Responsiveness, Assurance, Empathy, and Tangible.