

Student satisfaction in physical education with sports facilities at SMA Negeri 12 Pekanbaru

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ABSTRACT

Physical education is essential for students' physical and social development, and the availability of sports facilities in schools influences the quality of learning. However, research on students' satisfaction with these facilities is still limited, creating a gap that needs to be addressed to understand their impact on the learning experience. This study aims to assess students' satisfaction with sports facilities at SMA Negeri 12 Pekanbaru. Using quantitative methods and descriptive statistical analysis, data were collected through questionnaires filled out by 40 students to measure their level of satisfaction. The results showed that 2 students (5%) were very satisfied, 15 students (37.5%) were satisfied, 17 students (42.5%) were dissatisfied, and 6 students (15%) were very dissatisfied. These findings indicate that the overall level of satisfaction is in the moderate category. This highlights the need for adequate facilities to enhance students' learning experience. Future research should examine the specific effects of each facility on students' satisfaction and academic performance in physical education.

Keywords: Student satisfaction; Sports facilities; Learning quality

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INTRODUCTION

In education physical, that is part of global education. Education that has a complete goal in educating the nation's children. So physical education has a goal that will be realized in physical activities as a learning medium for education. This opinion is reinforced by (Pratama & Wisnu, 2019). Physical education is an integral part of the overall education system that must be directed to achieve the goals of developing health, physical fitness, critical thinking skills, emotional stability, social skills, reasoning, and moral actions through physical activity and sports (Panjaitan & Fardana, 2023).

The goal of national education is to expand and equalize opportunities to obtain optimal quality education for all Indonesian people, who are entitled to support and protection according to their potential. Education is an active process that requires motivation and guidance from educators, and is supported by adequate infrastructure and quality learning in schools. The availability of good facilities and the support of professional teachers greatly influence increasing student learning motivation so that national education goals can be achieved effectively and evenly (Rahmi et al., 2024).



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Facilities and infrastructure are important components of teaching and learning activities, especially in physical education and health, because they play a role in creating an effective and enjoyable learning process. In accordance with the Regulation of the Minister of Youth and Sports Number 15 of 2022, the provision of sports facilities and infrastructure must meet the standards that have been set in order to support the implementation of optimal learning (Permenpora, 2022). The lack of adequate sports facilities and infrastructure will hinder student movement activities, cause queues for equipment use, boredom, and excessive rest time, making physical fitness goals difficult to achieve (Arif Maulana Soleh & Waluyo, 2021). This must be avoided for the sake of student fitness, so sports facilities and infrastructure must be adjusted to the number of students and conditioned properly so that physical education and health lessons can run smoothly and support.

According to (Siregar et al., 2024) the development of extracurricular programs that focus on sports can be a solution to provide students with more opportunities to practice outside of formal school hours. In addition, schools can utilize digital technology in physical education learning to increase student motivation. With these steps, it is hoped that physical education in elementary schools can run more effectively, provide maximum benefits for student development, and create a healthier and more physically active generation. According to (IW Budiastawan & IK Sukarata Adnyana, 2023) stated that the benefits of facilities and infrastructure are that they can improve health quality and support competitions and matches. Adequate facilities and infrastructure in schools, so that students can do sports activities well and students can also develop their abilities to be able to explore the potential that exists in students during PJOK learning.

In general, learning is defined as a relatively constant change in behavior, in the learning process itself. Learning activities are carried out consciously by educators so that they can run effectively and efficiently. After students have carried out the learning process, teachers can see the characteristics that students have carried out learning activities or not. The characteristic of learning is change. If there is no change in the individual, then it cannot be said to be learning. The change itself can be positive or negative depending on the learning objectives. In addition to the characteristics of learning that need to be understood, a teacher also needs to pay attention to several learning principles. This aims to ensure that the learning process takes place as expected (Mardicko, 2022).

Everyone has a different level of happiness depending on the prevailing belief values. Based on the opinion of Gultom et al., (2020). Satisfaction is the level felt by a person after comparing the performance or results felt with their expectations. Satisfaction is the level of a person's feelings after comparing the performance/results felt with their expectations. according to Kotler 2002:42 (in (Dwinarsih Rina, 2021). Satisfaction is a person's feeling of happiness or disappointment that arises after comparing their perception/impression of the performance (or results) of a product and their expectations.

Based on the opinion of (Miftahul Arifin, Siti Napisah, Arif, 2020), there are several factors that influence satisfaction, namely product diversity (features), reliability (reliability), suitability (suitability), durability (durability), tangibles (assurance). It is important for higher education institutions to understand the factors that contribute to student satisfaction and take appropriate action to improve it. This can involve improving the quality of teaching, developing academic support programs, investing in adequate

facilities and technology, improving communication with students, and simplifying administrative processes. (Titin, 2023) .

According to (Titin, 2023) It is important for higher education institutions to understand the factors that contribute to student satisfaction and take appropriate action to improve it. This can involve improving the quality of teaching, developing academic support programs, investing in adequate facilities and technology, improving communication with students, and simplifying administrative processes. According to (Mowen in Redy Aditya, 2018) . The expectations of students as the main customers of the school towards their school are student expectations related to hardware (non-human elements), software (human elements), hardware quality, software quality, and added value from the learning process. Satisfaction with learning facilities and infrastructure is included in student expectations of hardware.

METHOD

The design used in this study is Descriptive Quantitative. Descriptive research is research conducted to determine the value of independent variables, either one or more variables (independent), without comparing or connecting with other variables (Scott, 2012) . The purpose of descriptive research is to examine the circumstances, conditions or certain things presented in the form of research reports (Arikunto, 2013) .

Research This research was conducted at SMA Negeri 12 Pekanbaru, Indonesia, during the 2023 academic year, specifically from January to March. This time frame aligns with the school's schedule for physical education and extracurricular activities, allowing for an in-depth assessment of student satisfaction with sports facilities. Conducting research during this time period provides insight into factors that influence student experiences, such as school events, weather changes, and policies related to physical education. The location within the school encompasses a variety of sports facilities, ensuring a comprehensive view of student interactions with these resources. Understanding time and place is important, as local factors such as school culture and administrative decisions can greatly influence student satisfaction and their overall educational experience.

Objective of this study was to assess student satisfaction regarding the availability of sports facilities and infrastructure at SMA Negeri 12 Pekanbaru. The target group of this study consisted of students enrolled in the physical education program at the school. The subjects of the study included 40 students from grade 11, specifically those who were taking physical education classes. The inclusion criteria for selecting these subjects were: (1) students must be currently enrolled at SMA Negeri 12 Pekanbaru, and (2) they must be part of the physical education program. Exclusion criteria included students who did not participate in physical education classes or those who had not completed the satisfaction survey. Subjects were recruited through a purposive sampling method, ensuring a representative mix of male and female students from the designated grades. This approach allowed the researchers to collect relevant data that accurately reflected the experiences and satisfaction levels of the student population regarding the available sports facilities.

The instruments and data collection techniques in this study were in the form of questionnaires or questionnaires given to respondents of grade 11 students. The questionnaires or questionnaires used in this study used closed questionnaires, so that respondents only needed to choose answers to the questionnaires that had been provided. (Arikunto, 2013) to argue that form Closed questionnaires are made according to the

questions that researchers want to ask and usually respondents only need to provide a checklist (✓) in the appropriate column or place. In the questionnaire, there is a 4-level answer choice scale, namely: Very Satisfied (SP) answer weight 4, Satisfied (P) answer weight 3, Dissatisfied (TP) answer weight 2, Very dissatisfied (STP) answer weight 1.

The next step in processing data is analyzing the data so that the data can be drawn. The data analysis technique in this study uses quantitative descriptive data analysis techniques. The method of calculating data analysis is by finding the relative frequency of the percentage (Sudijono, 2011).

The formula above uses Mean and Standard Deviation. Based on Azwar (2016) in Ningsih, (2021) to determine the score criteria using the Norm Reference Assessment (PAN) on the scale in table 1 as follows:

Table 1. Satisfaction Level Assessment Norms

No	Interval	Category (Positive)
1	$X > M + 1.5 \text{ SD}$	Very satisfied (SP)
2	$M + 0.5 \text{ SD} < X \leq M + 1.5 \text{ SD}$	Satisfied (P)
3	$M - 0.5 \text{ SD} < X \leq M + 0.5 \text{ SD}$	Quite Satisfied (CP)
4	$M - 1.5 \text{ SD} < X \leq M - 0.5 \text{ SD}$	Not satisfied (TP)
5	$X \leq M - 1.5 \text{ SD}$	Very Dissatisfied (STP)

RESULTS AND DISCUSSION

Subject in study This are 40 students of class 11 sports students of SMA Negeri 12 Pekanbaru. The results of this study are intended to describe data on the level of student satisfaction with sports facilities and infrastructure of SMA Negeri 12 Pekanbaru which are expressed in a questionnaire consisting of 30 items and divided into five factors, namely the Reliability factor, the Responsive factor , the Assurance , and Empathy factors (Empathy) and Tangible factors (Tangible/Direct Evidence).

Analysis of the values obtained by class VIII students produced: maximum value: 129.00; Minimum value: 100.00: Standard deviation: 5.7; mean: 114.

Table 2. Overall student satisfaction with the facilities and infrastructure of State Senior High School 12 Pekanbaru

Interval	Group	Frequency	Percentage
$X > 122$	Very satisfied (SP)	2	5%
$116 < X \leq 122$	Satisfied (P)	15	37.5%
$111 < X \leq 116$	Quite Satisfied (CP)	17	42.5%
$111 < X \leq 111$	Not satisfied (TP)	6	15%
$X \leq 111$	Very Dissatisfied (STP)	0	0%
	Amount	40	100%

Based on the table above with a sample size of 40 students who filled out the questionnaire, the level of student satisfaction with the facilities and infrastructure of SMA Negeri 12 Pekanbaru Sports was obtained from the category Very satisfied 7 or 6%, frequency with the category Satisfied 36 or 30%, frequency with the category Quite satisfied 41 or 34%, frequency with the category Quite satisfied 41 or 34%, frequency with the category Not satisfied 0 or 0%, frequency with the category Very Dissatisfied 38 or 31%. So overall the survey of student satisfaction with the facilities and infrastructure of SMA

Negeri 12 Pekanbaru is in the category Quite satisfied. So it can be concluded that the survey of student satisfaction with the facilities and infrastructure of SMA Negeri 12 Pekanbaru is in the category Quite satisfied.

Discussion

Student satisfaction with the facilities and infrastructure viewed as a whole is in the Quite satisfied category, this is because students choose to remain in the quite satisfied category regarding the use of facilities and infrastructure, the reason is because of the rarity of sports teachers using sports facilities and infrastructure in learning, as well as the lack of maintenance carried out by sports teachers and maintenance of damaged infrastructure. and various other causes, so that students choose to be quite satisfied with the facilities and infrastructure at school. Analysis of the values obtained from grade 11 students resulted in: maximum score: 28.00; minimum score: 19.00: standard deviation : 2; mean : 24.

Student satisfaction with facilities and infrastructure as seen from the Tangibles indicator (Tangible/Direct Evidence) is in the Quite Satisfied category, this is because students choose to remain in the Quite Satisfied category related to satisfaction with using facilities and infrastructure, the reason is because the facilities and infrastructure at school are still incomplete, therefore student satisfaction with the Tangible indicator (Tangible/Direct Evidence) of facilities and infrastructure is still in the "Quite Satisfied" category.

This study aims to determine the level of satisfaction of grade 11 students towards sports facilities and infrastructure of SMA Negeri 12 Pekanbaru based on the factors of Reliability, Responsiveness, Assurance, Empathy and Tangible (Tangible Evidence/Direct Evidence). Based on the results of the study, it shows that the level of satisfaction of grade 11 students towards sports facilities and infrastructure of SMA Negeri 12 Pekanbaru is in the category of Quite satisfied.

The results of a relevant study conducted by Nabila Mesfer, Agus Ismail, and Andi Nahdia T Walinga from Megarezky University (2025) entitled "Survey of Student Satisfaction Levels Regarding the Availability of Physical Education Facilities and Infrastructure at SMA Negeri 10 Gowa", showed that the level of student satisfaction with Physical Education facilities was in the "quite satisfied" category. Of the 90 students surveyed, only 5.56% felt "very satisfied", while 45.56% felt "quite satisfied". These results prove that even though there are several facilities available, there are still shortcomings that need to be fixed to improve student satisfaction in Physical Education learning (Mesfer et al., 2025).

The results of a relevant study conducted by Ahmad Sohibuz Zikri and Alexander Kurniawan from Jambi University (2023) entitled "Survey of Student Satisfaction Levels Regarding Sports Facilities and Infrastructure in Public Junior High Schools in Sarolangun District", showed that the level of student satisfaction with sports facilities was in the "quite satisfied" category. Of the 122 students surveyed, 6% felt "very satisfied", 30% felt "satisfied", and 34% felt "quite satisfied". These results indicate that although there are several facilities available, the limited and poorly maintained conditions of the facilities and infrastructure are still obstacles that need to be improved to increase student satisfaction in Physical Education activities (Zikri Sohibuz & Alexander, 2023).

This is because the sports facilities and infrastructure of SMA Negeri 12 Pekanbaru still have schools that are not many or complete in terms of facilities and infrastructure, for

example from real factors, the condition of the field used for sports is not good due to lack of maintenance carried out by the school, resulting in the learning process being hampered and not running optimally the learning process and this situation makes students feel uncomfortable. And the ball used is no longer suitable is also a factor, for example some volleyballs no longer have an outer layer of leather, and the ball leaks and is not suitable for use. The quality related to sports facilities and infrastructure at SMA Negeri 12 Pekanbaru is related to high and poor service quality.

The service can be seen from the results of the level of student satisfaction at SMA Negeri 12 Pekanbaru towards the quality of service of sports facilities and infrastructure available at SMA Negeri 12 Pekanbaru. Customer satisfaction in this case is students at SMA Negeri 12 Pekanbaru where if students get what they need, what they expect and want then students will feel satisfied, therefore if the facilities and infrastructure provided by SMA Negeri 12 Pekanbaru can provide satisfactory service then students will feel comfortable and satisfied.

CONCLUSION

The results of the overall analysis of the study showed that the level of student satisfaction with the sports facilities and infrastructure of SMA Negeri 12 Pekanbaru as a whole reached 100 points. The level of satisfaction in the Very Satisfied category was 2 or 5%, the frequency in the Very Satisfied category was 15 or 37.5%, the frequency in the Quite Satisfied category was 17 or 42.5%, the frequency in the Not Satisfied category was 6 or 15%, and the frequency in the Very Satisfied category was 0 or %. The sports facilities of SMA Negeri 12 Pekanbaru are well maintained. Therefore, overall the Survey of the level of student satisfaction with the facilities and infrastructure of SMA Negeri 12 Pekanbaru is included in the Quite Satisfied category.

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CONFLICT OF INTEREST

There were no conflicts that occurred in this study.

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