

**User satisfaction analysis of graduates in the Pedagogic competence of alumni
Indonesian language education development Indraprasta PGRI University**

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ABSTRACT

The purpose of this study was to analyze the satisfaction of graduate users with the pedagogic competence of the alumni of the Indonesian Language Education study program, Indraprasta University, PGRI. This research is a quantitative survey research with a correlation approach. Respondents in this study were stake holders (graduate users) who were alumni of Indonesian language education study programs in Jakarta, Bogor, Depok, Tangerang and Bekasi (Jabodetabek). Data obtained by giving questionnaires to graduate users about alumni job satisfaction and pedagogical competence. Based on the research results, it can be concluded that there is a significant effect of graduate user satisfaction on the pedagogic competence of graduates. This is evidenced by the value of $\text{Sig} = 0.000 < 0.05$ and $t \text{ count} = 4.561$. The magnitude of the correlation number is 0.484 with a determination of 0.234. This means that the magnitude of the relationship between X and Y variables is 0.484 in the medium category. The magnitude of the influence of X on Y is 23.4% where the variable user satisfaction of the graduates affects the pedagogical competence variable of graduates by 23.4% while the rest is influenced by other variables.

Keywords: *graduate user satisfaction, pedagogical competence, analysis*

INTRODUCTION

Education is an important and inseparable part of human life. Education is a sector that determines the quality of a nation. The failure of education has implications for the failure of a nation, the success of education also automatically brings the success of a nation. The world of education has the main function of providing graduates, not only in large numbers and in large numbers but also with high quality and discipline, capable of becoming dynamists, innovators, motivators and drivers of development. The world of education functions to produce qualified workforce for various types and levels of expertise. The public's perception of the quality of higher education services has a strong influence on the public's tendency to study at the university. Therefore, ease of access and reduction in service costs are not sufficient if public confidence in the quality of education services is low. Stakeholder satisfaction is the key or spearhead for the success of a college tall.

In order to find out the results of education at a university, which refers to a study program, feedback is usually carried out in the form of an analysis of the use of graduates against the stake holder (users of graduates) in this case is the principal. The aim is to find out how much contribution a study program makes to improving students' abilities while attending lectures in the study program.

Analysis of student abilities can be a reflection of the ability of the study program to produce a professional, independent and creative generation in working activities in an agency. The Indonesian language education study program at Indraprasta University PGRI has the same mission to produce a professional generation. Like it or not, evaluation activities must also be carried out.

Evaluation is not only on the satisfaction of graduate users in the form of teaching skills, attitudes, personal and professional alumni but also on their pedagogic abilities. Pedagogic ability is a means for students to demonstrate teaching skills and prepare teaching materials in learning activities. The Indonesian

language education study program implements a planned and continuous education in the educational curriculum. One of them emphasizes four teacher competencies, namely personality competence, professional competence, social competence and pedagogic competence.

The flow of graduate user satisfaction can also be observed from the mastery of a teacher's pedagogic competence. Teachers who have good pedagogical competence should be able to design and create interesting and innovative learning. Mulyasa (2011) states that pedagogic competence is a combination of knowledge, skills, values and attitudes that are reflected in the habits of thinking and acting. In this case, pedagogic competence is defined as knowledge, skills, and abilities that are mastered by a person who is part of him, so that he can perform cognitive, effective, and psychomotor behaviors as well as possible. In learning activities at school, many teachers are found as the center of knowledge, meaning that students still depend on all knowledge from a teacher. The use of outdated learning methods that we still often find in many schools in Indonesia.

According to Khotler (2000) satisfaction is a feeling that someone feels about pleasure or about disappointing results by comparing the appearance of the product that has been provided (results) in relation to customer expectations. Customer satisfaction should be the goal in every service process provided to consumers. Success in service to consumers will be seen from the level of satisfaction which they feel with indication the more a lot consumer which come

For this reason, it is necessary to evaluate the satisfaction of graduate users and the pedagogical abilities of alumni of the Indonesian language education study program at Indraprasta University PGRI which is outlined in a study entitled "analysis of graduate user satisfaction on the pedagogical competence of alumni of the Indonesian Language Education study program at Indraprasta University PGRI".

RESEARCH METHODS

The method used in this research is a survey method. The survey methodology itself is a research methodology used to collect data or information about a large population and use a relatively small sample. Surveys are generally widely used because surveys are versatile, the use of surveys is quite efficient, and surveys collect data about a fairly large population. The characteristics of the survey methodology are: (1) Information is collected from a large group of people to describe certain aspects or characteristics such as: abilities, attitudes, beliefs, knowledge of the population. (2) Information is collected through asking questions (generally written or oral). of a population. (3) Information is obtained from the sample, not from the population).

In survey research, data collection is generally done using a questionnaire. In fact, the questionnaire became the most needed data collector and was in accordance with the survey methodology 2. Because through the questionnaire later can obtain relevant information and can cover respondents at a large (broad) level. In addition to using a data collection questionnaire that can help achieve the survey objectives is to use interviews. Besides being able to help obtain data, interview techniques can also help in facilitating the distribution of questionnaires (questionnaires). With the aim of surveying the level of satisfaction of the community (customers) at an institution, it will be relatively easier. This is because the survey method can cover the entire population or area. Hypothesis testing is done by using the correlation technique. Calculation of the correlation coefficient can be seen from the output of the SPSS program through regression analysis, namely in the Model Summary table. The significance of the correlation coefficient was tested manually or with the help of a computer through the Microsoft Excel application program. The test formula is:

$$F = \frac{\frac{R^2}{k}}{\frac{1 - R^2}{n - k - 1}}$$

RESULTS AND DISCUSSION

Based on the research that the author did, the object in this study was graduate users, totaling 70 graduate users. Samples were taken by random sampling technique. The average age of the

respondents was 35 to 55 years with 32 male students and 38 female students. The following is a description of the research data:

Table 1
Description of data

		Graduate user satisfaction	Graduate pedagogic competence
N	Valid	70	70
	Missing	0	0
mean		104.4	79.86
median		104	80
Mode		104	80
Std. Deviation		9,672	8.804
Variance		93,548	77.516
Range		38	35
Minimum		84	60
Maximum		122	95

The graduate user satisfaction score obtained from the respondents, has an average of 104.4 with a standard deviation of 9.67 , a median of 104.00 , a minimum score of 84 and a maximum score of 122 . The standard deviation score of 9.67 shows the difference in user satisfaction from respondents who are in the high category. This shows that the satisfaction of graduate users from the respondents varies.

Data of graduate pedagogic competence obtained from the respondents had an average of 79.86 with a standard deviation of 8.80 , a median of 80.00 , a minimum value of 60 and a maximum value of 95. This indicates that the average pedagogical competence of graduates from the respondents is high . The standard deviation score of 8.80 indicates that the pedagogic competence of graduates from the respondents is quite diverse.

Normality test

Testing the normality of the data for each sample is tested through the following hypotheses:

H 0 : the data in the sample is normally distributed

H 1 : the data in the sample is not normally distributed

Calculations are carried out with the help of a computer through the SPSS application program

Table 2
One-Sample Kolmogorov-Smirnov Test

		Graduate user satisfaction	Graduate pedagogic competence
N		70	70
Normal Parameters ^a	mean	104.40	79.86
	Std. Deviation	9,672	8.804
Most Extreme Differences	Absolute	.084	.135
	Positive	.080	.094
Variance	negative	-.084	-.135
Kolmogorov-Smirnov Z		.707	1,130
asympt. Sig. (2-tailed)		.700	.156

a. Test distribution is Normal.

In the table above, it can be seen that the value in the *Sig column* in the *Kolmogorov-Smirnov method* for all samples is greater than 0.05, so H₀ is accepted, in other words that the data from all samples in this study are normally distributed.

linearity test

Table 3
Novels of Fall and Love by Boy Candra

		Sum of Squares	df	Mean Square	F	Sig.
Graduate pedagogic competence *	(Combined)	2761,548	18	153.419	3.024	.001
	Between Groups	1253.073	1	1253.073	24,703	.000
	Deviation from	1508,475	17	88,734	1,749	.063

Graduate user satisfaction	Linearity			
	Within Groups	2587,024	51	50,726
	Total	5348,571	69	

In the table above, it can be seen that the value in the column *Sig* row *deviation from linearity* = 0.063 and more than 0.05, so that H_0 is accepted, in other words that the regression line of the relationship between variable X and variable Y is linear.

Multicollinearity test

Table 4
Recapitulation of Multicollinearity Test Results

Model	Collinearity Statistics	
	Tolerance	VIF
(Constant)	0.956	1.046
Graduate user satisfaction		

In the table above, it can be seen that the value of the two independent variables used has a tolerance value of more than 0.10 and a VIF value of less than 10. Because the VIF value is $1.046 < 10$ and the tolerance value is $0.956 > 0.10$, it can be concluded that there is no multicollinearity problem on the variables used. Thus data processing can be continued in testing the research hypothesis.

Research Hypothesis Testing and Discussion

Table 5
Model Summary

	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.484 ^a	.234	.223	7,761

Predictors: (Constant), graduate user satisfaction

Table 5
ANOVA^b

	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1253.073	1	1253.073	20,806	.000 ^a
	Residual	4095,498	68	60,228		
	Total	5348,571	69			

a. Predictors: (Constant), graduate user satisfaction

b. Dependent Variable: Graduate pedagogic competence

Table 6
Coefficients^a

	Model	Unstandardized Coefficients	Standardized Coefficients	t	Sig.
		B	Std. Error	Beta	
1	(Constant)	33,858	10.127		3.343 .001
	graduate user satisfaction	.441	.097	.484	4,561 .000

a. Dependent Variable: Graduate pedagogic competence

hypothesis of this effect is :

$H_0 : = 0$

$H_1 : \neq 0$

means :

H_0 : there is no significant effect of graduate user satisfaction on graduate pedagogic competence

H_1 : there is a significant effect of graduate user satisfaction on graduate pedagogic competence

To prove the hypothesis is to pay attention to the values / numbers listed in the *t* column or the *Sig* column for the Graduate user satisfaction row (Variable X) in Table 4.9. According to existing provisions, the regression significance criteria are "if $t_{\text{count}} > t_{\text{table}}$ then H_0 is rejected" or "if $Sig < 0.05$ then H_0 is rejected", which means that there is a significant effect of the independent variable X on the dependent variable Y. The *Sig* value is the number listed in the *Sig* column for the Graduate user satisfaction row (Variable X) in Table 4.9. The *calculated t* value is the number listed in the *t* column for the Graduate user satisfaction row (Variable X) in Table 6. While the value of t_{table} is the value of the *t* distribution table for a 5% significance level with a degree of confidence ($df = n - 2$) = 68 where *n* is the number of respondents.

From Table 6 seen that the value of $Sig = 0.00$. Because the value of $Sig < 0.05$ and $t_{\text{arithmetic}} > t_{\text{table}}$ (4,561 > 2,201) then H_0 is rejected, which means that there is a significant effect of the independent variable X (graduate user satisfaction) on the dependent variable Y (graduate pedagogical competence).

The correlation number is 0.484 with a determination of 0.234. This means that the magnitude of the relationship between X and Y variables is 0.484 with a medium category. The magnitude of the influence of X on Y is 23.4% where the variable of graduate user satisfaction affects the variable of graduate pedagogic competence by 23.4% while the rest is influenced by other variables.

From the regression analysis obtained the regression line equation $\hat{Y} = 33,858 + 0.414X$. The constant value = 33,858 indicates that students with low graduate user satisfaction are easy to achieve good graduate pedagogic competence, while the regression coefficient value of 0.414 indicates that there is a positive influence on the independent variable X (Graduate user satisfaction) on the dependent variable Y (Graduate pedagogic competence). After testing the linearity of the regression line using the SPSS program, it was found that the regression line was linear.

CONCLUSION

Based on the results of the study, it can be concluded that there is a significant effect of graduate user satisfaction on graduate pedagogic competence. This is evidenced by the value of $Sig = 0.000 < 0.05$ and $t_{\text{count}} = 4.561$. The correlation number is 0.484 with a determination of 0.234. This means that the magnitude of the relationship between X and Y variables is 0.484 with a medium category. The magnitude of the influence of X on Y is 23.4% where the variable of graduate user satisfaction affects the variable of graduate pedagogic competence by 23.4% while the rest is influenced by other variables.

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