

ABSTRAK

Penelitian ini bertujuan untuk mendeskripsikan mengenai kepuasan santri di Pondok Modern Daarul Ikrom Kedondong Pesawaran Lampung terhadap manajemen sarana dan prasarananya. Dimana, pemahaman masyarakat sebagai konsumen untuk mempercayakan pendidikan di dalam pesantren tentunya membutuhkan pertimbangan dan ketertarikan tersendiri dimana pondok pesantren nantinya tidak hanya menjadi tempat belajar tetapi juga menjadi tempat tinggal bagi para santri dengan segenap konsekuensinya kehidupan di pondok pesantren telah dipercayakan dan dikomunikasikan kepada pengasuh pondok pesantren oleh walinya secara total. Maka dari itu manajemen sarana prasarana di pondok Modern Daarul Ikrom harus melalui proses manajemen sarana prasarana yang meliputi, Perencanaan, Pengadaan, Pendistribusian, Pemeliharaan serta Penghapusan. Dimana dari segi kepuasan santri di Pondok Modern Daarul Ikrom Kedondong diperoleh tiga tingkat kepuasan santri, 16% merasa puas dengan sarana Prasarana Pondok, 8% merasa tidak puas dengan sarana prasarana pondok, dan 76% santri yang merasa cukup puas dengan sarana prasarana di pondok. Pokok permasalahan dalam penelitian ini adalah perencanaan, pengadaan, inventarisasi, serta penghapusan sarana dan prasarana di Pondok Modern Daarul IKROM Kedondong untuk meningkatkan kepuasan santri.

Kata kunci: Kepuasan Santri, Sarana Prasarana.

ABSTRACT

This study aims to describe the satisfaction of students at Pondok Modern Daarul Ikrom Kedondong Pesawaran Lampung on the management of facilities and infrastructure. Where, the understanding of the community as consumers to entrust education in Islamic boarding schools certainly requires special considerations and interests where Islamic boarding schools will later for students who with all the consequences of life in Islamic boarding schools have been entrusted and communicated to the caregivers of Islamic boarding schools by their guardians in total. Therefore, the management of infrastructure at the Daarul Ikrom Modern cottage must go through the infrastructure management process which includes, Planning, Procurement, Distribution, Maintenance and Elimination. Where in terms of student satisfaction at the Daarul Ikrom Kedondong Modern Boarding School, three levels of student satisfaction were obtained, 16% were satisfied with the Pondok Infrastructure facilities, 8% were dissatisfied with the cottage infrastructure facilities, and 76% students were quite satisfied with the cottage infrastructure facilities. The main problems in this research are planning, procurement, inventory, and elimination of facilities and infrastructure at Pondok Modern Daarul IKROM Kedondong to increase student satisfaction.

Keywords: Student Satisfaction, Infrastructure.