

# The Satisfaction Index of the Central Java Persani Association towards the Implementation of the Virtual Gymnastics Championships

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**Abstract.** The purpose of this study was to determine the user satisfaction index with the implementation of a virtual-based gymnastics championship held in the provincial environment, Central Java. The research method is a survey research method using a questionnaire as a data collection instrument. Respondents used were from 25 City/Regency Governments throughout Central Java. The results of this study indicate that the average satisfaction index of the Central Java Association entry is 3.2 points (enough). The satisfaction index for the residencies of Banyumas, Semarang, Pati, and Pekalongan came in at 3.4 points. The satisfaction index for the residences of Kedu and Surakarta came in at 3.0 points. This study concludes that from the five dimensions, the overall satisfaction of the Central Java gymnastics association is in the sufficient zone. The satisfaction zone is suitable for the residencies of Banyumas, Semarang, Pati, and Pekalongan residencies, while it is in the moderate category for the residences of Kedu and Surakarta.

**Keywords:** satisfaction index, gymnastics, virtual gymnastics championship.

## 1 Introduction

Currently, the world is facing an ongoing virus pandemic, restricting activities in various sectors [1]. Since the first outbreak in Wuhan, China, in December 2019, the coronavirus disease 2019 (Covid-19) has spread rapidly globally. The covid-19 variant is increasingly mutating to produce a new variant known as the omicron variant. As a result of the development of this variant, the response to various forms of policies was carried out by all world leaders, including in Indonesia [2], [3]. Covid-19 has proven to be a pandemic that can bring society, the economy, and education to their knees. One of the severe impacts caused by Covid-19 is in the travel sector and the tourism industry [4]. New developments/adaptations are also implemented in the face of the spread of COVID-19. In March 2020, several countries banned unnecessary outdoor activities during Covid-19, commonly called 'lockdown' [5]. This lockdown has the potential to have an impact on the level of associated physical activity, including significant implications in particular in the sports sector [6].

The coaching and development of elite sports, especially in the gymnastics branch, is arranged in a planned, systematic, tiered, and sustainable manner to achieve national sports achievements. In the era of the Covid-19 pandemic, the coaching system is said to have decreased, as was the case with the postponement of the National Sports Week, including

coaching at sports clubs due to concerns about the risk of Covid-19 transmission [7], [8]. The coaching carried out by the sports club also encountered problems. The implementation of the routine exercise schedule is also limited by the maximum number so that the training schedule is disrupted [5], [12]. Covid-19 has dramatically impacted the coaching and management system of sports coaching, and the implementation of physical activity has also decreased. The training schedule that has reduced the quality and quantity of training has disrupted the coaching system [9]. The reduction in the frequency of exercise causes the athlete's muscle strength and endurance to decrease. A significant decrease occurred due to the reduced exercise duration factor [10], [11].

During the pandemic, the gymnastics association Provincial tried to keep the wheels of competition running. One of them is by implementing a virtual-based championship held in Central Java. The implementation of competition at the Central Java level is also carried out online. The online title invited various responses from the regency/city government in Central Java. The satisfaction index is an important thing in the sustainability of the virtual-based championships that are carried out. In this regard, the researcher seeks to determine the user satisfaction index, in this case the district/city government in Central Java, for virtual-based gymnastics championships.

The impact of the coronavirus pandemic in particular on the sports sector, with many sporting events being postponed, including automotive, football, golf, tennis, bicycle racing, Olympics, basketball, and athletics [13], [14]. Since the Covid-19 pandemic spread, governments in various countries have begun to enforce strict health protocols, such as regulations for maintaining social distance and large-scale social restrictions, which certainly disrupt sports events and several other aspects. To maintain the health of athletes and other parties involved, most sporting events at the national, regional, and international levels have been temporarily canceled/postponed [15]. The existence of Covid-19, in addition to hampering economic inflation, also hampers athletes who are practicing. So changes in training models and training programs may affect the performance of athletes and require coaches to implement some of the latest policies [16]. And decisions regarding the resumption of sporting activities should be based on objective medical information regarding the transmission of Covid-19 within the region. They should be carefully consulted in decisions regarding the timing of the resumption of sporting activities [17].

The role of a referee in sports is immeasurable, in this case is, gymnastics, because it has a very central position. The qualifications of gymnastics referees also affect the success of athletes in achieving achievements. During the Covid-19 pandemic, it is not possible to conduct face-to-face training as well as competition activities [20]. Over the past decade, the sports industry has been impacted by the global Covid-19 virus pandemic as entire seasons have been shortened, races have been canceled, athletes have been infected, and sports study programs have moved online. So the incorporation of information technology in education and sports has become an important research topic. Many people are forced to use virtual sports training technology to stay active [21]. Of course, athletes face many challenges in trying to keep busy and healthy when all competitions are canceled [22].

## 2 Method

The research implementation time is six months, with the research location in the gymnastics association Provincial in Central Java, with 25 Regency/City Government officials throughout Central Java. The subjects in this study were all Regency/City City Government officials throughout Central Java, a total of 25 Regency/City City Councils. Respondents prepared in the study were the General Chairperson of the Regency/City City Governments throughout Central Java. The latter were users of the virtual-based Championship activities held in the gymnastics association Provincial environment of Central Java. The data collected came from the General Chairperson of City/Regency Governments throughout Central Java as respondents to assess the satisfaction of the virtual-based championship system. The data collection technique to determine the satisfaction index of this virtual-based championship system is by using a questionnaire or Questionnaire. A questionnaire or Questionnaire is a technique or method of collecting data indirectly (researchers do not directly ask and answer questions with respondents). The instrument or data collection tool is in the form of a questionnaire containing several questions that must be answered or responded to by the respondent.

Data analysis in this study used descriptive statistical analysis techniques. Descriptive statistics are statistics that describe or provide an overview of the object under study through sample or population data as it is, without analyzing and making conclusions that apply to the public. The measurement technique used for data collection uses a Likert Scale. The Likert scale measures attitudes, opinions, and perceptions of a person or group of people about social phenomena. The Likert scale has a gradation from very positive to very negative. Using a Likert scale makes it easier for respondents to choose answers.

<b>Achievement Level (%)</b>	<b>Qualification</b>
81 – 100 %	Very good
61 – 80 %	Good
41 – 60 %	Enough
21 – 40 %	Not Good
< 20 %	Very Not Good

## 3 Result

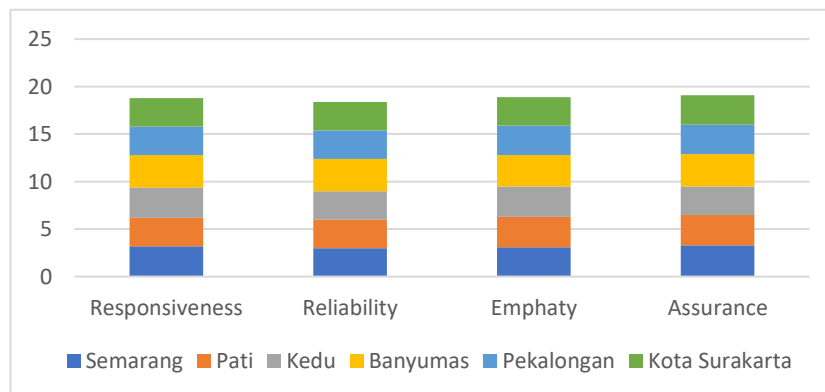
This research was conducted on 25 district/city administrators in Central Java. As many as 25 administrators, in this case, were represented by the head of gymnastics association Regency/City filling out the questionnaire given. The description of the level of satisfaction of the regency/city government cannot be separated from the characteristics of the respondents. The characteristics of the respondents who were included in this study were gender and the characteristics of their respective regions. The list of districts and cities that became the research sample was taken from 6 residencies in Central Java, as shown in table 2. Descriptive

analysis was used to determine the level of satisfaction and importance of the quality of online-based championships received by users. In measuring user satisfaction, in this case, the gymnastics association regency/city government in Central Java, the steps are taken are: (1) Determining the dimensions of service quality for a service that can provide satisfaction to the district/city government, which consists of Dimensions of Real Evidence (Tangibles), This dimension consists of two parts, namely facilities and content. Dimensions of Reliability (Reliability) consists of 2 variables: Careful access services and fast administrative affairs services. Responsiveness Dimension. This dimension consists of 5 variables: The readiness of the lecturers to answer student questions, the enthusiasm of the thesis supervisor in serving users, the ease of communicating with the committee, the committee's responsive to the needs of the participants, and the readiness of the committee in regulating the rotation of athletes before the competition starts. Dimensions of Assurance, the committee is disciplined in setting the schedule.

**Table 2.** Distribution of Research Regencies/Cities

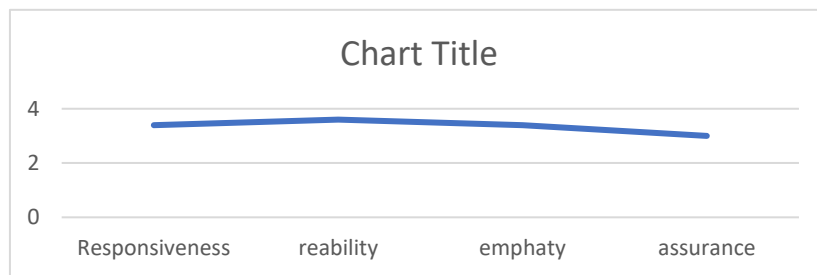
Regencies	Cities
Semarang	Semarang City, District of Semarang, Kendal, Grobogan
Pati	Rembang, Pati, Jepara, Blora, Kudus
Pekalongan	Pekalongan City, District of Pekalongan, Tegal, Tegal, Brebes
Banyumas	Banyumas, Cilacap, Purworejo, Kebumen, Banjarnegara
Kedu	Temanggung, Wonosobo, Magelang
Surakarta	Surakarta, Karanganyar, Sragen

The overall satisfaction index analysis of district/city government is presented in Figure 1. The total satisfaction index is formed from four dimensions of service quality, namely responsiveness, reliability, empathy, and assurance. These four dimensions describe the customer's satisfaction, in this case, the regency/city government in Central Java. It can be seen from Figure 1 that the overall satisfaction index for Banyumas, Semarang, Pati, and Pekalongan districts is above 3.4, and this figure is in the high satisfaction zone. However, it can also be seen that the satisfaction index of district/city government officials from Kedu and Surakarta City is below 3.0, so it is included in the good category.



**Fig. 1.** Satisfaction index

Meanwhile, the satisfaction index of each residency also needs to be analyzed. In the following, a more detailed analysis of the satisfaction index of district/city governments is carried out according to their respective residencies. Overall, the satisfaction index of various dimensions in the residences of Banyumas, Semarang, Pati, and Pekalongan shows that almost all sizes have a satisfaction index above 3.4. This means that the four dimensions, responsiveness, reliability, empathy, and assurance, are in the high satisfaction zone. Only, on the empathy dimension, the satisfaction index is the lowest compared to other sizes.



**Fig. 2.** Residency Satisfaction Index Banyumas, Semarang, Pati, Pekalongan

The average satisfaction of the district administrators from the residencies of Kedu and Surakarta City is 3.0. This means that the district administrations in the residences of Kedu and Surakarta City are pretty satisfied with the services provided by the executive committee. The dimensions of responsiveness and reliability are the most significant. At the same time, assurance and empathy are the most diminutive dimensions explaining student satisfaction with the services of the online championship organizing committee. Therefore, it is necessary to improve the dimensions of assurance and empathy.

The results of this analysis strengthen Rahadian's findings [1] that service quality (reliability, responsiveness, assurance, and empathy, simultaneously has a significant effect on user satisfaction in using the training ground at the University of North Sumatra (USU). Responsiveness, compassion, and direct evidence substantially affect student satisfaction, while the assurance dimension does not have a significant impact. As well as the results of research conducted by Amaliyyah [2] that the ability of managers to deliver lecture material and administrative staff skills at work guarantees the right UAS scores time, giving her exams on time and the accuracy of lecturers teaching in class Amin [3] by using a structural equation modeling (SEM) approach with maximum likelihood estimation, it is concluded that student loyalty can be built from learning variables through student satisfaction variables. Students can also be made from service quality variables through student satisfaction variables. The results of this study also prove the hypothesis that there is a positive influence between service quality variables and student satisfaction variables. Student satisfaction is 3.4. This means that this batch of students is quite satisfied with the services provided by the institution.

## 4 Conclusion

Based on the discussion, it can be said that the total satisfaction index is formed from four service quality dimensions: responsiveness, reliability, empathy, and assurance. The four dimensions describe customers' satisfaction. The average satisfaction index in Central Java is in the moderate zone. The four dimensions for measuring customer satisfaction, namely responsiveness, reliability, empathy, tangibles, and assurance, are in the satisfaction zone, both at the destination residencies, Banyumas residencies, Semarang, Pati, and Pekalongan, while in the good category in Kedu residencies and Surakarta cities.

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