

**TINGKAT KEPUASAN PEMAIN USIA 12-14 TAHUN TERHADAP
KUALITAS PELATIH NEGAROA FOOTBALL ACADEMY TAHUN 2022**

Oleh

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Abstrak

Perkembangan sepakbola semakin pesat dengan adanya pelatihan mulai dari usia dini termasuk usia 12-14 tahun. Berkurangnya pemain yang melakukan latihan sepakbola di Negaraoa *Football Academy* Kabupaten Jember. Penelitian ini bertujuan untuk mengetahui tingkat kepuasan pemain terhadap kualitas layanan pelatih negaraoa *football academy*. Jenis penelitian adalah kuantitatif deskriptif. Metode yang digunakan dalam penelitian ini adalah metode survei dengan teknik pengumpulan data menggunakan angket tertutup. Subyek dalam penelitian ini adalah pemain usia 12-14 tahun yang berjumlah 17 pemain. Permasalahan dalam penelitian ini dibatasi pada tingkat kualitas layanan pelatih di negaraoa *football academy*. Hasil penelitian menunjukkan bahwa tingkat kepuasan pemain terhadap kualitas layanan pelatih di negaraoa *football academy* adalah “sangat kurang memuaskan” sebesar 5,89% (1 pemain), “kurang memuaskan” sebesar 5,89% (1 pemain), “cukup memuaskan” sebesar 24% (4 pemain), “memuaskan” sebesar 58,82% (10 pemain), dan “sangat memuaskan” sebesar 5,89% (1 pemain).

Kata Kunci: Tingkat Kepuasan, Kualitas Pelatih, Sepakbola

**SATISFACTION LEVEL OF PLAYERS AGED 12-14 YEARS ON THE
QUALITY OF THE COACH FOOTBALL ACADEMY IN 2022**

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Abstract

The development of football is increasingly rapid with training starting from an early age, including the age of 12-14 years. Fewer players who practice football at the Negaraoa Football Academy, Jembrana Regency. This study aims to determine the level of player satisfaction with the service quality of the coach of the state football academy. This type of research is quantitative descriptive. The method used in this study is a survey method with data collection techniques using closed questionnaires. The subjects in this study were players aged 12-14 years, totaling 17 players. The problem in this study is limited to the level of service quality of coaches at the state football academy. The results showed that the level of player satisfaction with the quality of coach services at the state football academy was "very unsatisfactory" at 5.89% (1 player), "unsatisfactory" at 5.89% (1 player), "quite satisfactory" at 24% (4 players), "satisfactory" at 58.82% (10 players), and "very satisfactory" at 5.89% (1 player).

Keywords: *Satisfaction Level, Coach Quality, Soccer*

