

LIFE SKILL TRAINING MANAGEMENT IN EFFORTS TO IMPROVE THE QUALITY OF EMPLOYEE SERVICE SPORTS FACILITIES

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ABSTRACT

Management of life skills training is an effort to empower sports facility employees. The purpose of implementing this life skills training program is one of the efforts that must be made in managing sports facilities which are expected to increase human resources in this case employees so that their roles and functions will increase in improving service quality. PPM program with the theme of life skills training in order to improve the quality of services for sports facility managers so that management is more optimal in their services. The design, strategy and implementation of the activities consist of (1) identification and analysis of sports facility management needs, (2) pretest, (3) theoretical material, (4) practical material, (5) monitoring and evaluation and (6) posttest. Direct service quality assessment, which includes: a) Reliability, b) Responsiveness, c) Assurance d) Empathy, and e) Tangibles. The main target of this activity is 25 employees who manage sports facilities in DIY. The results of the activity in empowering sports facility employees through life skill training received a very good appreciation by all participants. Participants were very enthusiastic in participating in the activities both theoretically and practically. In addition, participants gain knowledge about management, self-skill development and service quality by applying Planing Life Skills, Organizational Life Skills, Actuating Life Skills and Controlling Life Skills. After the implementation of the service quality activities increased from good category with a percentage of 83.13% to very good with a percentage of 90.6%, an increase of 7.47% is known from the service quality questionnaire before and after life skills training.

Kata Kunci: *management, life skills, service quality*