

Parenting Performance Satisfaction Model Reviewed from Teacher's Leadership toward Students of Secaba Rindam IX Udayana, Bali

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Abstract: In the education at Secaba TNI AD (Non-Commissioned Officer Candidates School, Indonesian National Army Forces, Indonesian Army) there are three approaches used for students or NCO candidates, the first one is education, training and parenting. Parenting is a very important approach to be done by teachers for students in the area of the NCO candidates school. This research aims to analyze if teacher's leadership give significant influent toward parenting performance satisfaction, either simultaneous or partial. This research uses quantitative approach with the population is the students of Secaba TNI AD Rindam IX Udayana Tabanan Bali with the average number of students are 120 students. The method of analyzing data in this research covers test validity, test reliability, test classical assumption, test mediation and test path analysis. The result of this research shows that teacher's leadership gives significant influent toward parenting performance satisfaction, either simultaneous or partial. The result of Mediation shows the effect of teacher's leadership is more effective on direct influent toward parenting performance satisfaction.

Key words: Parenting performance satisfaction, leadership, quantitative approach, rindam, influent, NCO

INTRODUCTION

A several number of studies about leadership basically produce conclusion result that the role of a leader in an organization always becomes the main key for succeed or not of that organization on achieving the goals. The teacher's leadership at Secaba Rindam IX Udayana Tabanan is the ability to coordinate and drive students and available supported organ in order to be able to be used maximally to achieve the assigned goal.

The pattern of teacher's leadership will be very influential moreover will be very decisive on student's progress. The teacher's leadership is the way or effort of the teachers at Secaba Rindam IX Udayana Tabanan on influencing, boosting, guiding, directing and driving student and other involved party to work or participate in the event of achieving the assigned goal. The power of teacher as a leader shall have abilities or capabilities that support him/her as a leader such as a good communication ability has technical ability on his/her field has accurate analysis ability be firm and dare to take decision, high work ethic and has clear vision. Teachers at Secaba Rindam IX Udayana Tabanan are influential factor for high or low the education quality along with the graduation quality.

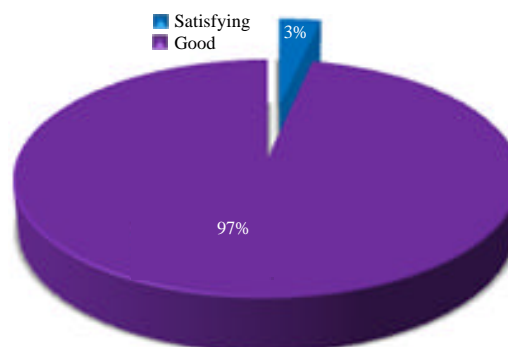


Fig. 1: Percentage of students graduating predicate year of 2015; final grade index report of DIKMADA TNI AD, 2016

In 2015, the average number of students or pupils at Rindam IX increase than a year before with the number of students was 120 students. There were 4 students got satisfactory final grade index and other 116 students got good predicate. With percentage graduation is able to be seen on Fig. 1. Whereas, the total student's score with satisfactory predicate has the percentage rate of 3% and good predicate of 97%.

The highest total score at the generation was 820.511 with the title of graduation was

satisfactory. Where the details of the score is as follows, the achievement of attitudes and behaviors was 167.365, the score of knowledge and skills was 344.358 and the score of military physical was 308.788. While the lowest total score in the generation was 748.778 with the title of graduation was good. Where the detail of the achievement of attitudes and behavior was 166.569, the score of knowledge and skills was 333.096 and the score of military physical was 249.113.

From the above data we can know that there was a decrease in the graduation of students who had satisfactory predicate from the two last generations which was in the generation of 2015 as many as 46 students with satisfactory predicate with the graduation rate of 48%. But in generation of 2016 there were only 4 students who had satisfactory predicated score with the predicate graduation percentage decrease to 3%. In where it was alleged by the researchers that it was caused by the decrease of parenting performance satisfaction perceived by students of NCO candidates toward teachers at the area of Rindam IX Udayana Bali Tabanan.

Literature review

Parenting performance satisfaction: Musanto (2005) satisfaction is a level where the needs, desires and expectations of customers can be fulfilled which will result in repeat purchasing or continuity loyalty. Consumers who are satisfied tend to remain loyal longer, buy more, less sensitive to price changes and the conversation is profitable for institution. In order to create customer satisfaction, product offered by the organization/institution must be qualified. The quality of products/services reflects all dimensions of the product offerings that generate benefits for consumers.

Kotler and Keller (2008) satisfaction is happy or disappointed feeling of someone who emerged after comparing the performance (yield) of products/services that is thought to the expected performance (results). The under expectations performance will impact the dissatisfaction of the customers. The met expectations performance will result satisfied customers if performance exceeds expectations, then the customer is very satisfied. Satisfaction is a state perceived by consumer after he/she suffered a performance (or outcome) that meets his/her expectations. According to Oliver (2008), satisfaction is the level of one's feelings (customer) after comparing the performance or perceived outcome (of received service and perceived) to the expectation.

From the definition above, it is concludable that satisfaction is the fulfillment of one's desires and expectations after comparing the performance (yield) of products/services that are thought toward the expected performance (results).

Different from Bernardin and Russel (Keban, 2004) that defines performance as "the record of the outcomes produced on a specified job function or activity during a specified time period". In this definition, the aspect that is emphasized by these authors is the record of the outcome or the obtained final results after a job or activity carried out during a certain period of time. Thus, the performance simply refers to a series of results received by an employee during a certain period and do not include personal characteristics of rated employee.

While, Prawirosentono (1999) defines performance as performance, it is the result of work that can be achieved by a person or group of people in an organization in accordance with the authority and responsibility of each person in the event of the effort to achieve the goals of the organization legally, not breaking the law and in accordance with moral and ethic.

The definition of organization presented by Bastian by Tangkilisan (2005) is as an overview of the level of achievement of the implementation of the tasks in an organization in realizing the goals, objectives, mission and vision of the organization. Keban (2004) also mentions that the performance can give an idea of how far the organization achieve the results when compared to the achievement of goals and targets that have been set.

From the definition above, it is concludable that the performance is an achievement or work result on activities or programs that have been planned in order to achieve the goals and objectives that have been set by an organization and implemented within a certain period.

The level of satisfaction is a function of the difference between the perceived performances with the expectations. Thus, customer's expectation becomes the background for why the two organizations in the same kind of business can be valued differently by the customer. In the context of customer satisfaction at Secaba TNI AD, our customers here can be defined as students who are studying in Secaba TNI AD. Generally, expectations are estimation or belief about what students will receive from teachers who educate them. Their expectations are shaped by the experience when they receive the parenting (education). The expectations of these students over the time evolve with increasing experience of the students.

Organization in Secaba Army is certainly very different from the organization of one's company. But the feeling of satisfied and not satisfied by the consumers of the products of a company and the feeling of satisfied and dissatisfied perceived by students of Secaba Army on the education obtained from the teachers of course is also same. To be able to create satisfied customers or students, the organization's management should know

the things that led to the creation of satisfaction of the organization. In the context of organization management, Tjiptono said that the creation of customer satisfaction can provide several benefits including the relationship between the company and customers become harmonious, provide a good foundation buyers and re-creation of customer loyalty and provide recommendations by word of mouth (word-of-mouth) that is profitable for the company (Usmara, 2003). The attributes of customer satisfaction universally according to Tjiptono and Diana (2003) are:

- First, attributes related to the product including: the value-price relationship; product quality; product benefits; product features; product reliability and consistency
- Second, attributes related to service including: guarantee or warranty; complaint handling; resolution of the problem.
- Third, attributes related to purchase including: courtesy; communication; company reputation; the company competence.

Students of Secaba TNI AD who are satisfied with the education they received they will tell others about the good experiences of the educational process. The key is the teachers at Secaba TNI AD must strive to meet the student's expectations with good results in the education. Smart educational institutions should aim to make learners be happy by only promise what can they give and then give more than they promised.

Hasibuan (2007) states that job satisfaction is the emotional attitude of fun and love his job. This attitude is reflected by the morale, discipline and job achievement. Based on the above definition, indicators of job satisfaction are: enjoying his/her work; loving his/her job; morale of work; discipline; work achievement.

Kirom (2010) states that the performance is a form of its own assessment to measure the level of success achieved by one person or company in running its programs. According to Marwansyah (2010), the performance is the achievement or individual achievement about the assigned tasks for them is also able to be viewed as a combination of the work result (what should be achieved by a person) and competence (how does one achieve it).

Based on the theory of satisfaction by Tjiptono, Hasibuan and theoretical performance of Bahr Kirom and Marwansyah above, parenting performance satisfaction in this study is defined as the realization of the service perceived by students compared with the expectations of parenting services that should be given by the teachers

at the School of Non-Commissioned Candidate Officer TNI AD. The indicators include: quality of service (Quality of Teachers), the availability of resources, facility, accuracy, disclosure of information, communications.

Teacher's leadership: Leadership is the ability of individuals on how to be well accepted and the arrangements for the followers, relying on the authority which is based on the belief of the followers, acting as the originator of ideas, director as well as coordinator.

Leadership is usually defined by experts according to their personal views as well as aspects of the phenomenon of interest that is best for the related expert. Yukl (2002) defines leadership as a process of influencing others to understand and agree with what needs to be done and how the task is done effectively as well as the process to facilitate individual and collective efforts to achieve the common goals. That definition includes the effort that is not only to influence and facilitate the work of the current group or organization but also able to be used to ensure that everything is prepared to meet the future challenges.

Mulyasa (2003) argues that leadership is the activity of influencing those who directed to the achievement of organization's goals. Boloz and Forter (1980) defines the leadership formed for four dimensions: achievement of the objectives of the school; the process of humanization in school; the social context of politics in the administration of the school; self-understanding. Leadership is the ability or technique to create a group of subordinates within formal organizations or followers or sympathizers in the informal organization to follow or obey everything that the leader want, create a leader's subordinate to be enthusiastic and follow the leader and willing to sacrifice for him (Purwanto, 2013).

According to the above leadership theory in order to know about the leadership, it must begin by focusing on the leaders themselves. The emphasis is on qualities that make someone who could function as a leader. According to Kartono (2010), the function of a leader consists of: guiding, leading, showing, giving or waking motivations to work, driving the organization, establish a good communication network, providing supervision/efficient supervision, bringing his followers to the aimed target in accordance with the time and planning.

Leadership function according to Kartono (2010) could have a more realistic sense of the approach to the nature of the leader so it can be affirmed that in fact the leadership qualities to perform the functions of leadership is not entirely born but can also be achieved through education and experience.

Some of the leadership functions above will be used by researcher to see how much influence is the teacher's leadership at Non-Commissioned Candidate School, TNI AD related to the parenting performance satisfaction perceived by current students by taking 3 indicators as follow: guiding/influence, leading/directing, showing.

The objectives and the research questions: Based on the description of the background and the data written in the study entitled model of parenting performance satisfaction reviewed from teacher's leadership toward students of Secaba Rindam IX Tabanan, the research question is "does teacher's leadership give positive influent toward parenting performance satisfaction toward students of Secaba Rindam IX Tabanan Bali?"

MATERIALS AND METHODS

This study uses a quantitative approach with survey method by the nature of ex post facto whereas the study conducted is to investigate the events that have occurred and then trace back through the data to find the factors that precede or determine the possible causes on the studied events (Sugiyono, 2003).

The data was taken directly to the satisfaction of performance, teacher's leadership, students of Secaba Rindam IX Udayana Bali. This study aims to determine the terms of the model of parenting performance satisfaction reviewed from teacher's leadership toward Students of Secaba Rindam IX Udayana Bali. To determine the model of parenting performance satisfaction, it is done by finding a causal relationship to see the extent of the contribution of one variable with other variables.

Population is the generalization region consisting the object or subject that become a certain quantity and characteristics set by the researcher in order to be learned and then pulled out its conclusion (Riduwan and Kuncoro, 2008). The population is the sum total of the entire unit or element where investigators interested to. Population is the total of all units from which the sample is selected. The population may be an organism, a person or group of people, communities, organizations, thing, object, event or reports that all have characteristics and must be defined specifically and not ambiguous (Silalahi, 2006).

Determining the population must begin with a clear determination of the target population study (the target population) which is the population that is going to be the scope of the research conclusion. So, if in a research issued a conclusion, then according to the ethics of research that conclusion applies only to the target population that has been determined. The population of

this research is all students of Secaba Rindam Udayana with the total student is 120 students at Secaba Army Rindam IX Udayanan Denpasar Bali.

Arikunto (2004) argues, "sample is partially or representative of the population studied" while Soenarto (Purwanto, 2013) says that "sample is a selected portion in a particular way to represent the entire population groups". Thus, the sample is a representative of a part or the population studied. Sample taken from the population is not merely part of the population but it should be representative (representing).

Saifuddin (2000) says that "basically, the techniques of sampling consist of the way of probability (probability sampling) and non-probability (nonprobability sampling)". The same opinion is expressed by Purwanto (2013) that "sampling procedure can be done by random and non-random". Probability sampling or random sampling (random) is also called as sampling opportunity. Sampling opportunity is a technique of sampling that provides equal opportunities for every element (member) of the population that is going to be selected as members of the sample. Non probability sampling (non-random sampling) is sampling in which not every member of the population has the opportunity to be selected as a sample.

This study uses a sampling with saturation sampling technique, since the population is 120 students of Secaba TNI AD Rindam IX Udayanan Tabanan Bali, then everyone is taken as a sample. This technique is in accordance with the technique proposed by Riduwan and Kuncoro (2008) in which the data collection technique are performed directly on the study site in accordance with the problems examined. The primary data collection was done by saturation sampling in which sampling technique when all the population is used as a sample and also known as the census, then this type of study is also called as census by using techniques of data analysis include test validity, test reliability, test classical assumption, test mediation and test path analysis.

RESULTS AND DISCUSSION

Variable description: Descriptive analysis is intended to support the quantitative analysis by giving an explanation on each indicators of each variable. Descriptive analysis of each variable is as follows.

Respondent's reaction toward variable of teacher's leadership: Variable of teacher's leadership consists of three indicators namely; the ability to influence, the ability to direct, the capacity to guide. Respondent's reaction for the results of the descriptive analysis using SPSS 17 is contained in Table 1.

Table 1: Frequency of respondent's response about teacher's leadership

Indicator	Statistic				
	Mean	Med	Mod	Min	Max
Teacher's leadership					
X1_1	3.6333	4.0000	4.00	3.00	4.00
X1_2	3.5583	4.0000	4.00	3.00	4.00
X1_3	3.6250	4.0000	4.00	3.00	4.00
X1_4	3.4917	3.5000	4.00	3.00	4.00
X1_5	3.3917	3.0000	3.00	3.00	4.00
X1_6	3.5583	4.0000	4.00	3.00	4.00
X1_7	3.5000	3.5000	3.00	3.00	4.00
X1_8	3.3750	3.0000	3.00	3.00	4.00
X1_9	3.6083	4.0000	4.00	3.00	4.00
X1_10	3.3000	3.0000	3.00	3.00	4.00
X1_11	3.3500	3.0000	4.00	3.00	4.00
X1_12	3.3667	3.0000	3.00	3.00	4.00
X1_13	3.5167	4.0000	4.00	3.00	4.00
X1_14	3.3500	3.0000	3.00	3.00	4.00
X1_15	3.4583	3.0000	3.00	3.00	4.00
X1_16	3.3583	3.0000	3.00	2.00	4.00
X1_17	3.4083	3.0000	3.00	2.00	4.00

Total of mean = 58.84; average = 3.46; Data is processed by SPSS, 2016

According to Table 1, the average response to the variable of teacher's leadership is 3.46 (rounding 3) thus, it shows that the teacher's leadership with its indicator has the good answer. Therefore, the majority of respondents say good on; the ability to influence, the ability to direct and guide. Student's answer that said good indicates that teacher's leadership can be well accepted by the students. This means that student who studies at Secaba Rindam IX Udayana Bali Tabanan feel that the teachers often affect, direct and guide students in both academic and non-academic activities.

Respondent's reaction toward variable of parenting performance satisfaction: Variable of parenting performance satisfaction consists of six indicators, namely: the quality of teachers, the availability of resources, facility, accuracy, transparency of information, communications. Respondent's reaction of the results of the descriptive analysis using SPSS 17 is contained in Table 2.

Based on Table 2, the average response to the variable of parenting performance satisfaction is 3.35 (rounding 3) thus, it shows that parenting performance satisfaction with its indicators have good answer. Therefore, the majority respondents say good on the quality of teachers, the availability of resources, facility, accuracy, transparency of information, communication. The student's answers that said good indicate that parenting performance satisfaction can be well accepted by the students. This means that students who study at Secaba Rindam IX Udayana Bali Tabanan felt that the students were satisfied with what they received during their education. From all indicators of parenting performance satisfaction, what is desired by the student is in accordance with what is expected by the students.

Table 2: Frequency of respondent's response about parenting performance satisfaction

Indicator	Statistic				
	Mean	Med	Mod	Min	Max
Customer loyalty					
Y_1	3.4000	3.0000	3.00	3.00	4.00
Y_2	3.4167	3.0000	3.00	3.00	4.00
Y_3	3.4000	3.0000	3.00	3.00	4.00
Y_4	3.3250	3.0000	3.00	3.00	4.00
Y_5	3.6250	4.0000	3.00	3.00	4.00
Y_6	3.0917	3.0000	3.00	3.00	4.00
Y_7	3.2000	3.0000	3.00	3.00	4.00
Y_8	3.2083	3.0000	3.00	3.00	4.00
Y_9	3.2167	3.0000	3.00	3.00	4.00
Y_10	3.3667	3.0000	3.00	3.00	4.00
Y_11	3.2917	3.0000	3.00	3.00	4.00
Y_12	3.3000	3.0000	3.00	3.00	4.00
Y_13	3.1417	3.0000	3.00	3.00	4.00
Y_14	3.3333	3.0000	3.00	3.00	4.00
Y_15	3.3750	3.0000	3.00	3.00	4.00
Y_16	3.3000	3.0000	3.00	3.00	4.00
Y_17	3.2167	3.0000	3.00	3.00	4.00
Y_18	3.4167	3.0000	3.00	3.00	4.00
Y_19	3.3167	3.0000	3.00	2.00	4.00
Y_20	3.3500	3.0000	3.00	2.00	4.00
Y_21	3.2917	3.0000	3.00	2.00	4.00
Y_22	3.6333	4.0000	4.00	2.00	4.00
Y_23	3.5583	4.0000	4.00	3.00	4.00
Y_24	3.6250	4.0000	4.00	3.00	4.00
Y_25	3.4917	3.5000	3.00	2.00	4.00
Y_26	3.3917	3.0000	3.00	3.00	4.00

Total of mean = 87.2; Average = 3.35; Processed data of SPSS, 2016

Table 3: Result of normality data test one-sample kolmogorov-smirnov test

Variables	X _i	Y
N	120	120
Normal parameters^{a,b}		
Mean	58.8500	86.3750
SD	4.51263	7.65217
Most extreme differences		
Absolute	0.069	0.079
Positive	0.069	0.079
Negative	-0.066	-0.062
Kolmogorov-smirnov Z	0.758	0.863
Asymp. Sig. (2-tailed)	0.613	0.446

^aTest distribution is normal; ^bCalculated from data

Classic assumption test

Normality test: Normality data test is intended to determine whether the distribution of each research variable is normal or not. Test for normality in this research data used the Kolmogorov-Smirnov normality test. It is because the research data is an ordinal scale. Data were analyzed with SPSS 17.0. The basic decisions were based on probability. If the probability was >0.05 then the research data were normally distributed. Data normality test results are presented in following Table 3.

The results of the Normality data test above shows that the value of Kolmogorov-Smirnov at variable of teacher's leadership (X_i) is 0.758 and parenting performance satisfaction (X_i) is 0.863. All the above data were normally distributed because the probability value was >0.05.

Table 4: Results of multicollinearity test

Model	Unstandardized (B)		Standardized (β)	t-values	Sig.	Collinearity statistics	
	coefficient	SE				Tolerance	VIF
Constant	10.977	5.659	-	1.940	0.055		
X ₁	0.881	0.206	0.519	4.280	0.000	0.210	4.770

Dependent variable: parenting performance satisfaction (Y)

Table 5: Heteroscedasticity test result

Model	Unstandardized		Standardized		Sig.
	(B) coefficient ^a	SE	(β) coefficient	t-values	
Constant	-3.635	3.425	-	-1.061	0.291
X ₁	0.101	0.125	0.158	0.810	0.420

Dependent variable: absu

Table 6: t-test results

Model	Unstandardized		Standardized		Sig.
	(B) coefficient ^a	SE	(β) coefficient	t-values	
Constant	10.977	5.659	-	1.940	0.055
Teacher's leadership	0.881	0.206	0.519	4.280	0.000

Dependent variable: parenting performance satisfaction

Based on Table 4 above, it can be seen that there is a tolerance of a number of independent variables (teacher's leadership, academic climate, pattern of assignment) there were the tolerance value is more than 0.10 and VIF is smaller 10.00 therefore, it can be concluded that the data does not have multicollinearity problem.

Heteroscedasticity test: It aims to test does in the regression model occur inequality variance from residual of one observation to another observation. If the variance of the residuals of the observations to the other observations remains then it is called heteroscedasticity and if different it is called heteroscedasticity. Whereas the result of heteroscedasticity test can be showed on Table 5.

Basis for decision making in heteroscedasticity test are: there is not heteroscedasticity, if the significance value is >0.05 . There is heteroscedasticity, if the significance value is more than test results heteroscedasticity. Based on heteroscedasticity test by glesjer method, the significance value of the variable (X₁) is >0.05 so that it can be concluded that the data has no heteroscedasticity problem.

Regression analysis: t-test explains about the large partial effect of all independent variables that exist in the research toward dependent variable. The results of the t-test by the help of SPSS 17.0 program, it can be served at the table as follows: while the partial influence of teacher's leadership, academic climate and patterns of assignment toward the parenting performance satisfaction can be presented in Table 6.

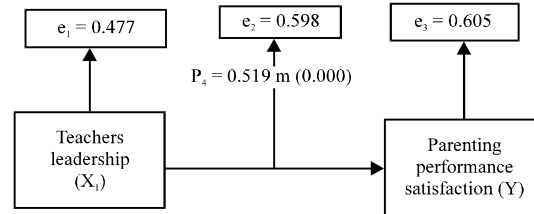


Fig. 2: Test path analysis

Based on t-test calculations from Table 6, the influence of teacher's leadership toward the parenting performance satisfaction obtain significant values of 0000 due to the level of significance of teacher's leadership is below 0.05 (5%) it is said that there is a significant influence on the teacher's leadership toward parenting performance satisfaction. It means that the higher the teacher's leadership achieved by the student, then there will be enhancement of the parenting performance satisfaction perceived by the students or the lower the teacher's leadership in the minds of the students, then there will be a decrease of the level of parenting performance satisfaction perceived by the students.

Test path analysis: Based on the description of the above analysis, there is obtained the value of the coefficient paths of teacher's leadership (X₁) to the parenting performance satisfaction (Y) with standardized coefficients $\beta = 0.519$ with the significant value is 0.000 (Fig. 2).

Discussion of the effect of teacher's leadership toward parenting performance satisfaction in Secaba Rindam IX Udayana Bali Tabanan: Hypothesis testing is done to prove that there is a significant impact of teacher's leadership toward parenting performance satisfaction. It means that the greater the teacher's leadership, the higher parenting performance satisfaction perceived by students. It is supported by the research from Lindberg *et al.* (2013) which states that confirmatory factor analysis and reliability coefficient support the view that the Leadership Scale for Sports (LSS) is adequate to be used in Physical Education (PE). Regression analysis showed that the behavior of teachers affect student's satisfaction. Besides, it felt that the alignment of teachers and students have a positive effect on student's satisfaction. The

findings of the research support that the LSS assumption is a suitable instrument for the application in PE. Teachers should care with the perception of their students, starting from teaching behaviors they like in order to adapt to their needs and able to encourage their student's satisfaction when following the lesson.

Customer's satisfaction is very important to retain the customers. The concept of customer satisfaction is not easily defined because the concept of customer satisfaction with the services provided by the educational institution is quite complicated. The service in the majority of educational institutions is in relation with what is perceived by students as customers. The satisfaction of student of AD Tarunan is related to the student's hearts, because the student's satisfaction with the services provided would not be easily measured. Moreover, if the service provided is not in relation with the objects (products). Therefore, customer's satisfaction is strongly related with the quality of the institution.

The definition of customer's satisfaction according to experts, among them say that customer's satisfaction is the level of one's feelings after comparing the performance (results) that he/she perceived compared with his/her expectations (Supranto, 2006). There is also researcher who defines customer's satisfaction by analogical way in which the school is assume as a company, a school subject (services) as a job to be done by students and teachers as a regulator or manager. If the work that he/she does can give what is desired and expected by the students, then he will be satisfied. From that explanation, it can be concluded that student's satisfaction is a positive attitude of students towards the services carried out by teachers for their conformity between what is expected and what is needed by the fact that is received (Sopiatin, 2010)

Basically, customer's satisfaction can be simply defined as a situation where the needs, wants and expectations of the customer are fulfilled through the products consumed. Customer's satisfaction is the behavioral responses such as customer's evaluation of the goods or services which he/she felt compared to hopes or expectations for the product or service (Nasution, 2010).

Some understanding of customer satisfaction above reflects that satisfaction of student of Taruna AD become the main target of almost all performance of Secaba Rindam IX Udayana Bali Tabanan. Furthermore, it becomes a barometer of success in the performance of the overall system of the institutions. Teacher's leadership has a very important role in improving the parenting performance satisfaction received by students of Taruna AD. Seeing the development of military education

institutions that are increasingly complex, the tasks of the teachers should not only as a leader of learning (instructional leadership). But he/she also sought to manage the institution in a broader context that is educational institutions as the venue for the educational process that involves many elements of society with an interest on it. So, the military educational institution should have a good management system to support the ongoing process of education to environmental conditions that guarantee the achievement of expected quality.

Taruna AD learning in Secaba Rindam IX Udayana Bali Tabanan is said as a customer because he/she received educational services for the study. It is certainly accompanied by the desired expectations in the educational process. Such as services, facilities, quality of teachers and leadership. With the reference to these expectations, then certainly every Taruna AD have a different perception between one another. There is perception with the high standards so that it cannot be fulfilled by the agency, there is medium and there is also low.

If the student of Taruna AD can be interpreted as a consumer, it means that the satisfaction of the student of Taruna AD is the level of the feelings that are owned or felt, after he/she felt the educational service that is already happened.

Then compare it with the picture or the expectations that he/she has during this period. The level of satisfaction will be seen, if the function of the difference between the perceived performance with expectations. If the level of parenting performance satisfaction received by the student is high of course, it could be described that students will be eager to follow the education, interact actively (two way traffic system), even would be more pleased in the educational environment. However, if the satisfaction level is low, students will feel less comfortable in following the education.

CONCLUSION

Based on the research, there is significant influence variable of the teacher's leadership towards parenting performance satisfaction, it is expected that the parenting performance satisfaction can create a condition of fulfillment of student's needs in which all student's needs can be accepted in accordance with the desired criteria. The higher the capacities of needs fulfilled, the higher the satisfaction received. Teachers need to maintain the fabric of harmony between personnel of educational institutions and support each other. From the above results, it is also showed that the decline of the total of students who have

the satisfactory title on graduation is not due to the leadership of teachers but rather caused by academic climate in the TNI AD Rindam Secaba IX Udayanan Tabanan Bali.

Educational Institutions Organizers is demanded to be more professional in managing the institution. Not only facing the competitive climate of the military with another country that is increasingly stringent but also the demands of national defense that is increasingly critical and rational. The direction of the educational institution management is to achieve customer's satisfaction in this case the customer can be defined as Manager of Educational Institutions, Teachers, Students of Taruna AD, Parents, citizen and the government. With the experience of satisfied customers, it will be able to be become the sufficient effective and objective media. Some things that have to be done by the educational institutions are the vision and mission to achieve the high achievement must often socialized to the both internal and external customers, made the development program for teacher in accordance with the development of science and technology the existence of continuity quality improvement and to intensify communication and optimal support between the lines in educational institutions.

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