

## **ABSTRACT**

*Ayu Rasmini Simanungkalit. 2023. **Participant Satisfaction Level on the Service Quality of Course and Training Institutions (A Study on Symphony Music School, Tasikmalaya City)**. Department of Community Education. Faculty of Education. Siliwangi University. Tasikmalaya.*

*A good quality of service must meet the dimensions of the theory of service quality: tangibles, reliability, responsiveness, assurance, and empathy. This study aims to examine the level of quality of service that LKP Symphony Music School has and how the satisfaction of the training participants with the quality of services they receive. This research uses the main theory of service quality created by Parasuraman. The research method used is the survey method to find out the evaluation of the training participants on the quality of the service and how the level of satisfaction with the service. The sampling technique in this study is purposive samplings so that 56 training participants are produced as samples of the research. The results showed that the average gap between expectations and quality of service was 0.76. This value means that the quality of service on the LKP entering the category is very poor and the level of satisfaction of the entering training participants is very unsatisfied. So LKP requires evaluation in service on five dimensions of service quality, in order to improve the quality of service as well as the level of satisfaction of training participants.*

**Keywords:** *Quality of Service, Course and Training Institution, Training Participants Satisfaction.*