

ABSTRAK
TINJAUAN TINGKAT KETIDAKPUASAN PENGGUNAAN KOLAM
RENANG BATU NONA BEACH PADA PROSES PEMBELAJARAN
RENANG SISWA SMP SEKOTA KUPANG

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Latar Belakang : Kolam renang merupakan salah satu sarana pendukung pembelajaran pendidikan jasmani, khususnya pembelajaran renang bagi siswa SMP. Namun, kondisi fasilitas dan pelayanan yang kurang memadai dapat menimbulkan ketidakpuasan pengguna dan berdampak pada kenyamanan, keamanan, serta efektivitas proses pembelajaran.

Tujuan Penelitian : Penelitian ini bertujuan untuk meninjau tingkat ketidakpuasan penggunaan kolam renang Batu Nona Beach Kota Kupang pada proses pembelajaran renang siswa SMP se-Kota Kupang.

Metode Penelitian : Penelitian ini menggunakan pendekatan kuantitatif deskriptif. Sampel penelitian berjumlah 60 responden yang merupakan pengguna kolam renang Batu Nona Beach. Teknik pengumpulan data menggunakan kuesioner dengan skala Likert 4 poin yang terdiri dari 10 indikator penilaian, meliputi kebersihan, fasilitas, pelayanan, keamanan, kenyamanan, harga tiket, dan ketersediaan fasilitas umum. Data dianalisis menggunakan statistik deskriptif dengan bantuan program SPSS, berupa analisis frekuensi dan persentase.

Hasil dan pembahasan : Hasil penelitian menunjukkan bahwa sebagian besar responden menyatakan tidak puas terhadap beberapa aspek utama, antara lain kebersihan lingkungan, kondisi kamar mandi dan ruang ganti, keamanan area kolam renang, kesesuaian harga tiket dengan pelayanan, serta ketersediaan fasilitas umum berupa kotak P3K dan loker penyimpanan barang. Sementara itu, aspek pelayanan staf dan akses menuju kolam renang dinilai relatif lebih baik. Tingginya tingkat ketidakpuasan tersebut menunjukkan bahwa fasilitas dan pelayanan kolam renang belum sepenuhnya mendukung proses pembelajaran renang siswa SMP secara optimal.

Kata Kunci: ketidakpuasan pengguna, kolam renang, pembelajaran renang

ABSTRACT
**REVIEW OF THE LEVEL OF DISSATISFACTION SWIMMING POOL
IN THE SWIMMING LEARNING PROCESS OF JUNIOR HIGH
SCHOOL STUDENTS IN KUPANG CITY**

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Background: Swimming pools are important supporting facilities for physical education learning, particularly swimming lessons for junior high school students. However, inadequate facilities and services may lead to user dissatisfaction and affect comfort, safety, and the effectiveness of the learning process.

Research objective: This study aims to review the level of dissatisfaction with the use of Batu Nona Beach swimming pool in the swimming learning process of junior high school students in Kupang City.

Research method: This study employed a descriptive quantitative approach. The research sample consisted of 60 respondents who were users of the Batu Nona Beach swimming pool. Data were collected using a questionnaire with a 4-point Likert scale, covering 10 indicators including cleanliness, facilities, services, safety, comfort, ticket prices, and availability of public facilities. Data were analyzed using descriptive statistics with SPSS, including frequency and percentage analysis.

Result and discussion: The results showed that most respondents expressed dissatisfaction with several key aspects, such as environmental cleanliness, bathroom and changing room conditions, swimming pool safety, the suitability of ticket prices with services, and the availability of public facilities including first aid kits and lockers. Meanwhile, staff services and access to the swimming pool were assessed more positively. These findings indicate that the existing facilities and services have not fully supported an optimal swimming learning process for junior high school students.

Keyword: *Dissatisfaction with use, swimming pool, swimming learning*