

ABSTRAK

Muhammad Rahmatullah. 2020. *Manajemen Majelis Taklim (telaah Kepuasan Jamaah dalam Pelayanan Sarana di Majelis Taklim Bani Ismail, Majelis Taklim Babussalam dan Majelis Taklim Muzakaratil Ummah)*. Tesis, Prodi Manajemen Pendidikan Islam, Pascasarjana UIN Antasari Banjarmasin. Pembimbing I: Dr. H. Hilmi Mizani, M.Ag. Pembimbing II: Dr. H. Husnul Yaqin, M. Ed

Kata Kunci: Manajemen Majelis Taklim, Kepuasan Jamaah, Pelayanan Sarana

Penelitian ini dilatarbelakangi adanya kegiatan di majelis taklim Bani Ismail, majelis taklim Babussalam, dan majelis taklim Muzakaratil Ummah yang memiliki berbagai macam kegiatan seperti pengajian rutin, pembelajaran kitab-kitab, ziarah tahunan, khataman massal, haul akbar dan peringatan-peringatan Islam lainnya.

Dengan adanya berbagai macam kegiatan tersebut, sehingga dapat meningkatkan daya minat dan kepuasan jamaah untuk mengikuti kegiatan di majelis taklim. Pada saat kegiatan berlangsung, jamaah yang hadir selalu membeludak terutama jamaah perempuan, baik tamu penting atau pun undangan biasa, dan agenda ini sudah berjalan selama beberapa tahun berturut-turut. Hal tersebut menimbulkan pertanyaan, bagaimana koordinasi dan komunikasi para pengurus di majelis taklim tersebut untuk mempersiapkan kegiatan dan sarana pelaksanaan semampu mungkin, sehingga dapat menarik kepuasan jamaah untuk mengikuti kegiatan di majelis taklim tersebut,

Tujuan dalam penelitian ini yaitu 1) Mengetahui bagaimana proses manajemen pelayanan sarana di majelis taklim Bani Ismail, majelis taklim Babussalam, dan majelis taklim Muzakaratil Ummah.. 2) Mengetahui bagaimana kepuasan jamaah dalam pelaksanaan pelayanan sarana pada kegiatan di majelis taklim Bani Ismail, majelis taklim Babussalam dan majelis taklim Muzakaratil Ummah.

Jenis penelitian ini menggunakan pendekatan *Mixed Methods*, yaitu menggabungkan dua bentuk pendekatan penelitian, kualitatif dan kuantitatif. Populasi dalam penelitian ini adalah Jamaah majelis taklim Bani Ismail Banjarmasin, majelis taklim Babussalam Kapuas, dan majelis taklim Muzakaratil Ummah Kapuas. Sedangkan sampel pada penelitian ini berjumlah 20 jamaah dalam setiap majelis taklim.

Dari hasil penelitian menunjukkan bahwa 1) Proses manajemen dalam pelaksanaan pelayanan sarana di majelis taklim Bani Ismail, majelis taklim Babussalam, dan majelis taklim Muzakaratil Ummah memiliki perencanaan, pengorganisasian, pelaksanaan dan pengawasan masing-masing 2) Kepuasan jamaah dalam pelaksanaan pelayanan sarana pada ketiga majelis taklim memiliki tingkat kepuasan yang berbeda-beda. Tingkat kepuasan jamaah pada majelis

taklim Bani Ismail berada pada kategori cukup puas. Hal ini dapat dilihat dari hasil perhitungan angket secara keseluruhan yaitu 40% jamaah merasa cukup puas. Adapun tingkat kepuasan jamaah pada majelis taklim Babussalam berada pada kategori puas. Hal ini dapat dilihat dari hasil perhitungan angket secara keseluruhan yaitu 50% merasa puas. Sedangkan tingkat kepuasan jamaah terhadap pelayanan sarana di majelis taklim Muzakaratil Ummah berada pada kategori cukup puas. Hal ini dapat dilihat dari hasil perhitungan angket secara keseluruhan yaitu 45% jamaah merasa cukup puas.

ABSTRACT

Muhammad Rahmatullah. *Management of Majelis Taklim (a review of Jamaah Satisfaction in Service Facilities at the Bani Ismail Majelis Taklim, the Babussalam Majelis Taklim and the Muzakaratil Ummah Majelis Taklim). Advisers I: Dr. H. Hilmi Mizani, M.Ag., II: Dr. H. Husnul Yaqin, M. Ed., Thesis, Study Program of Management of Islamic Education, Postgraduate Program at UIN Antasari Banjarmasin 2020.*

Keywords: Management of Majelis Taklim, Jamaah Satisfaction, Service Facilities

This research was motivated by activities in the Bani Ismail Majelis Taklim, the Babussalam Majelis Taklim, and the Muzakaratil Ummah Majelis Taklim which have various activities such as routine recitation, studying holy books, annual pilgrimage, and Islamic warnings, and others.

With these various kinds of activities, it can increase the interest and satisfaction of the congregation to participate in activities in the majelis taklim. At the time of the activity, the congregation who attended always swelled, especially female congregations, both important guests and ordinary invited guests, and this agenda has been running for several years in a row. This raises the question of how to coordinate and communicate the administrators in the majelis taklim to prepare the activities and implementation facilities as much as possible, so as to attract the satisfaction of the congregation to participate in the activities in the majelis taklim.

The objectives of this research are 1) Knowing how the service management process of the facilities in the Bani Ismail majelis taklim, Babussalam majelis taklim, and the Muzakaratil Ummah majelis taklim. 2) Knowing how the congregation's satisfaction is in implementing service facilities in activities at the Bani Ismail majelis taklim, Babussalam majelis taklim and Muzakaratil Ummah majelis taklim.

This type of research uses the Mixed Methods approach, which combines two forms of research approaches, qualitative and quantitative. The population in this study were Jamaah Bani Ismail majelis taklim, Babussalam majelis taklim, and Muzakaratil Ummah majelis taklim. While the sample in this study amounted to 20 worshipers in each majelis taklim.

The results of the research show that 1) The management process in implementing service facilities at the Bani Ismail majelis taklim, Babussalam majelis taklim, and Muzakaratil Ummah majelis taklim has planning, organizing, implementing and supervising each 2) Congregational satisfaction in

implementing service facilities at the three majelis taklim have different levels of satisfaction. The satisfaction level of the congregation at the Bani Ismail majelis taklim is in the quite satisfied category. This can be seen from the results of the overall questionnaire calculation, namely 40% of the congregation were quite satisfied. The level of satisfaction of the congregation at Babussalam majelis taklim is in the satisfied category. This can be seen from the results of the overall questionnaire calculation, namely 50% were satisfied. Meanwhile, the satisfaction level of the congregation with the service facilities at the Muzakaratil Ummah majelis taklim is in the quite satisfied category. This can be seen from the results of the overall questionnaire calculation, namely 45% of the congregation were quite satisfied