

Analysis of Social Return on Investment (SROI) and Community Satisfaction Index (IKM) in Electrical Installation Training and Certification CSR Program PT PLN (Persero) UIP Kalbagbar

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ABSTRACT

Corporate Social Responsibility Program Electrical Installation Training and Certification, Kuala Kurun Village, Kurun District, Gunung Mas Regency by PT PLN (Persero) West Kalimantan Development Main Unit (UIP Kalbagbar) is a form of company contribution and commitment to supporting the Sustainable Development Goals (SDGs) program launched government, especially the pillars of economic and social development. There were 16 participants in the Corporate Social Responsibility Training and Electrical Installation Certification Program and 13 respondents. The Corporate Social Responsibility Program for Electrical Installation Training and Certification is expected to increase economic growth in the form of raising people's income, increasing knowledge and skills for training participants, improving the quality of handling electrical installations, and making it easier for people to obtain electrical installation services. This research aims to determine the value of the Social Return On Investment (SROI) and Community Satisfaction Index (IKM) as an evaluation of the success of the Electrical Installation Competency Training and Certification CSR program which has been implemented by PT PLN (Persero) UIP Kalbagbar. The technique used in this research is a survey method using a purposive sampling method with data collection methods using focused discussions, questionnaires, and interviews. The SROI value was obtained from the research results, and the SROI ratio was 1.40. This ratio means that for every Rp. 1.- invested in the Electrical Installation Competency Training and Certification CSR Program, it can produce a social impact of Rp. 1.40. Based on the results of calculating the Community Satisfaction Index (IKM) for the Electrical Installation Competency Training and Certification program, the service criteria were Very Satisfied, with a value of 3.76 or converted to a value of 94.02, which means getting category A (Very Good) service performance. It can be interpreted that the performance of PT PLN (Persero) UIP Kalbagbar in the CSR Electrical Installation Competency Training and Certification program is very satisfying.

Keywords: SROI, IKM, CSR.

1. INTRODUCTION

Corporate Social Responsibility (CSR) is the relationship between a company and other stakeholders who interact directly or indirectly to ensure the survival and sustainability of its business (Putri et al., 2019). This understanding is the same as social and environmental responsibility. This means that the company's commitment to participate in sustainable economic development to improve the quality of life and the environment in general is beneficial, both for the company itself and for local communities and society (Widjaja & Pratama, 2008). The company's presence brings significant benefits to the environment and society. The business world not only provides employment opportunities but is also an economic actor capable of responding to the needs of local communities (Pramana et al., 2020).

CSR activities are social activities carried out based on the profits obtained by the company. A company's CSR activities can also be seen as an investment, and, naturally, it brings profits to the company. Funds spent by companies for CSR activities are no longer considered expenses that do not bring profits to the company, and every Rupiah value spent by the company will be counted as a social investment in CSR activities that will bring profits (Santoso et al., 2020).

Corporate Social Responsibility (CSR) is a business commitment to act ethically, operate legally, and contribute to improving the quality of life of employees and their families, local communities, and the wider community. The CSR concept involves responsible partnerships between government, companies, and local communities that are active and dynamic. CSR in a broad sense is closely related to the goal of achieving sustainable development goals. Sustainable development goals are not only related to social responsibility but also regarding company accountability towards society, the nation, and the international world (Marnelly, 2012). Currently, entrepreneurs see CSR as an opportunity to increase economic competitiveness and as part of risk management to ensure the sustainability of business activities (Cahya, 2014).

One method for calculating the return value of social investments made by companies is the Social Return on Investment (SROI) method. This method can help companies calculate the return value of the social investments they make to achieve sustainable development. This is because by using the SROI methodology, the effectiveness of each program is measured based on the impact achieved after implementing the program and this method can be used as a tool in social reporting (Santoso et al., 2018). One of the reasons companies carry out social reporting is for strategic reasons so that companies are increasingly aware of the importance of implementing CSR programs as part of their business strategy (Rusdin, 2016). The Social Return On Investment (SROI) approach was developed by a non-profit organization called REDF (Robert Enterprise Development Fund) to increase the activities of the social humanitarian programs they run (Purwoheddi, 2016).

The SROI method bases its evaluation on financial performance, which is estimated based on the perceptions and experiences of stakeholders regarding the program being implemented, namely looking for key indicators of everything that has changed and asking each party to tell about the changes that have occurred or their various impacts and if possible use conversion value into monetization as an indicator in a certain form of calculation (Santoso et al., 2021). The SROI analysis method can also be used to evaluate the success of a program. Research results (Marsha & Matoati, 2021) reveal that companies that produce positive SROI create beneficial social impacts for their stakeholders. This is also in line with research by (Matoati et al., 2023) which concluded that positive SROI has succeeded in providing economic, social, and environmental benefits.

Apart from calculating the return value of investment from a program, community satisfaction with program implementation is also very important both about each other and as an indicator of program success. The Community Satisfaction Index (IKM) is a tool used to describe service recipients' perceptions of programs implemented by service providers. Includes data and information regarding community satisfaction using quantitative and qualitative measurements. By research (Widodo et al., 2019) the success of a program can be determined through the level of satisfaction of the community as beneficiaries. Community satisfaction with program implementation is very important because of their interconnectedness. Public trust increases with better government and better services (Umi, 2018). Trust will be higher if people receive good service and feel satisfied with that service (Pasolong, 2020). The level of satisfaction of service recipients determines the success of service delivery. Service satisfaction is achieved if it can answer problems that exist in society. Therefore, organizers must carry out regular Community Satisfaction Index (IKM) assessments (Sigit, 2022).

PT PLN (Persero) Unit Induk Pembangunan Kalimantan Bagian Barat (UIP Kalbagbar) as one of the state-owned company units participates in sustainable development in line with government programs, namely Sustainable Development Goals (SDGs), always holding programs or activities in the form of Corporate Social Responsibility (CSR) to realize or improve Sustainable Development Goals (SDGs), especially in work areas or around transmission or generation project locations. The Electrical Installation Competency Training and Certification CSR Program is one of the programs of PT PLN (Persero) UIP Kalbagbar which focuses on efforts to improve the economy and efforts to increase human resource skills which is also in line with the company's contribution and commitment in supporting the Sustainable Development Goals (SDGs) program. launched by the government, especially the pillars of economic and social development.

CSR activities Electrical Installation Competency Training and Certification were carried out at UPTD BLK Palangka Raya with a total of 16 participants from the Kuala Kurun Village area and surrounding areas, Kurun District, Gunung Mas Regency. In particular, PT PLN (Persero) UIP Kalbagbar's CSR program synergizes with the needs of the local community and supports the company's business activities more broadly. Gunung Mas Regency is a relatively new district formed as a result of the expansion of Kapuas Regency, which is still in the developing district stage. The need for electrical installation services that are safe and comply with reliability principles is still

very large because there are still many new electrical connection activities in people's homes. This CSR program is expected to increase economic growth in the form of increasing people's income, increasing knowledge and skills for training participants, improving the quality of handling electrical installations, and making it easier for people to obtain electrical installation services. In line with research (Gumanti et al., 2016) which concludes that CSR activities benefit the company and stakeholders by opening up job opportunities which means it can reduce unemployment.

Information and research regarding the SROI value and IKM value of the PT PLN (Persero) UIP Kalbagbar CSR Program Electrical Installation Training and Certification Program in Kuala Kurun Village, Gunung Mas Regency is currently not available. Based on this, it is necessary to carry out research in the form of SROI analysis calculations to show returns or return on investment and analysis of the Community Satisfaction Index (IKM) as an evaluation of the success of the Electrical Installation Competency Training and Certification CSR program which has been implemented by PT PLN (Persero) UIP Kalbagbar for the community which is located in Kuala Kurun Village, Gunung Mas Regency, Central Kalimantan Province.

2. METHODS

2.1 Types of Research

This research is a mixed-method (quantitative and qualitative method) that explores information on the implementation of the PLN Peduli program by PT PLN UIP Kalbagbar in the Central Kalimantan province, Gunung Mas Regency. Information analysis was carried out regarding the monetary and social impacts of program implementation and measuring the satisfaction of participants who received benefits from the program being implemented.

This research is also survey research, where the main data collection tools are carried out using focused discussions, questionnaires, and interviews. Quantitative research, where data processing is carried out quantitatively using SROI and IKM measurement methods.

2.2 Place and Time of Research

This Vocational-Based Training Assistance Program for Electrical Installation in the community is implemented in the Central Kalimantan province, Gunung Mas district, Kurun sub-district, Kuala Kurun village. The research was carried out for 2 months starting from preparing the proposal to preparing the research report.

2.3 Research Data

The research uses secondary data and primary data. Secondary data was obtained from proposals and reports on program implementation activities from proposals and reports on vocational-based training assistance activities for electrical installations in communities in Gunung Mas Regency. The primary data used in this research was obtained from information received from focused discussion activities and interviews as well as respondents' responses to the questionnaires submitted. Data collection in this research was carried out using the observation method and giving questionnaires to respondents. Data originating from respondents' responses to questionnaire items were collected and analyzed.

Focused discussions were held with program beneficiaries to gather information about the perceived benefits and satisfaction, obstacles faced, criticism and suggestions as well as hopes for the future. Interviews are conducted with certain key sources who have more detailed information about the information needed. The respondents, totaling 13 people, were village residents who were participants in the Electrical Installation Vocational-Based Training Assistance program in the Central Kalimantan province, Gunung Mas district, Kurun sub-district, and Kuala Kurun village.

2.4 Research Variable

The research variables that are the focus of the study in this research are the social benefits/impacts received by the program beneficiary community, the satisfaction felt by the program beneficiary community, the present value of the program being implemented, the value of input provided in program funding, the stakeholders who involvement and role in the program, monetization of every impact from program implementation, Social Return On Investment (SROI) and Community Satisfaction Index (IKM).

Based on the general guidelines for preparing the Community Satisfaction Index for government agency service units, as stated in the Minister of State Apparatus Empowerment and Bureaucratic

Reform Regulation Number 14 of 2017, where 9 service elements can be assessed from a service unit. The nine important elements that are measured to determine the level of consumer satisfaction with service quality include requirements, service procedures, completion time, costs/tariffs, service suitability, implementer competence, implementer behavior, facilities and infrastructure, complaint handling, suggestions, and input.

2.5 Data Analysis Technique

The data analysis techniques in this research include:

1. Data reduction
2. Presentation of data in detail
3. Verification is the final stage in the data analysis process

2.5.1 Calculation of Social Return On Investment (SROI)

$$\text{SROI Ratio} = \frac{\text{Present of Value}}{\text{Value of Input}}$$

2.5.2 Calculation of Community Satisfaction Index (IKM)

After knowing the total satisfaction score, the IKM value is then calculated using the "weighted average value" of each service element. Each service element has the same weight according to the following formula:

$$\text{Weighted Average Value} = \frac{\text{Total Weight}}{\text{Number of Elements}} = \frac{1}{N} = N$$

Note: N = weight value per element

To obtain the value of the service unit (IKM), a weighted average value approach is used with the following formula:

$$\text{IKM} = \frac{\text{Total of Perceptual Values Per Element}}{\text{Total Elements Contained}} \times \text{Value Weighing}$$

To facilitate the interpretation of the IKM assessment, which is between 25 – and 100, the results of the assessment above are converted to a base value of 25, with the following formula:

$$\text{IKM Service Unit} \times 25$$

Various value components for IKM calculations can be seen in the following table:

Table 1. Perception Value, IKM Interval, IKM Conversion Interval, Service Quality and Performance

Perceived Value	IKM Interval Value	IKM Conversion Interval Value	Service Quality	Service Unit Performance
1	1,000 – 2,5999	25,00 – 64,99	D	Not Good
2	2,6000 – 3,0643	65,00 – 76,00	C	Not Good
3	3,0644 – 3,5323	76,61 – 88,30	B	Good
4	3,5324 – 4,0000	88,31 – 100,00	A	Very Good

Source: Peraturan MENPAN-RB No. 14, 2017

3. RESULTS AND DISCUSSION

3.1 Social Return on Investment (SROI)

3.1.1 Defining Scope

Define the scope based on objectives, target groups, context, SROI analysis work performers, resources, activity focus, research period, and analysis options. The purpose of this SROI analysis is to calculate the social return value of PT's TJSL program. PLN (Persero) Unit Induk Kalimantan Bagian Barat from the investment that has been provided is in the form of vocational-based training in electrical installations.

The data sources come from Focus Group Discussions (FGD) and interviews with key persons of PT PLN (Persero) UIP Kalbagbar, namely the Licensing and Communication Section which

oversees the TJSL section, the beneficiaries are village heads and training participants. The quantitative target of this activity is 13 CSR participants from the Kuala Kurun Village community, Gunung Mas Regency in Vocational Based Training in Simple Building Electrical Installation about the importance of skills for workers to fill jobs or start their own business.

i. Identifying Key Stakeholders

The main stakeholders involved in the vocational-based training assistance program for electrical installations in the community of Kuala Kurun Village, Kurun District, Gunung Mas Regency, along with their roles and impacts are as follows:

Table 2. Key Stakeholder Mapping

Stakeholders	Role in the Program	Impact Had
UPTD Job Training Center Palangka Raya City	As the party implementing training and certification of electrical installations in the community of Kuala Kurun Village, Kurun District, Gunung Mas Regency	Facilitated the implementation of electrical installation training and certification
Electrical Installation Training and Certification participants	As a beneficiary of electrical installation training and certification programs	1. Obtain additional knowledge and electrical installation skills 2. Certified electrical installation competency of participants
Communities around Kuala Kurun Village, Kurun District, Gunung Mas Regency	As a program beneficiary	Ease of obtaining electrical installation services
PT PLN (Persero) Unit Induk Pembangunan Kalimantan Barat	As a program donor	1. Ease of getting workers to carry out electrical installations 2. Contribute to providers of assistance funds for the Vocational-Based Training Assistance Program for Electrical Installation in the Community of Kuala Kurun Village, Kurun District, Gunung Mas Regency

Source: Primary data processed, 2024

The data presented in the table above contains information on key stakeholders involved in PT PLN Peduli's CSR Program. PLN (Persero) UIP Kalbagbar was implemented in the Kuala Kurun Village community, Kurun District, Gunung Mas Regency. After stakeholder mapping, an impact calculation and financial assessment (monetization) approach was carried out for each impact parameter as described in the following table:

Table 3. Impact Calculation and Monetization Approach

Impact	Calculation Approach	Monetization Approach	Resources
Electrical Installation Technician Training Participants			
Increased knowledge and skills for electrical installation technician training participants	Calculating the value of increasing knowledge and skills for electrical installation technician training participants	The value of increasing knowledge and skills for electrical installation technician training participants is equivalent to the cost of electrical installation training and certification	Results of interviews, focused dissection, and activity accountability report documents

Facilitated the readiness of initial capital for work equipment	Calculating the facilitation of initial capital readiness for work equipment	The facilitated value of initial capital readiness for work equipment is equivalent to the amount of equipment cost assistance provided to training participants and electrical installation certification	Results of interviews, focused dissection, and activity accountability report documents
Availability of practical electrical installation work opportunities	Calculating the availability of electrical installation work practice opportunities	The value of the availability of practical electrical installation work opportunities is equivalent to the amount of assistance with training facilities and infrastructure	Results of interviews, focused dissection, and activity accountability report documents
Savings on transportation costs for training participants and electrical installation certification	Calculating the value of transportation cost savings for electrical installation training and certification participants	The value of saving transportation costs for training and electrical installation certification participants is equivalent to the transportation costs for participants going to and from home	Results of interviews, focused dissection, and activity accountability report documents
Increased motivation of participants to take part in electrical installation training and certification activities	Calculating the value of increasing participants' motivation to participate in electrical installation training and certification activities	The value of increasing participants' motivation to take part in electrical installation training and certification activities is equivalent to the cost of supplies, safety shoes, and participants' t-shirts	Results of interviews, focused dissection, and activity accountability report documents
Increased income of electrical installation technician training participants	Calculating the value of increasing the income of electrical installation technician training participants	The value of increasing the income of electrical installation technician training participants is equivalent to the amount of income obtained from several participants who can use their skills to earn income.	Results of interviews, focused dissection, and activity accountability report documents
Cost savings for dealing with electrical damage for the trainee's family or home	Calculate the value of savings in handling electrical damage for the trainee's family or home	The cost savings for dealing with electrical damage for the trainee's family or home is equivalent to the cost of installing or repairing electrical damage that occurs in the participant's home	Results of interviews, focused dissection, and activity accountability report documents
Communities around Kuala Kurun Village			
Ease of obtaining electrical installation services	Calculating the value of the ease of obtaining electrical installation services	The value of the ease of obtaining electrical installation services is equivalent to the service costs of several homes that have received the benefits of the ease of having electricity installed in their homes	Results of interviews, focused dissection, and activity accountability report documents

Source: Primary data processed, 2024

ii. Calculation of Impact Events

The impact events obtained based on the results of calculating the number of impact events (evidence) can be used as data for companies in carrying out social reporting. The calculation of impact events from the implementation of the electrical installation training and certification program can be seen in the following table:

Table 4. Calculation of Impact Events

Stakeholder	Impact	Calculation of Impact Events (Evidence)
Electrical installation technician training participants	Increased knowledge and skills for electrical installation technician training participants	Based on professional training and certification costs (BNSP), the fee charged per person is Rp. 6,500,000. With a total of 16 participants, the total cost will be 16 people @ Rp. 6,500,000 = Rp. 104,000,000
	Facilitated the readiness of initial capital for work equipment	Initial capital readiness for work equipment is calculated based on the amount of equipment cost assistance provided to electrical installation training and certification participants, worth Rp. 22,046,500
	Availability of practical electrical installation work opportunities	Opportunities for practical work in electrical installations are calculated based on the amount of assistance for training facilities and infrastructure, valued at Rp. 61,200,000
	Savings on transportation costs for training participants and electrical installation certification	The savings on participant transportation costs amount to departing transportation costs of Rp. 9,000,000 + return transportation costs of Rp. 9,000,000 and participant transport costs of Rp. 38,400,000. Thus, the total transportation cost savings received by participants is Rp. 56,400,000
	Increased motivation of participants to take part in electrical installation training and certification activities	The cost of increasing this motivation is worth: provision event Rp. 12,000,000 + tool kits Rp. 5,370,000 + safety shoes Rp. 6,000,000 + T-shirts Rp. 4,320,000, with a total value of Rp. 27,690,000
	Increased income of electrical installation technician training participants	Of the 16 participants, 7 people have operated their skills professionally and earned income, with a total income of Rp. 67,500,000 The technical details include: a. A total of 6 people were contracted by the local PLN to work on electrical installation services, with an average income per person of Rp. 2,000,000 per month. The total additional income for the 6 people is 6 people x 5 months x Rp. 2,000,000 = Rp. 60,000,000 b. There is 1 (one) person providing electrical installation services, a total of 50 houses. The average work done in 1 house is 3 points, and the average service cost per point is Rp. 50,000. So, the total income is 3 points x 50 houses x Rp. 50,000 = IDR 7,500,000
	Cost savings for dealing with electrical damage for the trainee's family or home	Assuming the number of points for installing or repairing electricity in 1 house is 2 points, then from 16 training participants, the cost savings will be 16 people x 2 points x Rp. 100,000 = Rp. 3,200,000
Communities around Kuala Kurun Village	Ease of obtaining electrical installation services	The ease of obtaining electrical installation services felt by the community around the Kuala Kurun sub-district is calculated based on the number of houses that have benefited from the ease of having electricity

installed in their homes. During the last 5 months (January - May) 50 houses required electrical installation, where on average there are 3 points in 1 house. With a cost per point of Rp. 50,000, the convenience benefits received are 50 houses x 3 points x Rp. 50,000 = **Rp. 7,500,000**

Source: Primary data processed, 2024

iii. Scoring and Calculating of SROI Ratio

The process of scoring and calculating SROI is a method that can be used to measure the return on business investment from social activities carried out by PT PLN (Persero) UIP Kalbagbar. The following are the results of calculating the value of evaluative impacts on a vocational-based electrical installation training program in the community of Kuala Kurun Village, Gunung Mas Regency.

Table 5. Calculation of Program Impact Value

No	Description	Amount
A	Input:	Rp 250.000.000
B	Outcome:	
1	Participants in Electrical Installation Technician Training and Certification	
	Increased knowledge and skills for electrical installation technician training participants	Rp 104.000.000
	Increased knowledge and skills for electrical installation technician training participants	Rp 22.046.500
	Availability of practical electrical installation work opportunities	Rp 61.200.000
	Savings on transportation costs for training participants and electrical installation certification	Rp 56.400.000
	Increased motivation of participants to take part in electrical installation training and certification activities	Rp 27.690.000
	Increased income of electrical installation technician training participants	Rp 67.500.000
	Cost savings for dealing with electrical damage for the trainee's family or home	Rp 3.200.000
2	Communities around Kuala Kurun Village	
	Ease of obtaining electrical installation services	Rp 7.500.000
	TOTAL OUTCOME	Rp 349.536.500
	Deadweight	Rp 0
		Rp 349.536.500
	Attribution	0 %
		Rp 349.536.500
	Drop Off	Rp 0
	Outcome Total	Rp 349.536.500
	<i>SROI Ratio</i>	1,40

Source: Primary data processed, 2024

Based on the present value calculation, it is known that the net outcome is Rp. 349.536.500, then the SROI ratio is calculated by comparing the present value with the input value to find out how big the return ratio is obtained from social investment. So, it can be seen using the following calculation:

Table 6. Calculation of the SROI Ratio

Present of Value	Value of Input	SROI Ratio
Rp 349.536.500	Rp 250.000.000	1,40

Source: Primary data processed, 2024

Based on the calculation results, an SROI of 1,40 is obtained, meaning that every investment of Rp. 1.00 gets an impact or benefit worth Rp. 1.40, so the electrical installation vocational-based training program can be said to be feasible and successful.

3.2 Community Satisfaction Index (IKM)

To find out the characteristics of the respondents in this study, can be seen based on several categories, namely: Gender, Age, Educational level, and occupation which can be seen in the following graph:

Table 7. Respondent Profile

No	Profile	Respondent		No	Profile	Respondent	
		Freq	%			Freq	%
1	Age			2	Gender		
	< 21 years	5	38,5		Man	13	100
	21 – 30 years	6	46,2		Woman	0	0
	31 – 40 years	2	15,4				
3	Education			4	Work		
	High School/Equivalent	12	92,3		Student	1	7,7
	Bachelor degree	1	7,7		Farmers/Gardeners	1	7,7
					Self-employed	7	53,8
					Not yet working	4	30,8

Source: Primary data processed, 2024

The information shown in the figure shows that the majority of respondents participating in the electrical installation training and certification program have an age background ranging from 21 – 30 years (46.2%), all of them are male (100%), most of them have a high school education/ Equivalent (92.3%), and private profession and not yet working (30.8%).

Community satisfaction with vocational-based electrical installation training activities was measured through community respondents' responses to satisfaction questionnaires delivered to respondents offline, namely to 13 people. The total number of questionnaire items is 9 items, which are derived from 9 elements of satisfaction. The 9 satisfaction questionnaire items are as detailed in the following table.

Table 8. Community Satisfaction Questionnaire Items

IKM elements	Item	Questionnaire Items
U1. Condition	1	We are not subject to burdensome conditions to become a recipient of the 'PLN Peduli Program assistance. What do you think about this statement?
U2. Systems, Mechanisms, Service Procedures	2	To get involved as a recipient of the 'PLN Peduli Program assistance, I find the mechanism/procedure easy. What do you think about this statement?
U3. Completion Time	3	It doesn't take a long time for the process of realizing the receipt of PLN Peduli program assistance
U4. Fees/tariffs	4	The PLN Peduli program assists with reasonable funding, we as recipients of the assistance are not charged any additional costs.

U5. Service Conformity	5	The PLN Peduli program provides the type of assistance that suits what we need in our activities.
U6. Implementing Competency	6	What do you think about the competence/ability of PLN managers/officers who have coordinated the 'PLN Peduli Program' so far?
U7. Implementing Behavior	7	What do you think about the polite and friendly behavior of PLN managers/officers who coordinate the 'PLN Peduli Program' so far?
U8. Facilities and infrastructure	8	The PLN Peduli program has high sensitivity/concern for the availability of facilities and infrastructure needed to implement the training and certification programs that we participate in.
U9. Handling Complaints, Suggestions and Feedback	9	So far, we have had no difficulty communicating (in conveying questions, complaints, complaints, suggestions, and input) regarding various matters related to technical matters regarding receiving assistance from the PLN Peduli Program. What do you think about this statement?

Source: Primary data processed, 2024

A recapitulation of the average response value, distribution/distribution of responses as well as the response score of respondents to the Vocational-Based Training Assistance Program for Electrical Installation in the Community of Kuala Kurun Village, Kurun District, Gunung Mas Regency for the nine elements of IKM can be seen in the following table:

Table 9. Calculation of the Community Satisfaction Index

No	Service Indicators	Average Amount	Value of IKMs	IKM Conversion Value	Service Quality	Performance
1	Terms of Service	48	3,69	92,31	A	Very Good
2	Systems, Mechanisms, Service Procedures	49	3,77	94,23	A	Very Good
3	Completion Time	50	3,85	96,15	A	Very Good
4	Fees/Rates	51	3,92	98,08	A	Very Good
5	Service Conformity	49	3,77	94,23	A	Very Good
6	Implementing Competency	50	3,85	96,15	A	Very Good
7	Implementing Behavior	50	3,85	96,15	A	Very Good
8	Facilities and infrastructure	47	3,62	90,38	A	Very Good
9	Complaints, Suggestions, and Feedback	46	3,54	88,46	A	Very Good
Average			3,76	94,02	A	Very Good

Source: Primary data processed, 2024

4. CONCLUSION

PT PLN (Persero) UIP Kalbagbar's Corporate Social Responsibility Program in the form of an Electrical Installation Competency Training and Certification Program for the surrounding community, Kuala Kurun Village, Kurun District, Gunung Mas Regency, is an effort to improve the economy and an effort to increase human resource skills which are also in line with the company's contribution and commitment in supports the Sustainable Development Goals (SDGs) program launched by the government, especially the pillars of economic and social development.

The SROI value was obtained from the research results, and the SROI ratio was 1.40. This ratio means that for every Rp. 1.00 invested in the Electrical Installation Competency Training and Certification CSR Program, it can produce a social impact of Rp. 1.40. Based on the results of calculating the Community Satisfaction Index (IKM) for the Electrical Installation Competency Training and Certification program, the service criteria were very satisfied, with a value of 3.76 or converted to a value of 94.02, which means getting category A (Very Good) service performance. It can be interpreted that the performance of PT PLN (Persero) UIP Kalbagbar in the CSR Electrical Installation Competency Training and Certification program is very satisfying.

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