

## UJI VALIDITAS & RELIABILITAS DATA KUESIONER KONSUMEN AWAL

- **Persepsi Konsumen**

|     |     | Mean   | Std Dev | Cases |
|-----|-----|--------|---------|-------|
| 1.  | P1  | 2,1333 | ,7303   | 30,0  |
| 2.  | P2  | 2,5333 | ,7303   | 30,0  |
| 3.  | P3  | 2,6000 | ,6215   | 30,0  |
| 4.  | P4  | 2,6000 | ,7240   | 30,0  |
| 5.  | P5  | 2,2000 | ,8052   | 30,0  |
| 6.  | P6  | 1,8333 | ,5307   | 30,0  |
| 7.  | P7  | 2,7000 | ,7022   | 30,0  |
| 8.  | P8  | 2,6333 | ,7184   | 30,0  |
| 9.  | P9  | 2,3667 | ,7649   | 30,0  |
| 10. | P10 | 2,2667 | ,7397   | 30,0  |
| 11. | P11 | 2,2333 | ,8172   | 30,0  |
| 12. | P12 | 2,2667 | ,9072   | 30,0  |
| 13. | P13 | 2,2667 | ,7397   | 30,0  |
| 14. | P14 | 2,3667 | ,6687   | 30,0  |
| 15. | P15 | 2,6000 | ,9322   | 30,0  |
| 16. | P16 | 2,3667 | ,8087   | 30,0  |
| 17. | P17 | 2,7000 | ,7497   | 30,0  |
| 18. | P18 | 2,8000 | ,7144   | 30,0  |
| 19. | P19 | 2,7000 | ,7022   | 30,0  |
| 20. | P20 | 2,6667 | ,8023   | 30,0  |
| 21. | P21 | 2,8333 | ,6989   | 30,0  |
| 22. | P22 | 2,7667 | ,8172   | 30,0  |
| 23. | P23 | 2,4000 | ,7701   | 30,0  |
| 24. | P24 | 2,4667 | ,7761   | 30,0  |
| 25. | P25 | 2,4000 | ,7240   | 30,0  |
| 26. | P26 | 2,5000 | ,8200   | 30,0  |
| 27. | P27 | 2,7333 | ,6915   | 30,0  |
| 28. | P28 | 2,6667 | ,9223   | 30,0  |
| 29. | P29 | 2,3000 | ,7944   | 30,0  |
| 30. | P30 | 2,3000 | ,8769   | 30,0  |
| 31. | P31 | 2,0333 | ,6149   | 30,0  |
| 32. | P32 | 2,1333 | ,7303   | 30,0  |
| 33. | P33 | 2,1000 | ,8030   | 30,0  |
| 34. | P34 | 2,3000 | ,9154   | 30,0  |
| 35. | P35 | 2,3667 | ,8087   | 30,0  |
| 36. | P36 | 2,5333 | ,7303   | 30,0  |
| 37. | P37 | 2,0667 | ,7397   | 30,0  |
| 38. | P38 | 2,0333 | ,7649   | 30,0  |
| 39. | P39 | 2,5667 | ,8172   | 30,0  |
| 40. | P40 | 2,6667 | ,8023   | 30,0  |
| 41. | P41 | 2,0667 | ,9072   | 30,0  |
| 42. | P42 | 2,1333 | ,9371   | 30,0  |
| 43. | P43 | 2,0333 | ,7184   | 30,0  |
| 44. | P44 | 2,1000 | ,8030   | 30,0  |
| 45. | P45 | 2,4333 | ,8172   | 30,0  |
| 46. | P46 | 2,5000 | ,9377   | 30,0  |

| Statistics for | Mean     | Variance | Std Dev | N of Variables |
|----------------|----------|----------|---------|----------------|
| SCALE          | 110,2667 | 522,8230 | 22,8653 | 46             |

Item-total Statistics

|     | Scale<br>Mean<br>if Item<br>Deleted | Scale<br>Variance<br>if Item<br>Deleted | Corrected<br>Item-<br>Total<br>Correlation | Alpha<br>if Item<br>Deleted |
|-----|-------------------------------------|---|--|-----------------------------|
| P1  | 108,1333                            | 506,1885                                | ,4900                                      | ,9673                       |
| P2  | 107,7333                            | 501,2368                                | ,6438                                      | ,9667                       |
| P3  | 107,6667                            | 508,3678                                | ,5020                                      | ,9672                       |
| P4  | 107,6667                            | 499,0575                                | ,7185                                      | ,9665                       |
| P5  | 108,0667                            | 504,2713                                | ,4951                                      | ,9673                       |
| P6  | 108,4333                            | 510,8057                                | ,4892                                      | ,9673                       |
| P7  | 107,5667                            | 502,3920                                | ,6334                                      | ,9668                       |
| P8  | 107,6333                            | 498,1713                                | ,7526                                      | ,9664                       |
| P9  | 107,9000                            | 509,1276                                | ,3798                                      | ,9677                       |
| P10 | 108,0000                            | 499,4483                                | ,6905                                      | ,9666                       |
| P11 | 108,0333                            | 498,8609                                | ,6381                                      | ,9667                       |
| P12 | 108,0000                            | 493,9310                                | ,6961                                      | ,9665                       |
| P13 | 108,0000                            | 501,2414                                | ,6351                                      | ,9668                       |
| P14 | 107,9000                            | 502,8517                                | ,6510                                      | ,9667                       |
| P15 | 107,6667                            | 496,7816                                | ,6058                                      | ,9669                       |
| P16 | 107,9000                            | 503,2655                                | ,5210                                      | ,9672                       |
| P17 | 107,5667                            | 500,5299                                | ,6478                                      | ,9667                       |
| P18 | 107,4667                            | 497,2920                                | ,7853                                      | ,9662                       |
| P19 | 107,5667                            | 499,3575                                | ,7320                                      | ,9664                       |
| P20 | 107,6000                            | 494,7310                                | ,7691                                      | ,9662                       |
| P21 | 107,4333                            | 496,7368                                | ,8216                                      | ,9661                       |
| P22 | 107,5000                            | 492,8793                                | ,8068                                      | ,9661                       |
| P23 | 107,8667                            | 502,5333                                | ,5704                                      | ,9670                       |
| P24 | 107,8000                            | 495,8897                                | ,7618                                      | ,9663                       |
| P25 | 107,8667                            | 503,4989                                | ,5786                                      | ,9670                       |
| P26 | 107,7667                            | 495,7023                                | ,7243                                      | ,9664                       |
| P27 | 107,5333                            | 499,9816                                | ,7232                                      | ,9665                       |
| P28 | 107,6000                            | 495,8345                                | ,6364                                      | ,9668                       |
| P29 | 107,9667                            | 500,5851                                | ,6079                                      | ,9669                       |
| P30 | 107,9667                            | 494,1023                                | ,7170                                      | ,9664                       |
| P31 | 108,2333                            | 506,2540                                | ,5851                                      | ,9670                       |
| P32 | 108,1333                            | 505,2230                                | ,5198                                      | ,9672                       |
| P33 | 108,1667                            | 503,5230                                | ,5177                                      | ,9672                       |
| P34 | 107,9667                            | 493,5506                                | ,6991                                      | ,9665                       |
| P35 | 107,9000                            | 497,8172                                | ,6748                                      | ,9666                       |
| P36 | 107,7333                            | 499,4437                                | ,6999                                      | ,9665                       |
| P37 | 108,2000                            | 503,5448                                | ,5642                                      | ,9670                       |
| P38 | 108,2333                            | 506,6678                                | ,4522                                      | ,9674                       |
| P39 | 107,7000                            | 496,0103                                | ,7183                                      | ,9664                       |
| P40 | 107,6000                            | 501,0759                                | ,5875                                      | ,9669                       |
| P41 | 108,2000                            | 503,6828                                | ,4498                                      | ,9676                       |
| P42 | 108,1333                            | 502,1195                                | ,4721                                      | ,9675                       |
| P43 | 108,2333                            | 502,7368                                | ,6075                                      | ,9669                       |
| P44 | 108,1667                            | 500,4195                                | ,6056                                      | ,9669                       |
| P45 | 107,8333                            | 504,6954                                | ,4755                                      | ,9674                       |
| P46 | 107,7667                            | 499,7713                                | ,5288                                      | ,9673                       |

Reliability Coefficients

N of Cases = 30,0

Alpha = ,9675

N of Items = 46

• **Harapan Konsumen**

|     |     | Mean   | Std Dev | Cases |
|-----|-----|--------|---------|-------|
| 1.  | P1  | 3,5333 | ,5713   | 30,0  |
| 2.  | P2  | 3,4333 | ,7739   | 30,0  |
| 3.  | P3  | 3,6000 | ,5632   | 30,0  |
| 4.  | P4  | 3,5000 | ,6297   | 30,0  |
| 5.  | P5  | 3,6333 | ,6149   | 30,0  |
| 6.  | P6  | 3,4667 | ,6288   | 30,0  |
| 7.  | P7  | 2,9667 | ,8503   | 30,0  |
| 8.  | P8  | 2,8333 | ,9129   | 30,0  |
| 9.  | P9  | 3,6000 | ,6215   | 30,0  |
| 10. | P10 | 3,3667 | ,8503   | 30,0  |
| 11. | P11 | 3,5000 | ,6297   | 30,0  |
| 12. | P12 | 3,3000 | ,7022   | 30,0  |
| 13. | P13 | 2,8333 | ,9129   | 30,0  |
| 14. | P14 | 2,9000 | 1,1250  | 30,0  |
| 15. | P15 | 3,4333 | ,7279   | 30,0  |
| 16. | P16 | 3,2667 | ,8277   | 30,0  |
| 17. | P17 | 2,9333 | 1,0483  | 30,0  |
| 18. | P18 | 2,9667 | 1,0662  | 30,0  |
| 19. | P19 | 3,3333 | ,8023   | 30,0  |
| 20. | P20 | 3,3000 | ,8769   | 30,0  |
| 21. | P21 | 3,3000 | ,8367   | 30,0  |
| 22. | P22 | 3,3000 | ,7944   | 30,0  |
| 23. | P23 | 3,3000 | 1,0222  | 30,0  |
| 24. | P24 | 3,4667 | ,7303   | 30,0  |
| 25. | P25 | 3,5000 | ,6297   | 30,0  |
| 26. | P26 | 3,3667 | ,6687   | 30,0  |
| 27. | P27 | 3,6667 | ,5467   | 30,0  |
| 28. | P28 | 3,5667 | ,7279   | 30,0  |
| 29. | P29 | 3,6333 | ,7649   | 30,0  |
| 30. | P30 | 3,5333 | ,7303   | 30,0  |
| 31. | P31 | 3,6000 | ,7240   | 30,0  |
| 32. | P32 | 3,4667 | ,7761   | 30,0  |
| 33. | P33 | 3,7333 | ,5208   | 30,0  |
| 34. | P34 | 3,6333 | ,6687   | 30,0  |
| 35. | P35 | 3,5000 | ,6297   | 30,0  |
| 36. | P36 | 3,4000 | ,6747   | 30,0  |
| 37. | P37 | 3,0000 | ,7878   | 30,0  |
| 38. | P38 | 2,8333 | ,8743   | 30,0  |
| 39. | P39 | 3,5667 | ,5683   | 30,0  |
| 40. | P40 | 3,4333 | ,6789   | 30,0  |
| 41. | P41 | 3,5333 | ,6288   | 30,0  |
| 42. | P42 | 3,4667 | ,6288   | 30,0  |
| 43. | P43 | 3,4333 | ,8584   | 30,0  |
| 44. | P44 | 3,4000 | ,8944   | 30,0  |
| 45. | P45 | 3,5333 | ,6288   | 30,0  |
| 46. | P46 | 3,5667 | ,8172   | 30,0  |

| Statistics for | Mean     | Variance | Std Dev | N of Variables |
|----------------|----------|----------|---------|----------------|
| SCALE          | 155,4333 | 473,0816 | 21,7504 | 46             |

Item-total Statistics

|     | Scale<br>Mean<br>if Item<br>Deleted | Scale<br>Variance<br>if Item<br>Deleted | Corrected<br>Item-<br>Total<br>Correlation | Alpha<br>if Item<br>Deleted |
|-----|-------------------------------------|---|--|-----------------------------|
| P1  | 151,9000                            | 462,1621                                | ,4312                                      | ,9640                       |
| P2  | 152,0000                            | 449,7931                                | ,6912                                      | ,9630                       |
| P3  | 151,8333                            | 458,4195                                | ,5948                                      | ,9635                       |
| P4  | 151,9333                            | 455,7885                                | ,6284                                      | ,9633                       |
| P5  | 151,8000                            | 462,0966                                | ,4012                                      | ,9641                       |
| P6  | 151,9667                            | 462,3092                                | ,3838                                      | ,9641                       |
| P7  | 152,4667                            | 448,4644                                | ,6635                                      | ,9631                       |
| P8  | 152,6000                            | 454,3862                                | ,4590                                      | ,9641                       |
| P9  | 151,8333                            | 461,7989                                | ,4080                                      | ,9640                       |
| P10 | 152,0667                            | 455,3057                                | ,4699                                      | ,9640                       |
| P11 | 151,9333                            | 461,0299                                | ,4310                                      | ,9640                       |
| P12 | 152,1333                            | 459,6368                                | ,4302                                      | ,9640                       |
| P13 | 152,6000                            | 455,8345                                | ,4211                                      | ,9643                       |
| P14 | 152,5333                            | 449,3609                                | ,4708                                      | ,9644                       |
| P15 | 152,0000                            | 453,0345                                | ,6298                                      | ,9632                       |
| P16 | 152,1667                            | 455,1782                                | ,4875                                      | ,9639                       |
| P17 | 152,5000                            | 441,2931                                | ,6968                                      | ,9630                       |
| P18 | 152,4667                            | 444,8092                                | ,6034                                      | ,9635                       |
| P19 | 152,1000                            | 449,6793                                | ,6689                                      | ,9630                       |
| P20 | 152,1333                            | 446,3264                                | ,7013                                      | ,9629                       |
| P21 | 152,1333                            | 448,8782                                | ,6630                                      | ,9631                       |
| P22 | 152,1333                            | 450,0506                                | ,6646                                      | ,9631                       |
| P23 | 152,1333                            | 447,3609                                | ,5707                                      | ,9637                       |
| P24 | 151,9667                            | 454,7230                                | ,5723                                      | ,9635                       |
| P25 | 151,9333                            | 458,3402                                | ,5320                                      | ,9636                       |
| P26 | 152,0667                            | 451,8575                                | ,7309                                      | ,9629                       |
| P27 | 151,7667                            | 456,8057                                | ,6837                                      | ,9632                       |
| P28 | 151,8667                            | 451,7747                                | ,6714                                      | ,9631                       |
| P29 | 151,8000                            | 451,2000                                | ,6554                                      | ,9631                       |
| P30 | 151,9000                            | 453,2655                                | ,6201                                      | ,9633                       |
| P31 | 151,8333                            | 451,5230                                | ,6837                                      | ,9630                       |
| P32 | 151,9667                            | 449,8954                                | ,6860                                      | ,9630                       |
| P33 | 151,7000                            | 458,4241                                | ,6450                                      | ,9634                       |
| P34 | 151,8000                            | 451,2000                                | ,7545                                      | ,9628                       |
| P35 | 151,9333                            | 450,4092                                | ,8334                                      | ,9626                       |
| P36 | 152,0333                            | 447,5506                                | ,8784                                      | ,9623                       |
| P37 | 152,4333                            | 456,9437                                | ,4607                                      | ,9639                       |
| P38 | 152,6000                            | 448,8000                                | ,6349                                      | ,9632                       |
| P39 | 151,8667                            | 458,2575                                | ,5960                                      | ,9634                       |
| P40 | 152,0000                            | 450,3448                                | ,7731                                      | ,9627                       |
| P41 | 151,9000                            | 457,4724                                | ,5656                                      | ,9635                       |
| P42 | 151,9667                            | 455,8954                                | ,6253                                      | ,9633                       |
| P43 | 152,0000                            | 449,0345                                | ,6408                                      | ,9632                       |
| P44 | 152,0333                            | 446,8609                                | ,6722                                      | ,9630                       |
| P45 | 151,9000                            | 452,5759                                | ,7517                                      | ,9629                       |
| P46 | 151,8667                            | 446,3264                                | ,7555                                      | ,9626                       |

Reliability Coefficients

N of Cases = 30,0

Alpha = ,9641

N of Items = 46

## KOMENTAR DOSEN PENGUJI

Nama Mahasiswa : Joanna Hartono  
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Judul Tugas Akhir : Pengukuran dan Analisis Tingkat Kepuasan Konsumen Terhadap Pelayanan Pendidikan (Studi Kasus di SMAK 1 BPK Penabur Bandung)

Komentar-komentar Dosen Penguji :

1. Sebaiknya saran untuk memperbaiki penyebab gap spesifik untuk setiap penyebab, jangan langsung generalisasi contoh pemberian training (jangan general tapi training apa dan untuk atasi gap berapa ?)
2. Apakah faktor-faktor (variabel-variabel) penyebab gap begitu penting dan berperan untuk menentukan penyebab gap yang sesungguhnya ?
3. Pencarian penyebab gap 5 bagaimana ? Karena yang ditanya kebanyakan manajemen, jadi tidak terlihat gapnya di mana.
4. Gap 2 & 3 ?
5. Usulan lebih konkrit.

## **DATA PENULIS**

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