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## LAMPIRAN

Lampiran 1 Dokumentasi wawancara dengan manajer operasional



Lampiran 2 Dokumentasi wawancara dengan siswa (1)



Lampiran 3 Dokumentasi wawancara dengan siswa (2)



Lampiran 4 Dokumentasi wawancara dengan siswa (3)



Lampiran 5 Dokumentasi wawancara dengan siswa (4)





Lampiran 6 Matriks kontradiksi TRIZ (1)

Which properties of the system change for the worse ?		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
Which properties are to be improved?		Weight of moving object	Weight of immobile object	Length of moving object	Length of immobile object	Area of moving object	Area of immobile object	Volume of moving object	Volume of immobile object	Speed	Force	Tension, Pressure	Shape	Stability of object	Strength	Durability of moving object	Durability of immobile object	Temperature	Illumination, Brightness	Energy spent by moving object
1	Weight of moving object	+		15, 8		29, 17		29, 2, 40		2, 8, 15	8, 10, 18	10, 36	10, 14	1, 35, 19	28, 27	5, 34, 31	6, 29, 4	19, 1, 32	35, 12	
2	Weight of immobile object		+	10, 1, 29		35, 30		5, 35, 14		8, 10, 19	13, 29	13, 10	26, 39, 1	28, 2, 10		2, 27, 19	28, 19, 32	19, 32	-	
3	Length of moving object	8, 15, 29		+		15, 17, 4		7, 17, 4		13, 4, 8	17, 10, 4	1, 8, 35	1, 8, 10	1, 8, 15	8, 35, 29	19	10, 15	32	8, 35, 24	
4	Length of immobile object				+		17, 7, 10	7, 17, 4		35, 6	28	28, 10	13, 14	39, 37	15, 14		1, 10, 35	3, 35, 38	3, 25	-
5	Area of moving object	2, 17, 29				+		7, 14, 17		29, 30, 4	34	19, 30	10, 15	5, 34, 29	11, 2, 13	3, 15, 40	2, 15, 16	19, 13	19, 32	
6	Area of immobile object		30, 2, 14				+			1, 18, 35	10, 15	1, 18, 35	2, 38			2, 10, 19	35, 39		-	
7	Volume of moving object	2, 26, 29				1, 7, 4		+		29, 4, 38	34	15, 35	6, 35, 36	1, 15, 29	28, 10, 1	6, 35, 4	34, 39	2, 13, 10	35	
8	Volume of immobile object		35, 10			35, 8, 2			+		2, 18, 37	24, 35	7, 2, 35	34, 28	9, 14, 17		35, 34	35, 6, 4	-	
9	Speed	2, 28, 13				29, 30		7, 29, 34		+	13, 28	6, 18, 38	35, 15	28, 33, 1	8, 3, 26	3, 19, 35	28, 30	10, 13	8, 15, 35	
10	Force	8, 1, 37	18, 13, 1	17, 19, 9	28, 10	19, 10	1, 18, 36	15, 9, 12	2, 36, 18	13, 28	15, 12	36, 35	18, 21	10, 35	35, 10	35, 10	35, 10	35, 10	19, 17	
11	Tension, Pressure	10, 36	13, 29	35, 10	35, 1, 14	10, 15	10, 15	6, 35, 10	35, 24	6, 35, 36	36, 35	21	35, 4, 15	35, 33, 2	9, 15, 3	19, 3, 27	35, 39	19, 2	14, 24	
12	Shape	8, 10, 29	15, 10	29, 34, 5	13, 14	5, 34, 4	10, 7	14, 4, 15	7, 2, 35	35, 15	35, 10	34, 15	10, 14	33, 1, 18	30, 14	14, 26, 9	22, 14	13, 15	2, 6, 34	
13	Stability of object	21, 35, 2	26, 39, 1	13, 15, 1	37	2, 11, 13	39	28, 10	34, 28	33, 15	10, 35	2, 35, 40	22, 1, 18	+	17, 9, 15	13, 27	38, 3, 35	35, 1, 32	32, 3, 27	
14	Strength	1, 8, 40	40, 26	1, 15, 8	15, 14	3, 34, 40	9, 40, 28	10, 15	9, 14, 17	8, 13, 26	10, 18, 3	10, 3, 18	10, 30	13, 17	+	27, 3, 26	30, 10	35, 19	19, 35	
15	Durability of moving object	19, 5, 34		2, 19, 9		3, 17, 19		10, 2, 19		3, 35, 5	19, 2, 16	19, 3, 27	14, 26	13, 3, 35	27, 3, 10	+	19, 35	2, 19, 4	28, 6, 35	
16	Durability of immobile object		6, 27, 19		1, 40, 35				35, 34	38				38, 3, 35		+	19, 18		-	
17	Temperature	36, 22, 6	22, 35	15, 19, 9	15, 19, 9	3, 35, 39	35, 38	34, 39	40, 18	35, 6, 4	2, 28, 36	35, 10, 3	35, 39	14, 22	10, 30	19, 13	19, 18	32, 30	19, 15, 3	
18	Illumination, Brightness	19, 1, 32	2, 35, 32	19, 32	16	19, 32		2, 13, 10		10, 13	19	26, 19, 6	32, 30	32, 3, 27	35, 19	2, 19, 6	32, 35	+	32, 1, 19	
19	Energy spent by moving object	12, 18, 28		12, 28		15, 19		35, 13		8, 35, 35	16, 26	23, 14	12, 2, 29	19, 13	5, 19, 9	28, 35, 6	19, 24, 3	2, 15, 19	+	
20	Energy spent by immobile object		19, 9, 6								36, 37		27, 4, 28		35		19, 2, 35		-	
21	Power	8, 36, 38	19, 26	1, 10, 35		19, 38	17, 32	35, 6, 38	30, 6, 25	15, 35, 2	26, 2, 36	35	22, 10	29, 14, 2	35, 32	26, 10	19, 35	16	16, 6, 19	
22	Waste of energy	15, 6, 19	19, 6, 18	7, 2, 6	6, 38, 7	15, 26	17, 7, 30	7, 18, 23	7, 16, 35	36, 38	36, 38			14, 2, 39	6	28	19, 35	27, 5	1, 13, 32	
23	Waste of substance	35, 6, 28	35, 6, 22	14, 29	10, 28, 24	35, 2, 10	10, 18	1, 29, 30	3, 39, 18	10, 13	28, 38	14, 15	3, 36, 37	29, 35, 3	2, 14, 30	35, 28	28, 27, 3	27, 16	21, 36	
24	Loss of Information	10, 24	10, 35, 5	1, 26	26	30, 26	30, 16	2, 22	26, 32								10	10	19	
25	Waste of Time	10, 20	10, 20	15, 2, 29	30, 24	26, 4, 5	10, 35	2, 5, 34	35, 16	10, 32	32, 18	10, 37	37, 36, 4	4, 10, 34	35, 3, 22	29, 3, 28	20, 10	35, 29	1, 19, 26	
26	Amount of substance	35, 6, 18	27, 26	29, 14	15, 14	15, 14	2, 18, 40	15, 20	15, 20	35, 29	34, 28	35, 14, 3	10, 36	35, 14	15, 2, 17	14, 35	3, 35, 10	3, 35, 31	3, 17, 39	
27	Reliability	3, 8, 10	3, 10, 8	15, 9, 14	15, 29	17, 10	32, 35	3, 10, 14	2, 35, 24	21, 35	8, 28, 10	10, 24	35, 1, 16		11, 28	2, 35, 3	34, 27, 6	3, 35, 10	11, 32	
28	Accuracy of measurement	32, 35	28, 35	28, 26, 5	32, 28, 3	26, 28	26, 28	32, 13, 6		28, 13	32, 24	32, 2	6, 28, 32	6, 28, 32	32, 35	28, 6, 32	10, 26	6, 19, 28	3, 6, 32	
29	Accuracy of manufacturing	28, 32	28, 35	10, 28	2, 32, 10	28, 33	2, 29, 18	32, 23, 2	25, 10	10, 28	28, 19	3, 35	32, 30	30, 18	3, 27	3, 27, 40		19, 26	3, 32	
30	Harmful factors acting on object	22, 21	2, 22, 13	17, 1, 39	1, 18	22, 1, 33	27, 2, 39	22, 23	34, 39	21, 22	13, 35	22, 2, 37	22, 1, 3	35, 24	18, 35	22, 15	22, 33	1, 19, 32	1, 24, 6	
31	Harmful side effects	19, 22	35, 22, 1	17, 15		17, 2, 18	13, 1, 26	17, 2, 40	30, 18	35, 28, 3	35, 28, 1	2, 33, 27	35, 1	35, 40	15, 35	15, 22	21, 39	22, 35, 2	19, 24	
32	Manufacturability	28, 29	1, 27, 36	1, 29, 13	15, 17	13, 1, 26	16, 40	13, 29, 1	40	35	35, 13, 8	35, 12	35, 19, 1	1, 28, 13	1, 3, 10	27, 1, 4	35, 16	27, 26	28, 24	
33	Convenience of use	25, 2, 13	6, 13, 1	1, 17, 13	1, 17, 13	1, 17, 13	18, 16	1, 16, 35	4, 18, 39	18, 13	18, 13	28, 13, 35	2, 32, 12	15, 34	32, 35	29, 3, 8	1, 16, 25	28, 27	13, 17, 1	
34	Reparability	2, 27, 35	2, 27, 35	1, 28, 10	3, 18, 31	15, 13	16, 25	25, 2, 35	1	34, 9	1, 11, 10	13	1, 13, 2	2, 35	11, 2, 9	11, 29	1	4, 10	15, 1, 13	
35	Adaptability	1, 6, 15	19, 15	35, 1, 29	1, 35, 16	35, 30	15, 16	15, 35	15, 35	35, 10	15, 17	35, 16	15, 37, 1	35, 30	35, 3, 32	13, 1, 35	2, 16	27, 2, 3	6, 22, 26	
36	Complexity of device	26, 30	2, 26, 35	1, 19, 26		14, 1, 13	6, 36	34, 26, 6	1, 16	34, 10	28	26, 16	19, 1, 35	29, 13	2, 22, 17	10, 4, 28		2, 17, 13	27, 2, 29	
37	Complexity of control	27, 26	6, 13, 28	16, 17	26	2, 13, 18	2, 39, 30	29, 1, 4	2, 18, 26	3, 4, 16	35, 36	40, 19	37, 32	27, 13, 1	11, 22	29, 29	25, 34, 6	3, 27, 35	2, 24, 26	
38	Level of automation	28, 26	28, 26	14, 13	23	17, 14		35, 13		28	2, 35	13, 35	15, 32, 1	18, 1	25, 13	6, 9	26, 2, 19	8, 32, 19	2, 32, 13	
39	Productivity	35, 26	28, 27	18, 4, 28	30, 7, 14	10, 26	10, 35	2, 6, 34	35, 37	10, 2	28, 15	10, 37	14, 10	35, 3, 22	29, 28	35, 10, 2	20, 10	35, 21	28, 17	



Lampiran 7 Matriks kontradiksi TRIZ (2)

	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	
	Energy spent by immobile object	Power	Waste of energy	Waste of substance	Loss of information	Waste of time	Amount of substance	Reliability	Accuracy of measurement	Accuracy of manufacturing	Harmful factors acting on object	Harmful side effects	Manufacturability	Convenience of use	Repairability	Adaptability	Complexity of device	Complexity of control	Level of automation	Productivity	
1	-	12, 36, 18, 31	6, 2, 34, 19	5, 35, 3, 31	10, 24, 35	10, 35, 20, 28	3, 26, 18, 31	1, 3, 11, 27	28, 27, 35, 26	28, 35, 26, 18	22, 21, 18, 27	22, 35, 31, 39	27, 28, 1, 36	35, 3, 2, 24	2, 27, 28, 11	29, 5, 15, 8	26, 30, 36, 34	28, 29, 26, 32	26, 35, 18, 19	35, 3, 24, 37	
2	18, 19, 28, 1	15, 19, 18, 15	18, 19, 28, 15	5, 8, 13, 30	4, 29, 23, 10	10, 15, 35, 26	19, 6, 18, 26	10, 28, 8, 3	18, 26, 28	10, 1, 35, 17	2, 19, 22, 37	35, 22, 1, 39	28, 1, 9	6, 13, 1, 32	2, 27, 28, 11	19, 15, 29	1, 19, 28, 39	35, 1, 26, 24	2, 26, 35	1, 28, 15, 35	
3	-	1, 35	7, 2, 35, 39	4, 29, 23, 10	1, 24	15, 2, 29	29, 35	15, 29, 28	28, 32, 4	10, 28, 29, 37	1, 15, 17, 24	17, 15	1, 29, 17	15, 28, 1, 11	1, 28, 10	14, 15, 1, 16	1, 19, 28, 24	35, 1, 26, 24	17, 24, 26, 16	14, 4, 28, 29	
4	-	12, 8	6, 28	10, 28, 24, 35	24, 26	30, 29, 14	29, 30, 6, 13	29, 9	32, 28, 3	2, 32, 10	1, 18	15, 17, 27	17, 2, 18, 39	13, 1, 26, 24	2, 25	3	1, 35	1, 26	26	2, 36, 26, 18	
5	-	19, 10, 32, 18	15, 17, 30, 26	10, 35, 2, 39	30, 26	26, 4	10, 35, 4, 18	2, 18, 40, 4	32, 35, 40, 4	2, 29, 18, 36	2, 29, 39, 35	22, 1, 40	40, 16	16, 4	16	15, 16	1, 18, 36	35, 2, 34, 18	23	2, 35, 30, 18	
6	-	17, 32	17, 7, 30	10, 14, 18, 39	30, 16	2, 6, 34, 10	29, 30, 7	14, 1, 40, 11	26, 26, 28	25, 28, 2, 16	22, 21, 27, 35	17, 2, 40, 1	29, 1, 40	15, 13, 30, 12	10	15, 29	26, 1	29, 26, 4	35, 34, 16, 24	10, 6, 2, 34	
7	-	35, 6, 13, 18	7, 15, 13, 16	36, 39, 34, 10	2, 22	35, 16, 32, 18	10, 19, 29, 38	11, 35, 2, 35, 16	28, 32, 1, 24	10, 28, 32, 25	1, 28, 35, 21	2, 24, 35, 21	35, 13, 8, 1	32, 28, 13, 12	34, 2, 28, 27	15, 10, 26	10, 28, 4, 34	3, 34, 27, 16	10, 18	3, 34, 27, 16	
8	-	19, 35, 38, 2	14, 20, 19, 35	10, 13, 28, 38	13, 26	10, 37, 36	14, 29, 18, 36	3, 35, 13, 21	35, 10, 23, 24	28, 29, 3, 40	1, 35, 40, 18	13, 3, 36, 24	15, 37, 18, 1	1, 28, 3, 25	15, 1, 11	15, 17, 18, 20	26, 35, 10, 18	26, 35, 36, 37	3, 34, 27, 16	3, 28, 35, 37	
9	1, 16, 36, 37	19, 35, 18, 37	14, 15	8, 35, 40, 5	10, 36, 3, 37	37, 36, 4	10, 14, 16	10, 13, 19, 35	6, 28, 25	3, 35	22, 2, 37	2, 33, 27, 18	1, 35, 16	11	2	35	19, 1, 35	2, 36, 37	35, 24	3, 28, 35, 37	
10	1, 16, 36, 37	19, 35, 18, 37	14, 15	8, 35, 40, 5	10, 36, 3, 37	37, 36, 4	10, 14, 16	10, 13, 19, 35	6, 28, 25	3, 35	22, 2, 37	2, 33, 27, 18	1, 35, 16	11	2	35	19, 1, 35	2, 36, 37	35, 24	3, 28, 35, 37	
11	-	10, 35, 14	2, 36, 25	35, 29, 3, 5	14, 10, 34, 17	36, 22	15, 32, 35	11, 35, 2, 35, 16	28, 32, 1, 24	10, 28, 32, 25	1, 28, 35, 21	2, 24, 35, 21	35, 13, 8, 1	32, 28, 13, 12	34, 2, 28, 27	15, 10, 26	10, 28, 4, 34	3, 34, 27, 16	10, 18	3, 28, 35, 37	
12	-	4, 6, 2	14	2, 14, 30, 40	35, 27, 3, 16	10	20, 10, 28, 18	3, 35, 10, 40	11, 2, 13	3	3, 27, 16, 40	17, 1, 40, 33	22	35, 10	1	1	2	25, 34, 6, 35	1	20, 10, 16, 38	
13	27, 4, 29, 18	32, 35, 27, 31	14, 2, 39, 6	2, 14, 30, 40	35, 27, 3, 16	10	20, 10, 28, 18	3, 35, 10, 40	11, 2, 13	3	3, 27, 16, 40	17, 1, 40, 33	22	35, 10	1	1	2	25, 34, 6, 35	1	20, 10, 16, 38	
14	35	35, 28, 35, 28	35	35, 28, 31, 40	29, 3, 28, 10	29, 3, 28, 10	11, 3	3, 27, 16	3, 27	11, 3	3, 27, 16, 40	17, 1, 40, 33	22	35, 10	1	1	2	25, 34, 6, 35	1	20, 10, 16, 38	
15	19, 10, 35, 38	19, 10, 35, 38	19, 10, 35, 38	19, 10, 35, 38	19, 10, 35, 38	19, 10, 35, 38	19, 10, 35, 38	19, 10, 35, 38	19, 10, 35, 38	19, 10, 35, 38	19, 10, 35, 38	19, 10, 35, 38	19, 10, 35, 38	19, 10, 35, 38	19, 10, 35, 38	19, 10, 35, 38	19, 10, 35, 38	19, 10, 35, 38	19, 10, 35, 38	19, 10, 35, 38	19, 10, 35, 38
16	16	2, 14, 17, 25	21, 17, 35, 38	28, 27, 18, 31	35, 28, 21, 18	3, 35, 31	34, 27, 6, 10	10, 26, 24	17, 1, 40, 33	22	35, 10	1	1	2	25, 34, 6, 35	1	20, 10, 16, 38	1	20, 10, 16, 38	1, 6	
17	32, 35, 1, 15	32	13, 16, 1, 6	13, 1	1, 6	19, 1, 26, 17	1, 19	11, 15, 32	3, 32	15, 19	35, 19, 32, 39	19, 35, 28, 26	15, 17, 13, 16	15, 1, 1, 19	6, 32, 13	32, 15	2, 26, 10	2, 25, 16	2, 25, 16	2, 25, 16	
18	-	6, 19, 37, 18	12, 22, 15, 24	35, 24, 18, 5	28, 27, 18, 31	3, 35, 31	3, 17, 30, 39	19, 35, 3, 10	32, 19, 24	24	22, 33, 35, 2	22, 35, 2, 24	26, 27	4, 10, 16	2, 18, 27	2, 17, 16	3, 27, 31	26, 2, 19, 16	32, 2	12, 28, 35	
19	+	10, 35, 38	28, 27, 18, 31	10, 19	35, 20, 10, 6	4, 34, 19	19, 24, 26, 31	32, 15, 2	32, 2	19, 22, 31, 2	2, 35, 18	26, 10, 34	26, 35, 10	35, 2, 10, 34	19, 17, 34	20, 19, 30, 34	19, 35, 16	28, 2, 17	28, 34	28, 34	
20	3, 38	+	35, 27, 2, 37	19, 10	10, 16, 32, 7	7, 18, 25	11, 10, 35	32	21, 22, 35, 2	21, 35, 2, 22	35, 32, 1	2, 19	35, 32, 1	2, 19	7, 23	35, 3, 15, 23	2	28, 10, 29, 35	2	28, 10, 29, 35	
21	28, 27, 12, 31	28, 27, 12, 31	35, 27, 2, 37	+	15, 16, 35, 10	6, 3, 10, 24	10, 29, 39, 35	16, 34, 31, 28	35, 10, 30, 40	33, 22, 30, 40	10, 1, 34, 29	15, 34, 33	32, 28, 2, 24	2, 35, 34, 27	15, 10, 2	35, 10, 2	35, 18, 28, 24	35, 18, 28, 24	35, 10, 13	35, 10, 13	
22	10, 19	19, 10	+	24, 26, 28, 32	24, 28, 35	10, 28, 23	22, 10, 1	10, 21, 22	32	27, 22	32	27, 22	32	27, 22	32	27, 22	32	27, 22	32	13, 23	35
23	1	35, 20, 10, 6	10, 5, 18, 32	35, 18, 10, 39	24, 26, 28, 32	+	35, 38, 18, 16	10, 30, 4	24, 34, 28, 18	24, 26, 28, 18	35, 18, 34	35, 22, 18, 39	35, 28, 34, 4	4, 28, 10, 34	32, 1, 10	35, 28	6, 29	18, 28, 32, 10	24, 28, 35, 30	24, 28, 35, 30	
24	3, 35, 31	35	7, 18, 25	6, 3, 10, 24	24, 28, 35	35, 38, 18, 16	+	18, 3, 28, 40	13, 2, 28	33, 30	35, 33, 29, 31	3, 35, 40, 39	29, 1, 35, 27	2, 32, 10, 25	15, 3, 29	3, 13, 27, 10	3, 27, 29, 10	8, 35	13, 29, 3, 27	13, 29, 3, 27	
25	36, 23	21, 11, 26, 31	10, 11, 35	10, 35, 29, 39	10, 28	10, 30, 4	21, 28, 40, 3	+	32, 3, 11, 23	11, 32, 1	27, 35, 2, 40	35, 2, 40, 26	27, 17, 40	1, 11	13, 35, 8	13, 35, 1	13, 35, 1	27, 40	11, 13, 27	1, 35, 29, 38	
26	3, 6, 32	26, 32, 27	10, 16, 31, 28	10, 16, 31, 28	24, 34, 28, 32	2, 6, 32	5, 11, 1, 23	+	28, 24, 22, 26	3, 33, 39, 10	6, 35, 25, 18	1, 13, 17, 11	1, 32, 13, 11	1, 32, 13, 11	1, 32, 13, 11	27, 35, 2	26, 24, 32, 28	28, 2, 10, 34	10, 34, 28, 32	10, 34, 28, 32	
27	32, 2	13, 32, 2	35, 31, 10, 24	35, 31, 10, 24	32, 26, 28, 18	32, 30	11, 32, 1	+	26, 28, 10, 36	4, 17, 34, 26	1, 32, 35, 23	25, 10	1, 32, 35, 23	25, 10	26, 2, 18	26, 2, 18	26, 2, 18	26, 28, 18, 23	10, 18, 32, 39	10, 18, 32, 39	
28	10, 2, 22, 37	19, 22, 31, 2	21, 22, 35, 2	33, 22, 19, 40	22, 10, 2	35, 18, 34	35, 33, 29, 31	27, 24, 2, 40	28, 33, 23, 26	26, 28, 10, 18	+	24, 35, 2	2, 25, 28, 39	35, 10, 2	35, 11, 22, 31	22, 19, 29, 40	22, 19, 29, 40	33, 3, 34	22, 35, 13, 24	22, 35, 13, 24	
29	19, 22, 18	2, 35, 18	21, 35, 2, 22	10, 1, 34	10, 21, 29	1, 22	3, 24, 39, 1	24, 2, 40, 39	3, 33, 26	4, 17, 34, 26	+	24, 35, 2	2, 25, 28, 39	35, 10, 2	35, 11, 22, 31	22, 19, 29, 40	22, 19, 29, 40	33, 3, 34	22, 35, 13, 24	22, 35, 13, 24	
30	1, 4	27, 1, 12, 24	19, 35	15, 34, 33	32, 24, 18, 16	35, 23, 1, 24	1, 35, 12, 18	+	24, 2	24, 2	+	2, 5, 13, 16	35, 1, 11, 9	2, 13, 15	27, 26, 1	6, 28, 11, 1	8, 28, 1	35, 1, 10, 28	35, 1, 10, 28	35, 1, 10, 28	
31	35, 34, 2, 10	2, 19, 13	28, 32, 2, 24	4, 10, 27, 22	4, 28, 10, 34	12, 35	17, 27, 8, 40	25, 13, 2, 34	1, 32, 35, 23	2, 25, 28, 39	35, 10, 2, 16	1, 35, 11, 10	1, 12, 26, 15	+	7, 1, 4, 16	35, 1, 13, 11	34, 35, 7, 13	1, 34, 12, 3	15, 1, 28	15, 1, 28	
32	15, 10, 32, 2	15, 1, 32, 19	2, 35, 34, 27	32, 1, 10, 25	32, 1, 10, 25	2, 28, 10, 25	11, 10, 1, 16	10, 2, 13	25, 10	35, 10, 2, 16	1, 35, 11, 10	1, 12, 26, 15	+	7, 1, 4, 16	35, 1, 13, 11	34, 35, 7, 13	1, 34, 12, 3	15, 1, 28	15, 1, 28	15, 1, 28	
33	19, 1, 29	18, 15, 1	15, 10, 2, 13	35, 28	3, 35, 15	35, 13, 8, 24	35, 5, 1, 24	10, 3, 1, 10	2, 26, 10, 34	26, 24, 32	22, 19, 29, 28	19, 1	27, 26, 1, 13	27, 9, 26, 24	1, 13	29, 15, 28, 37	+	15, 10, 37, 28	15, 1, 24	12, 17, 28	
34	19, 35, 16	18, 1, 16, 10	35, 3, 15, 19	1, 18, 10, 16, 5	35, 33, 27, 22	18, 28, 32, 9	3, 27, 29, 28	27, 40, 28, 8	26, 24, 32, 28	22, 19, 29, 28	2, 21	5, 28, 11, 29	2, 5	12, 26	1, 15	15, 10, 37, 28	+	34, 21	35, 18	35, 18	
35	28, 2, 27	23, 28	35, 10, 18, 5	35, 33	24, 28, 35, 30	35, 13	11, 27, 32	28, 26, 18, 23	2, 33	2	1, 26, 13	1, 12, 34, 3	1, 35, 13	27, 4, 1, 35	15, 24, 10	34, 27, 2	+	5, 12, 35, 26	5, 12, 35, 26	5, 12, 35, 26	
36	1	35, 20, 10	28, 10, 29, 35	28, 10, 29, 35	13, 15, 23	35, 38	1, 35, 10, 38	1, 10, 34, 28	18, 10, 32, 1	22, 35, 13											



Lampiran 8 *Google formulir* kuesioner penelitian (1)

Kuesioner Penelitian Tugas Akhir

Pertanyaan Jawaban 213 Setelan

## Kuesioner Penelitian Tugas Akhir

Halo teman-teman dan adik-adik semua,

Perkenalkan nama saya Azzah Fadiyah, mahasiswa S1 dari Departemen Teknik Industri, Fakultas Teknik, Universitas Hasanuddin. Saat ini saya sedang melakukan penelitian tugas akhir dengan judul "**Analisis Kualitas Pelayanan Pendidikan pada Amsterdam Institute dengan Metode *Service Quality*, PGCV, dan TRIZ**". Adapun kriteria responden yang dibutuhkan adalah:

1. Alumni Amsterdam Institute tahun 2022
2. Siswa Amsterdam Institute yang telah menjalani pembelajaran minimal selama 1 bulan.

Jadi, buat adik-adik dengan kriteria tersebut, mohon kesediannya ya untuk mengisi kuesioner ini. Semua data dan jawaban yang adik-adik masukkan akan dijaga kerahasiannya dan hanya digunakan untuk penelitian ini. Selain itu, email yang dimasukkan dalam pengisian kuesioner akan

Lampiran 9 *Google formulir* kuesioner penelitian (2)

digunakan untuk penelitian ini. Selain itu, email yang digunakan dalam pengisian kuesioner akan bersifat anonim dan nama adik-adik juga tidak perlu dicantumkan sehingga sangat diharapkan kejujuran saat mengisi kuesioner ini.

Atas partisipasi dan perhatiannya, saya ucapkan terima kasih banyak.

Setelah bagian Lanjutkan ke bagian berikut 1

Bagian 2 dari 4

### Identitas Responden

Deskripsi (opsional)

Lampiran 10 *Google formulir* kuesioner penelitian (3)

Periode (saat menjadi siswa AI) \*

Alumni (2022)

Saat ini (2023)

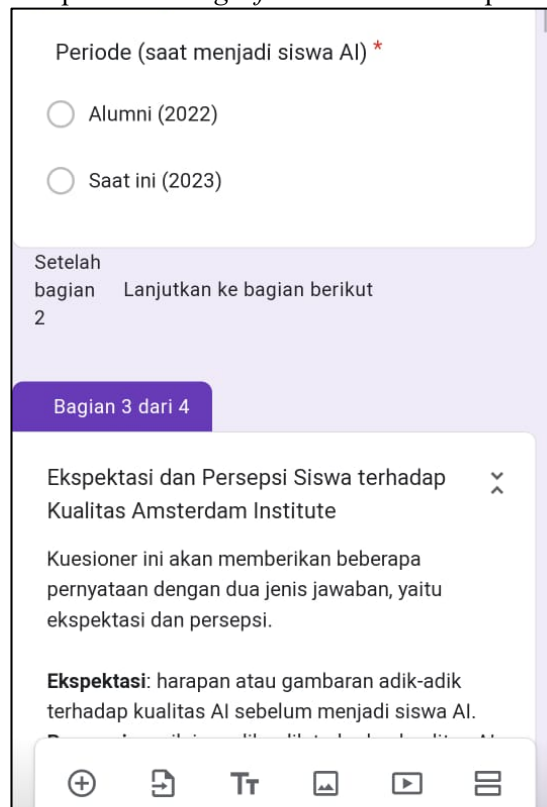
Setelah bagian Lanjutkan ke bagian berikut 2

Bagian 3 dari 4

Ekspektasi dan Persepsi Siswa terhadap Kualitas Amsterdam Institute

Kuesioner ini akan memberikan beberapa pernyataan dengan dua jenis jawaban, yaitu ekspektasi dan persepsi.

**Ekspektasi:** harapan atau gambaran adik-adik terhadap kualitas AI sebelum menjadi siswa AI.


Lampiran 11 *Google formulir* kuesioner penelitian (4)

**Ekspektasi:** harapan atau gambaran adik-adik terhadap kualitas AI sebelum menjadi siswa AI.

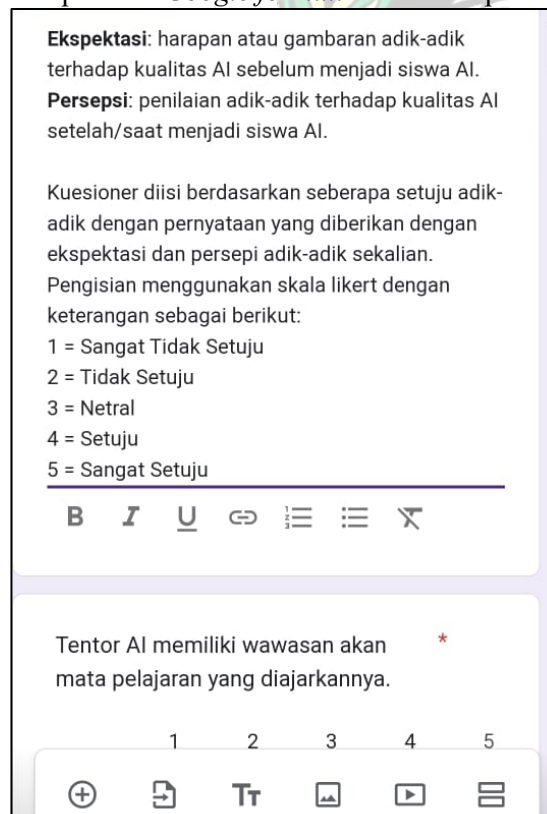
**Persepsi:** penilaian adik-adik terhadap kualitas AI setelah/saat menjadi siswa AI.

Kuesioner diisi berdasarkan seberapa setuju adik-adik dengan pernyataan yang diberikan dengan ekspektasi dan persepsi adik-adik sekalian. Pengisian menggunakan skala likert dengan keterangan sebagai berikut:

1 = Sangat Tidak Setuju  
2 = Tidak Setuju  
3 = Netral  
4 = Setuju  
5 = Sangat Setuju



Tentor AI memiliki wawasan akan mata pelajaran yang diajarkannya. \*

1 2 3 4 5



Lampiran 12 *Google formulir* kuesioner penelitian (5)

Tentor AI memiliki wawasan akan mata pelajaran yang diajarkannya. \*





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	1	2	3	4	5
Eksp...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perse...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

---

Tentor AI peduli terhadap siswa. \*

	1	2	3	4	5
Ekpe...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perse...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

  **Tt**   

Lampiran 13 *Google formulir* kuesioner penelitian (6)

Tentor AI sopan terhadap siswa. \*

	1	2	3	4	5
Ekpe...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perse...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Tentor AI memiliki sikap yang positif. \*

	1	2	3	4	5
Eksp...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perse...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

  **Tt**   





Lampiran 16 *Google form*ulir kuesioner penelitian (9)

Tentor AI terdidik di bidangnya. *					
	1	2	3	4	5
Eksp...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perse...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Tentor AI berpengalaman di bidangnya. *					
	1	2	3	4	5
Eksp...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perse...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Lampiran 17 *Google form*ulir kuesioner penelitian (10)

AI menangani komplain yang diberikan oleh siswa secara efisien. *					
	1	2	3	4	5
Eksp...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perse...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Pegawai administrasi AI menyimpan dokumen siswa secara akurat. *					
	1	2	3	4	5
Eksp...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perse...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Lampiran 18 *Google formulir* kuesioner penelitian (11)

Pegawai administrasi AI memiliki catatan dokumen yang dapat diperoleh kembali. \*

	1	2	3	4	5
Eksp...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perse...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Lampiran 19 *Google formulir* kuesioner penelitian (12)

Pegawai administrasi AI memiliki kemampuan komunikasi yang baik. \*

	1	2	3	4	5
Eksp...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perse...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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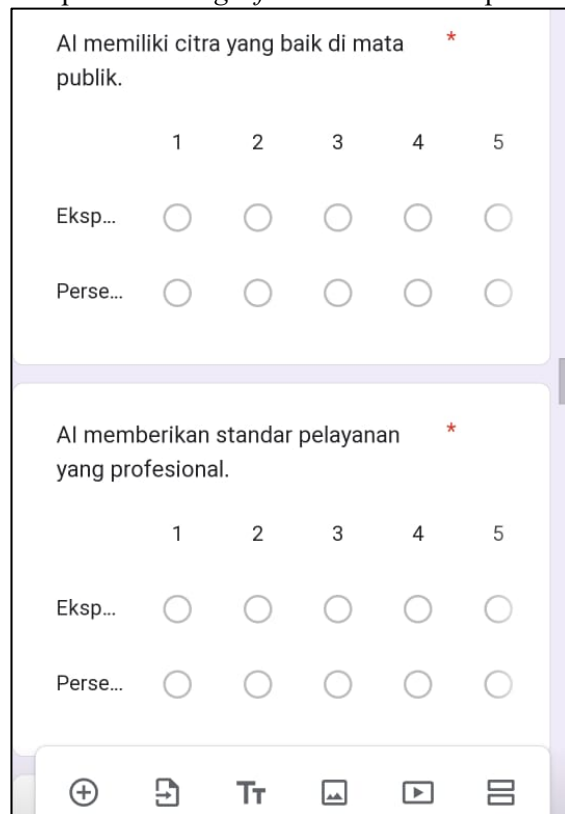
AI membuka pelayanan dalam jangka waktu yang wajar. \*

	1	2	3	4	5
Eksp...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perse...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Lampiran 20 *Google formulir* kuesioner penelitian (13)

AI memiliki citra yang baik di mata publik. \*

1 2 3 4 5

Eksp...

Perse...

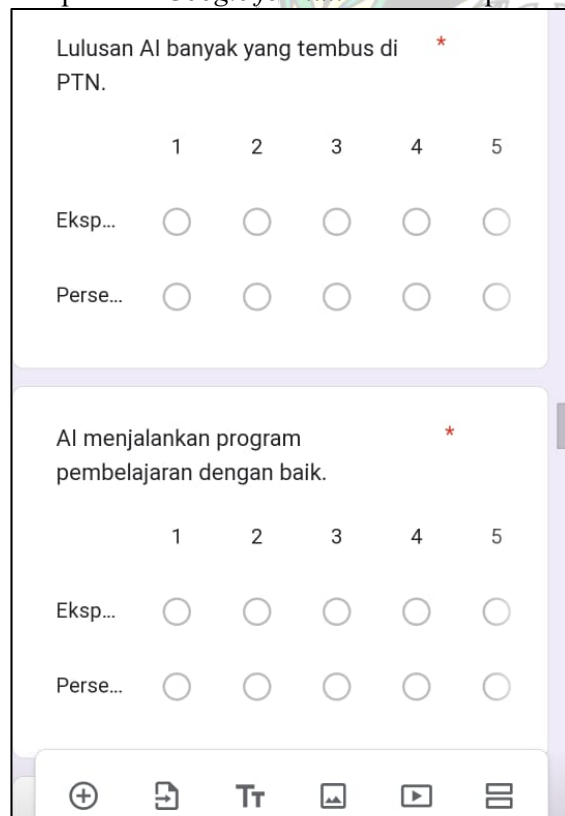
AI memberikan standar pelayanan yang profesional. \*

1 2 3 4 5

Eksp...

Perse...

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Lampiran 21 *Google formulir* kuesioner penelitian (14)

Lulusan AI banyak yang tembus di PTN. \*

1 2 3 4 5

Eksp...

Perse...

AI menjalankan program pembelajaran dengan baik. \*

1 2 3 4 5

Eksp...

Perse...

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Lampiran 22 *Google formulir* kuesioner penelitian (15)

AI memberikan perlakuan yang sama * bagi setiap siswa.	1	2	3	4	5
Eksp...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perse...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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AI memberikan rasa hormat yang * sama bagi setiap siswa.	1	2	3	4	5
Eksp...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perse...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Lampiran 23 *Google formulir* kuesioner penelitian (16)

AI mudah dihubungi melalui telepon. *	1	2	3	4	5
Eksp...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perse...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

---

Siswa dipermudah untuk memberikan * saran dan keluhannya pada AI.	1	2	3	4	5
Eksp...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perse...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Lampiran 24 *Google formulir* kuesioner penelitian (17)

AI memiliki prosedur yang sederhana \*  
dalam melayani siswa.

	1	2	3	4	5
Eksp...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perse...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

AI memiliki prosedur yang jelas dalam \*  
melayani siswa.

	1	2	3	4	5
Eksp...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perse...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Lampiran 25 *Google formulir* kuesioner penelitian (18)

AI menanggapi permintaan siswa \*  
dengan segera.

	1	2	3	4	5
Eksp...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perse...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

AI memberikan perhatian kepada \*  
siswa secara individual.

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	1	2	3	4	5
Eksp...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perse...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Lampiran 26 *Google formulir* kuesioner penelitian (19)

AI mengetahui kebutuhan siswa. *					
	1	2	3	4	5
Eksp...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perse...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

AI mampu menjaga minat belajar siswa. *					
	1	2	3	4	5
Eksp...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perse...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Lampiran 27 *Google formulir* kuesioner penelitian (20)

Ukuran kelas AI sesuai untuk proses belajar mengajar. *					
	1	2	3	4	5
Eksp...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perse...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Infrastruktur AI terpelihara dengan baik. *					
	1	2	3	4	5
Eksp...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perse...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Lampiran 30 *Google formulir* kuesioner penelitian (23)

AI memiliki fasilitas penunjang yang modern untuk proses pembelajaran. \*

	1	2	3	4	5
Eksp...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perse...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

AI memiliki jumlah pengajar yang memadai. \*

	1	2	3	4	5
Eksp...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perse...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Lampiran 31 *Google formulir* kuesioner penelitian (24)

AI memiliki jumlah pengajar yang memadai. \*

	1	2	3	4	5
Eksp...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perse...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Setelah bagian Lanjutkan ke bagian berikut 3

Bagian 4 dari 4

**TERIMA KASIH BANYAK!** ✕

Terima kasih banyak untuk adik-adik semua yang telah meluangkan waktu untuk mengisi kuesioner ini. Sukses selalu buat kalian semua!

**B I U** 🔗 ☰ ✕

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Lampiran 32 Hasil uji reliabilitas variabel persepsi menggunakan SPSS

Reliability Statistics		
Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.958	.961	38

Lampiran 33 Hasil uji validitas variabel persepsi menggunakan SPSS

Item-Total Statistics					
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Y1	165.90	255.541	.822	.	.955
Y2	165.97	256.171	.648	.	.956
Y3	165.87	264.257	.576	.	.957
Y4	166.10	255.197	.696	.	.956
Y5	165.97	260.516	.584	.	.957
Y6	166.23	256.599	.600	.	.957
Y7	165.83	266.420	.392	.	.958
Y8	165.87	265.223	.516	.	.957
Y9	165.87	263.637	.615	.	.957
Y10	165.87	265.430	.503	.	.957
Y11	166.03	254.516	.679	.	.956
Y12	166.33	253.057	.574	.	.957
Y13	165.97	264.447	.487	.	.957
Y14	165.83	259.247	.718	.	.956
Y15	165.87	257.361	.807	.	.955
Y16	165.77	261.909	.673	.	.956
Y17	166.17	251.454	.711	.	.956
Y18	165.90	258.921	.798	.	.956
Y19	166.53	260.257	.483	.	.957
Y20	165.77	262.185	.656	.	.956
Y21	166.10	262.300	.474	.	.957
Y22	165.87	267.016	.404	.	.957
Y23	166.20	253.407	.750	.	.955
Y24	166.03	256.240	.614	.	.956
Y25	165.97	257.620	.720	.	.956
Y26	165.87	264.464	.495	.	.957
Y27	166.13	258.809	.635	.	.956
Y28	166.10	257.334	.649	.	.956
Y29	166.33	261.954	.423	.	.958
Y30	166.03	257.551	.538	.	.957
Y31	165.93	264.961	.460	.	.957
Y32	165.83	258.489	.841	.	.955
Y33	165.93	261.168	.554	.	.957
Y34	166.00	261.793	.429	.	.958
Y35	165.90	260.024	.610	.	.956
Y36	165.67	262.575	.703	.	.956
Y37	165.77	260.323	.767	.	.956
Y38	165.97	258.516	.677	.	.956



Lampiran 34 Hasil uji reliabilitas variabel ekspektasi menggunakan SPSS

Reliability Statistics		
Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.955	.957	38

Lampiran 35 Hasil uji validitas variabel ekspektasi menggunakan SPSS

Item-Total Statistics					
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
X1	167.57	228.185	.443	.	.955
X2	167.73	229.237	.442	.	.955
X3	167.43	228.599	.563	.	.954
X4	167.53	227.568	.531	.	.955
X5	167.53	229.499	.416	.	.955
X6	167.60	225.834	.568	.	.954
X7	167.40	229.076	.471	.	.955
X8	167.57	229.426	.475	.	.955
X9	167.43	229.771	.481	.	.955
X10	167.40	229.559	.511	.	.955
X11	167.63	222.171	.707	.	.953
X12	167.80	224.579	.422	.	.956
X13	167.67	229.540	.471	.	.955
X14	167.47	228.947	.526	.	.955
X15	167.37	229.964	.500	.	.955
X16	167.53	223.085	.723	.	.953
X17	167.83	222.902	.468	.	.956
X18	167.53	229.982	.388	.	.955
X19	167.60	225.421	.542	.	.955
X20	167.50	220.948	.777	.	.953
X21	167.40	225.283	.711	.	.954
X22	167.50	229.017	.449	.	.955
X23	167.63	218.723	.770	.	.953
X24	167.53	223.913	.576	.	.954
X25	167.50	224.603	.644	.	.954
X26	167.60	226.662	.580	.	.954
X27	167.57	221.702	.730	.	.953
X28	167.97	218.654	.560	.	.955
X29	167.73	220.961	.784	.	.953
X30	167.63	224.102	.565	.	.954
X31	167.67	220.506	.738	.	.953
X32	167.60	223.007	.663	.	.954
X33	167.63	217.413	.829	.	.952
X34	167.63	220.654	.644	.	.954
X35	167.57	221.082	.663	.	.954
X36	167.43	222.323	.791	.	.953
X37	167.40	223.145	.690	.	.954
X38	167.57	222.116	.772	.	.953