

DAFTAR TABEL

Tabel 1. 1 Kesulitan Guru	4
Tabel 2. 1 Strategi Operasional di Perusahaan Barang dan Jasa	10
Tabel 2. 2 Penelitian Terdahulu	35
Tabel 3. 1 Karakteristik Penelitian	41
Tabel 3. 2 Operasional Variabel	43
Tabel 3. 3 Pengumpulan dan Sumber Data	49
Tabel 3. 4 Hasil Uji Validitas Dimens <i>Reliability</i>	51
Tabel 3. 5 Hasil Uji Validitas Dimens <i>Responsiveness</i>	52
Tabel 3. 6 Hasil Uji Validitas Dimens <i>Assurance</i>	52
Tabel 3. 7 Hasil Uji Validitas Dimens <i>Empathy</i>	53
Tabel 3. 8 Hasil Uji Validitas Dimens <i>Tangible</i>	54
Tabel 3. 9 Hasil Uji Reliabilitas <i>Reliability</i>	55
Tabel 3. 10 Hasil Uji Reliabilitas <i>Responsiveness</i>	55
Tabel 3. 11 Hasil Uji Reliabilitas <i>Assurance</i>	56
Tabel 3. 12 Hasil Uji Reliabilitas <i>Empathy</i>	56
Tabel 3. 13 Hasil Uji Reliabilitas <i>Tangible</i>	57
Tabel 4. 1 Atribut <i>Voice of Customer</i> Valid	70
Tabel 4. 2 <i>Importance to Customer</i>	72
Tabel 4. 3 <i>Customer Satisfaction Performance</i>	74
Tabel 4. 4 <i>Customer Satisfaction Performance</i>	76
Tabel 4. 5 Kategori dalam Matriks Klein Grid	80
Tabel 4. 6 <i>Goal</i>	85
Tabel 4. 7 <i>Improvement Ratio</i>	87
Tabel 4. 8 <i>Sales Point</i>	90
Tabel 4. 9 <i>Raw Weight</i>	92
Tabel 4. 10 <i>Normalized Raw Weight</i>	95
Tabel 4. 11 <i>Cumulative Normalized Raw Weight</i>	97
Tabel 4. 12 <i>The Completed Planning Matrix</i>	103

Tabel 4. 13 <i>Technical Response</i>	106
Tabel 4. 14 <i>Relationship</i>	108
Tabel 4. 15 Hubungan <i>Voice of Customer</i> dan <i>Technical Response</i>	110
Tabel 4. 16 <i>Technical Response Priorities</i>	113
Tabel 4. 17 <i>Technical Response Correlation</i>	122
Tabel 4. 18 <i>Competitive Technical Benchmark</i>	124
Tabel 4. 19 <i>Targets</i>	126