Abstract

SMK Negeri 5 Surabaya as one of eight secondary with the construction schools in Indonesia have a four-year long study and a pilot school of international standard (RSBI) have 7 departments. But the in 3 department it is Audio Video Engineering Department, Chemistry and Industrial Chemistry majors less than the others. Satisfaction analysis should be conducted to determine is have a gap in perception and reliable and how the level of student satisfaction with the service of education. Satisfaction measurements carried out with satisfaction that consists of variable dimensions of reliability, responsiveness, empathy, assurance and tangible. With stratified random sampling was taken a sample of 105 students who are then measured using the variable student satisfaction. Based on the analysis using the method of Importance Analysis Performance and Customer Satisfaction Index showed that there are some attributes that affect student satisfaction at SMK Negeri 5 and students of SMK Negeri 5 Surabaya was quite satisfied with the educational services provided by the school.

Key words: SMK Negeri 5 Surabaya, student satisfaction, ministry of education.