QUALITY IMPROVEMENT OF SMP NEGERI 29 SURABAYA SERVICE WITH INTEGRATED METHOD SERVICE QUALITY (SERVQUAL), KANO MODEL, AND HOUSE OF QUALITY (HOQ)

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ABSTRACT

These day education has been the main concern for children growth, especially for disabilities children with special needs. According to government policy in Permendiknas No. 70 Tahun 2009, the government guarantee the education for disabilities children are equal to other kid through inclusive school formation. But, most of inclusive school are not ready yet to be an inclusive school who can fulfilled the facility needed for regular kid and for disabilities children together in the same classroom, so that quality improvement in inclusive school service could be expected to improve the ability of inclusive school in fulfilling their need.

Especially in SMP Negeri 29 Surabaya which is the role model school for the first junior high school state in Surabaya, research begin with examined the aspects for service quality dimension which has the lowest performance value based on Servqual Questionnaire gap. Then research continued with plotting The Kano Model to finding the attribute that categorize in Must-be (Basic Needs) category. Later, the attribute from that category inputted to House of Quality to known the primary technical response for service quality improvement of inclusive school. As the result, a pocket book was formed to give some recommendation for quality improvement in critical facility attribute for example in the library, science laboratory, therapy room for disabilities children, etc.

Keywords: inclusive school, disabilities children, Service Quality (Servqual), Kano Model, House of Quality (HOQ)