

INTISARI

UJI VALIDITAS DAN RELIABILITAS INSTRUMEN SURVEI KEPUASAN MAHASISWA TERHADAP PELAYANAN PENDIDIKAN DI PROGRAM STUDI SARJANA GIZI FK-KMK UGM

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Latar Belakang: Survei kepuasan mahasiswa yang dapat digunakan untuk menentukan pendidikan yang berkualitas dapat dilakukan dengan kuesioner yang valid dan reliabel untuk mengukur kepuasan mahasiswa terhadap kualitas pelayanan pendidikan. Namun, di Program Studi Sarjana Gizi FK-KMK kuesioner survei kepuasan mahasiswa belum pernah diuji kualitas dan kelayakannya dalam hal validitas dan reliabilitasnya. **Tujuan:** Menguji validitas isi, validitas konstruk, dan reliabilitas internal instrumen survei kepuasan mahasiswa. **Metode:** Penelitian ini merupakan penelitian uji diagnostik dengan rancangan *cross-sectional* pada subjek mahasiswa Program Studi Sarjana Gizi FK-KMK UGM angkatan 2020 hingga 2023 ($n=139$) dan panel pakar sebanyak sebelas orang. Uji validitas isi dilakukan dengan diskusi bersama dengan panel pakar dan menggunakan uji korelasi *Pearson's Product Moment*, uji validitas konstruk dilakukan dengan diskusi bersama dengan panel pakar dan menggunakan uji *Confirmatory Factor Analysis* (CFA), dan uji reliabilitas internal menggunakan uji *Cronbach's Alpha*. **Hasil:** Analisis statistik menunjukkan bahwa instrumen yang dikembangkan valid melalui uji *Pearson's Product Moment* dengan rentang nilai r hitung (0.555 - 0.845) yang lebih besar dari nilai r tabel (0.1666) serta melalui uji CFA dengan nilai *factor loading* >0.45 untuk seluruh item pernyataan dan reliabel (nilai *Cronbach's alpha* = 0.988). **Kesimpulan:** Instrumen survei kepuasan mahasiswa yang dikembangkan valid dan reliabel untuk penilaian kepuasan mahasiswa terhadap pelayanan pendidikan dari aspek pengelola, dosen, tenaga kependidikan, dan fasilitas pendukung lainnya.

Kata Kunci: kepuasan mahasiswa; reliabilitas internal; validitas isi; validitas konstruk

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ABSTRACT

VALIDITY AND RELIABILITY OF STUDENT SATISFACTION QUESTIONNAIRE TESTED AMONG UNDERGRADUATE NUTRITION STUDENT AT GADJAH MADA UNIVERSITY

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Background: Student satisfaction surveys that can be used to determine quality education can be carried out using valid and reliable questionnaires to measure student satisfaction with the quality of educational services. However, in the FK-KMK Undergraduate Nutrition Study Program the student satisfaction survey questionnaire has never been tested for quality and feasibility in terms of validity and reliability. **Objective:** Testing the content validity, construct validity, and internal reliability of the student satisfaction survey instrument. **Methods:** This research is a diagnostic test study with a cross-sectional design on students from the Undergraduate nutrition study program FK-KMK UGM class 2020 to 2023 (n=139) and an expert panel consisting of eleven people. The content validity test was carried out by discussion with a panel of experts and using the *Pearson's Product Moment* correlation test, the construct validity test was carried out by discussion with a panel of experts and using the *Confirmatory Factor Analysis* (CFA) test, and the internal reliability test used the *Cronbach's Alpha* test. **Results:** Statistical analysis shows that the instrument developed is valid through the *Pearson's Product Moment* test with a calculated r value range (0.555 - 0.845) which is greater than the table r value (0.1666) as well as through the CFA test with a *factor loading* value of >0.45 for all statement items and reliable (*Cronbach's alpha* value = 0.988). **Conclusion:** The student satisfaction survey instrument developed is valid and reliable for assessing student satisfaction with educational services from the aspects of management, lecturers, education staffs and other supporting facilities.

Keywords: student satisfaction; internal reliability; content validity; construct validity

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