

**PENGOLAHAN SURVEI KEPUASAN MASYARAKAT PER RESPONDEN
DAN PER UNSUR PELAYANAN**

UNIT PELAYANAN
ALAMAT
Tlp/Fax.
email

KECAMATAN TAJINAN
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| NO RESP | NILAI UNSUR PELAYANAN | | | | | | | | |
|------------|-----------------------|-----|------|----|----|----|----|----|------|
| | U1 | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 1 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4,0 |
| 2 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 |
| 3 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 |
| 4 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 |
| 5 | 4 | 4,0 | 3 | 4 | 3 | 3 | 4 | 4 | 4 |
| 6 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 |
| 7 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4,00 |
| 8 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4,00 |
| 9 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3,00 |
| 10 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4,00 |
| 11 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 |
| 12 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3,00 |
| 13 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 |
| 14 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4,00 |
| 15 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 |
| 16 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 |
| 17 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 |
| 18 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4,00 |
| 19 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4,00 |
| 20 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4,00 |
| 21 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3,00 |
| 22 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 |
| 23 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3,00 |
| 24 | 3 | 3,0 | 3,00 | 4 | 3 | 3 | 3 | 3 | 3,0 |
| 25 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 |
| 26 | 3 | 3,0 | 3,00 | 4 | 3 | 3 | 4 | 3 | 4,00 |
| 27 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 |
| 28 | 3 | 3,0 | 3,00 | 4 | 3 | 3 | 4 | 3 | 4,0 |
| 29 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 |
| 30 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 31 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 32 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| 33 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| 34 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 |
| 35 | 4 | 3,0 | 3 | 4 | 3 | 3 | 4 | 4 | 4 |
| 36 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4,00 |
| 37 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 38 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 39 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 40 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 |
| 41 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 42 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 43 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 44 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3,00 |
| 45 | 3 | 3 | 3,00 | 4 | 3 | 3 | 3 | 3 | 3,00 |

| | | | | | | | | | |
|-----|---|------|------|---|---|---|---|---|------|
| 46 | 3 | 3 | 3,00 | 4 | 3 | 3 | 3 | 3 | 3,00 |
| 47 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2,00 |
| 48 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4,00 |
| 49 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4,00 |
| 50 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4,00 |
| 51 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 52 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4,00 |
| 53 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2,00 |
| 54 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3,00 |
| 55 | 3 | 3,0 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 56 | 3 | 3,0 | 3 | 4 | 3 | 3 | 3 | 4 | 3,00 |
| 57 | 3 | 3,0 | 3 | 4 | 3 | 3 | 3 | 4 | 4,00 |
| 58 | 3 | 3,00 | 3 | 4 | 3 | 3 | 3 | 3 | 3,00 |
| 59 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4,00 |
| 60 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3,00 |
| 61 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4,00 |
| 62 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4,00 |
| 63 | 3 | 3,0 | 3 | 4 | 3 | 3 | 3 | 4 | 4 |
| 64 | 3 | 3,0 | 3 | 4 | 3 | 4 | 3 | 4 | 4,0 |
| 65 | 4 | 3,0 | 3 | 4 | 3 | 3 | 4 | 4 | 4 |
| 66 | 4 | 3,0 | 3,00 | 4 | 4 | 3 | 4 | 4 | 4 |
| 67 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 2 | 4 |
| 68 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| 69 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 70 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 71 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 |
| 72 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 73 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 |
| 74 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4,0 |
| 75 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3,0 |
| 76 | 3 | 3,00 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 77 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3,0 |
| 78 | 4 | 2 | 4 | 4 | 3 | 3 | 4 | 3 | 3 |
| 79 | 4 | 3,0 | 4 | 4 | 3 | 3 | 3 | 3 | 3,0 |
| 80 | 4 | 3,0 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 81 | 4 | 3,0 | 3,00 | 4 | 3 | 3 | 3 | 3 | 4,0 |
| 82 | 4 | 3,0 | 3 | 4 | 3 | 3 | 3 | 4 | 4 |
| 83 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 |
| 84 | 4 | 3,0 | 4 | 4 | 3 | 3 | 3 | 3 | 4 |
| 85 | 4 | 3,0 | 4 | 4 | 3 | 3 | 3 | 4 | 4 |
| 86 | 4 | 3,0 | 3 | 4 | 3 | 3 | 3 | 3 | 4,0 |
| 87 | 4 | 3,0 | 3 | 4 | 3 | 3 | 3 | 4 | 3,0 |
| 88 | 4 | 4,0 | 4 | 4 | 4 | 4 | 4 | 4 | 3,0 |
| 89 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 |
| 90 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4,00 |
| 91 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 |
| 92 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4,00 |
| 93 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4,00 |
| 94 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4,00 |
| 95 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4,00 |
| 96 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4,00 |
| 97 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4,00 |
| 98 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4,00 |
| 99 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4,00 |
| 100 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 |

| | | | | | | | | | | |
|----------------------|------|------|------|------|------|------|------|------|-------|-----------|
| ΣNilai/ Unsur | 345 | 318 | 322 | 400 | 323 | 320 | 338 | 344 | 368,0 | |
| NRR / Unsur | 3,45 | 3,18 | 3,22 | 4,00 | 3,23 | 3,20 | 3,38 | 3,44 | 3,68 | |
| NRR tertbg/ Unsur | 0,38 | 0,35 | 0,36 | 0,44 | 0,36 | 0,36 | 0,38 | 0,38 | 0,41 | *) |
| | | | | | | | | | | 3,420 |
| SKM Unit pelayanan | | | | | | | | | | **) 85,50 |

Keterangan :

- U1 s.d. U9 = Unsur-Unsur pelayanan
- NRR = Nilai rata-rata
- SKM = Survey Kepuasan Masyarakat
- *) = Jumlah NRR IKM tertimbang
- **) = Jumlah NRR Tertimbang x 25
- NRR Per Unsur = Jumlah nilai per unsur dibagi Jumlah kuesioner yang terisi
- NRR tertimbang = NRR per unsur x 1/9 atau 0,11

per unsur

SKM UNIT PELAYANAN : 85,50

Mutu Pelayanan :

- A (Sangat Baik)
- B (Baik)
- C (Kurang Baik)
- D (Tidak Baik)

| No. | UNSUR PELAYANAN | NILAI RATA-RATA | |
|-----|--|-----------------|--|
| U1 | Persyaratan pelayanan | 3,45 | |
| U2 | Prosedur Pelayanan | 3,18 | |
| U3 | Waktu Pelayanan | 3,22 | |
| U4 | Biaya/Tarif Pelayanan | 4,00 | |
| U5 | Produk Spesifikasi jenis Pelayanan | 3,23 | |
| U6 | Kompetensi Pelaksana | 3,20 | |
| U7 | Perilaku Pelaksana | 3,38 | |
| U8 | Maklumat Pelayanan | 3,44 | |
| U9 | Penanganan Pengaduan Saran dan Masukan | 3,68 | |

