

**PENGOLAHAN DATA SURVEY KEPUASAN MASYARAKAT PER RESPONDEN
DAN PER UNIT PELAYANAN**

DINAS NAKERPERINKOP DAN UKM

Triwulan 4 Tahun 2021, Periode : 01 Oktober 2021 s/d 31 Desember 2021

NO. RESP	TGL. SURVEY	NILAI UNSUR PELAYANAN								
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53497	22-10-2021 09:16:14	3	3	3	4	3	3	4	3	4
53499	22-10-2021 09:17:02	4	4	4	4	4	4	4	4	4
53502	22-10-2021 09:18:01	3	3	3	4	3	3	3	3	1
53507	22-10-2021 09:18:44	4	4	4	4	4	4	4	4	4
53509	22-10-2021 09:19:34	4	3	4	4	3	4	4	4	4
53513	22-10-2021 09:20:41	3	3	3	4	3	3	4	3	4
53515	22-10-2021 09:21:18	4	4	4	4	4	4	4	4	4
53518	22-10-2021 09:22:00	3	3	3	4	3	3	3	3	4
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53524	22-10-2021 09:23:23	3	3	3	4	3	3	3	3	4
53528	22-10-2021 09:24:40	4	4	3	4	3	3	3	3	4
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53534	22-10-2021 09:26:01	3	3	3	4	3	3	3	3	4
53538	22-10-2021 09:26:41	3	3	3	4	3	3	4	3	1
53541	22-10-2021 09:27:31	3	3	3	4	3	3	4	3	4
53546	22-10-2021 09:28:13	4	4	4	4	4	4	4	4	4
55791	29-10-2021 07:19:59	3	3	3	4	3	3	3	3	4
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55793	29-10-2021 07:27:10	4	3	3	4	3	3	3	3	4
55794	29-10-2021 07:28:33	3	3	3	4	3	3	3	3	4
55795	29-10-2021 07:29:58	4	3	3	4	3	3	4	4	4
55805	29-10-2021 07:44:19	3	2	3	4	3	4	4	3	4
55807	29-10-2021 07:48:17	3	3	3	4	3	3	4	3	4
55808	29-10-2021 07:51:34	4	4	3	4	3	3	3	3	4
55809	29-10-2021 07:54:00	3	3	3	4	3	3	3	3	4
55989	29-10-2021 09:56:03	3	3	3	4	3	3	3	2	4
56004	29-10-2021 10:00:44	3	3	3	4	3	3	3	3	4
56338	01-11-2021 07:44:56	3	3	3	4	3	4	3	4	4

56339	01-11-2021 07:46:16	3	3	3	4	3	3	3	3	4
56341	01-11-2021 07:47:51	4	3	3	4	3	3	3	4	4
56343	01-11-2021 07:49:05	3	3	3	4	3	3	3	3	4
56345	01-11-2021 07:50:36	4	4	4	4	4	4	4	4	4
56364	01-11-2021 07:59:41	3	3	3	4	3	3	3	3	4
56368	01-11-2021 08:00:56	3	3	3	4	3	3	3	3	4
56370	01-11-2021 08:01:47	3	3	3	4	3	3	3	3	4
56373	01-11-2021 08:02:58	3	3	3	4	3	3	3	2	4
56376	01-11-2021 08:04:36	3	4	3	4	3	3	4	3	4
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58072	05-11-2021 07:07:57	3	3	3	4	3	3	3	3	4
58073	05-11-2021 07:08:41	3	3	3	4	3	3	3	3	4
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58075	05-11-2021 07:10:15	3	3	3	4	3	4	3	4	4
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58077	05-11-2021 07:11:40	4	4	3	3	3	3	3	3	4
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58085	05-11-2021 07:17:25	4	4	4	4	4	4	4	4	4
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58137	05-11-2021 08:33:08	4	4	3	4	3	4	4	3	4
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61042	15-11-2021 08:43:50	4	4	3	3	3	3	4	3	3
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61073	15-11-2021 09:05:17	4	3	3	3	4	4	3	4	4
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61115	15-11-2021 09:20:18	3	3	3	3	3	3	4	3	4
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61139	15-11-2021 09:30:57	4	4	3	4	4	3	3	4	4
61141	15-11-2021 09:31:59	4	3	4	4	4	3	3	3	4
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61161	15-11-2021 09:43:15	4	4	3	4	3	3	3	3	4
61162	15-11-2021 09:43:59	4	4	4	4	3	3	3	3	4
61163	15-11-2021 09:44:40	3	3	3	4	3	3	3	3	4
61164	15-11-2021 09:45:26	4	3	4	4	3	3	4	3	4
61165	15-11-2021 09:46:14	3	3	3	4	3	3	3	3	4
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61168	15-11-2021 09:47:34	3	3	3	4	3	3	3	3	4
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61204	15-11-2021 10:08:39	4	4	3	4	4	3	3	4	4	
61207	15-11-2021 10:09:22	4	3	3	4	4	3	3	4	4	
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61212	15-11-2021 10:10:51	4	3	3	4	3	3	3	3	4	
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61219	15-11-2021 10:13:04	4	3	3	4	4	3	3	3	4	
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61227	15-11-2021 10:17:36	4	3	4	4	4	3	3	3	4	
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61231	15-11-2021 10:19:15	3	3	3	4	3	4	3	3	4	
61234	15-11-2021 10:20:09	3	3	3	4	3	3	4	4	4	
61236	15-11-2021 10:20:48	3	4	3	4	3	3	3	3	4	
61239	15-11-2021 10:21:36	4	4	3	4	3	3	3	3	4	
61241	15-11-2021 10:22:17	4	4	4	4	3	4	3	3	4	
Nilai /Unsur		1,397	1,390	1,357	1,641	1,382	1,405	1,444	1,375	1,672	
NRR /Unsur		3.256	3.240	3.163	3.825	3.221	3.275	3.366	3.205	3.897	
NRR tertbg /Unsur		0.362	0.360	0.351	0.425	0.358	0.364	0.374	0.356	0.433	3.383
IKM Unit Pelayanan											84.58

Keterangan :

- U1 - U9 = Unsur-Unsur Pelayanan
NRR = Nilai Rata-Rata
IKM = Indeks Kepuasan Masyarakat
*) = Jumlah NRR IKM Tertimbang
**) = Jumlah NRR IKM Tertimbang x 25
NRR Per Unsur = Jumlah Nilai per Unsur dibagi Jumlah kuesioner yang terisi
NRR Tertimbang = NRR per Unsur x 0.111 per Unsur

NO	UNSUR PELAYANAN	NILAI RATA-RATA
U1	Persyaratan	3.256
U2	Sistem, Mekanisme dan Prosedur	3.240
U3	Waktu Penyelesaian	3.163
U4	Biaya /Tarif	3.825
U5	Produk Spesifikasi Jenis Pelayanan	3.221
U6	Kompetensi Pelaksana	3.275
U7	Perilaku Pelaksana	3.366
U8	Penanganan Pengaduan, Saran dan Masukan	3.205
U9	Sarana dan Prasarana	3.897

IKM UNIT PELAYANAN
84.58
B (Baik)

Mutu Pelayanan :

- D** (Tidak Baik) : 25.00 - 64.99
C (Kurang Baik) : 65.00 - 76.60
B (Baik) : 76.61 - 88.30
A (Sangat Baik) : 88.31 - 100.00