

**PENGOLAHAN DATA HASIL SURVEY KEPUASAN MASYARAKAT PER RESPONDEN DAN PER UNSUR PELAYANAN**

UNIT PELAYANAN : BPTU HPT PADANG M  
 JENIS LAYANAN : LAPORAN IKM  
 TAHUNAN : Apr-23

1. U1 s/d U9 merupakan unsur dari kuesioner.
2. Kolom U1 s/d U9 diisi sesuai dengan jawaban dari responden dengan ketentuan sbb:

- 1 = a. Tidak Sesuai/Mudah/Wajar/Cepat  
 2 = b. Kurang Sesuai/Mudah/Wajar/Cepat  
 3 = c. Sesuai/Mudah/Wajar/Cepat  
 4 = d. Sangat Sesuai/Mudah/wajar/Cepat

Bobot nilai 1/9 0,111111

| NO. RES                | NILAI UNSUR PELAYANAN |       |       |       |        |       |       |       |       |
|------------------------|-----------------------|-------|-------|-------|--------|-------|-------|-------|-------|
|                        | U1                    | U2    | U3    | U4    | U5     | U6    | U7    | U8    | U9    |
| 1                      | 4                     | 3     | 2     | 4     | 4      | 4     | 4     | 4     | 3     |
| 2                      | 4                     | 4     | 2     | 4     | 4      | 4     | 4     | 4     | 4     |
| 3                      | 4                     | 3     | 2     | 3     | 3      | 3     | 4     | 3     | 3     |
| 4                      | 4                     | 3     | 4     | 4     | 4      | 4     | 3     | 2     | 4     |
| 5                      | 3                     | 3     | 3     | 4     | 4      | 4     | 4     | 2     | 3     |
| 6                      | 4                     | 3     | 2     | 4     | 4      | 3     | 3     | 4     | 3     |
| 7                      | 4                     | 3     | 2     | 4     | 4      | 2     | 3     | 4     | 4     |
| 8                      | 4                     | 3     | 3     | 3     | 3      | 4     | 2     | 2     | 4     |
| 9                      | 3                     | 3     | 3     | 3     | 3      | 2     | 2     | 3     | 3     |
| 10                     | 4                     | 3     | 3     | 4     | 3      | 2     | 3     | 3     | 3     |
| 11                     | 3                     | 3     | 3     | 3     | 4      | 2     | 3     | 3     | 3     |
| 12                     | 4                     | 4     | 2     | 3     | 4      | 4     | 3     | 4     | 4     |
| 13                     | 4                     | 3     | 3     | 4     | 4      | 4     | 4     | 4     | 3     |
| 14                     | 4                     | 4     | 4     | 3     | 4      | 4     | 4     | 4     | 4     |
| 15                     | 3                     | 3     | 4     | 4     | 4      | 4     | 3     | 2     | 4     |
| 16                     | 4                     | 3     | 3     | 4     | 4      | 4     | 3     | 2     | 3     |
| 17                     | 3                     | 3     | 3     | 4     | 4      | 4     | 4     | 2     | 3     |
| 18                     | 3                     | 3     | 3     | 4     | 3      | 3     | 3     | 3     | 3     |
| 19                     | 3                     | 3     | 4     | 4     | 4      | 4     | 3     | 4     | 4     |
| 20                     | 4                     | 3     | 2     | 4     | 4      | 4     | 4     | 4     | 3     |
| 21                     | 4                     | 4     | 2     | 4     | 4      | 4     | 4     | 4     | 4     |
| 22                     | 4                     | 3     | 2     | 3     | 3      | 3     | 4     | 3     | 3     |
| 23                     | 4                     | 3     | 4     | 4     | 4      | 4     | 3     | 2     | 4     |
| 24                     | 3                     | 3     | 3     | 4     | 4      | 4     | 4     | 2     | 3     |
| 25                     | 4                     | 3     | 2     | 4     | 4      | 3     | 3     | 4     | 3     |
| 26                     | 4                     | 3     | 2     | 4     | 4      | 2     | 3     | 4     | 4     |
| 27                     | 4                     | 3     | 3     | 3     | 3      | 4     | 2     | 2     | 4     |
| 28                     | 3                     | 3     | 3     | 3     | 3      | 2     | 2     | 3     | 3     |
| 29                     | 4                     | 3     | 3     | 4     | 3      | 2     | 3     | 3     | 3     |
| 30                     | 3                     | 3     | 3     | 3     | 4      | 2     | 3     | 3     | 3     |
| 31                     | 4                     | 4     | 2     | 3     | 4      | 4     | 3     | 4     | 4     |
| 32                     | 4                     | 3     | 3     | 4     | 4      | 4     | 4     | 4     | 3     |
| 33                     | 4                     | 4     | 4     | 3     | 4      | 4     | 4     | 4     | 4     |
| 34                     | 3                     | 3     | 4     | 4     | 4      | 4     | 3     | 2     | 4     |
| 35                     | 4                     | 3     | 3     | 4     | 4      | 4     | 3     | 2     | 3     |
| 36                     | 3                     | 3     | 3     | 4     | 4      | 4     | 4     | 2     | 3     |
| 37                     | 3                     | 3     | 3     | 4     | 3      | 3     | 3     | 3     | 3     |
| 38                     | 3                     | 3     | 4     | 4     | 4      | 4     | 3     | 4     | 4     |
| 39                     | 4                     | 3     | 2     | 4     | 4      | 4     | 4     | 4     | 3     |
| 40                     | 4                     | 4     | 2     | 4     | 4      | 4     | 4     | 4     | 4     |
| SNilai /Unsur          | 146                   | 127   | 148   | 148   | 150    | 138   | 132   | 126   | 137   |
| NRR / pertanyaan       | 3,65                  | 3,18  | 2,85  | 3,70  | 3,75   | 3,45  | 3,30  | 3,15  | 3,43  |
| NRR tertbg/ pertanyaan | 0,405                 | 0,352 | 0,316 | 0,411 | 0,416  | 0,383 | 0,366 | 0,350 | 0,380 |
| Kategori Per           | A                     | B     | C     | A     | A      | B     | B     | B     | B     |
| IKM Unit pelayanan     | 3,380                 |       |       |       | 84,499 |       |       |       |       |

**Keterangan :**  
- U1 s.d. U14 = Unsur-Unsur pelayanan  
- NRR = Nilai rata-rata  
- IKM Indeks 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 0,111

| No. | Unsur Pelayanan               | Rata-rata |
|-----|-------------------------------|-----------|
| U1  | Kesesuaian Persyaratan        | 3,650     |
| U2  | Prosedur Pelayanan            | 3,175     |
| U3  | Kecepatan Pelayanan           | 2,850     |
| U4  | Kesesuaian/ Kewajaran Biaya   | 3,700     |
| U5  | Kesesuaian Pelayanan          | 3,750     |
| U6  | Kompetensi Petugas            | 3,450     |
| U7  | Perilaku Petugas Pelayanan    | 3,300     |
| U8  | Penanganan Pengaduan          | 3,150     |
| U9  | Qualitas Sarana dan Prasarana | 3,425     |

**IKM UNIT PELAYANAN : 84,50**

**Mutu Pelayanan Baik**

**Mutu Pelayanan :**

|                        |                  |                        |                 |
|------------------------|------------------|------------------------|-----------------|
| <b>A</b> (Sangat Baik) | : 88,31 - 100,00 | <b>C</b> (Kurang Baik) | : 65,00 - 76,60 |
| <b>B</b> (Baik)        | : 76,61 - 88,30  | <b>D</b> (Tidak Baik)  | : 25,00 - 64,99 |

% JAWABAN

|                  | U1    | U2    | U3    | U4    | U5    | U6    | U7    | U8    |  |
|------------------|-------|-------|-------|-------|-------|-------|-------|-------|--|
| Tidak Baik       | 0,00  | 0,00  | 0,00  | 0,00  | 0,00  | 0,00  | 0,00  | 0,00  |  |
| Kurang Baik      | 0,00  | 0,00  | 35,00 | 0,00  | 0,00  | 20,00 | 10,00 | 30,00 |  |
| Baik             | 35,00 | 82,50 | 45,00 | 30,00 | 25,00 | 15,00 | 50,00 | 25,00 |  |
| Sangat Baik      | 65,00 | 17,50 | 20,00 | 70,00 | 75,00 | 65,00 | 40,00 | 45,00 |  |
| kosong           | 0,00  | 0,00  | 0,00  | 0,00  | 0,00  | 0,00  | 0,00  | 0,00  |  |
| Total Persentase | 100   | 100   | 100   | 100   | 100   | 100   | 100   | 100   |  |
| Total Responden  | 40    | 40    | 40    | 40    | 40    | 40    | 40    | 40    |  |

JUMLAH JAWABAN

|                 | U1 | U2 | U3 | U4 | U5 | U6 | U7 | U8 |  |
|-----------------|----|----|----|----|----|----|----|----|--|
| Tidak Baik      | 0  | 0  | 0  | 0  | 0  | 0  | 0  | 0  |  |
| Kurang Baik     | 0  | 0  | 14 | 0  | 0  | 8  | 4  | 12 |  |
| Baik            | 14 | 33 | 18 | 12 | 10 | 6  | 20 | 10 |  |
| Sangat Baik     | 26 | 7  | 8  | 28 | 30 | 26 | 16 | 18 |  |
| kosong          | 0  | 0  | 0  | 0  | 0  | 0  | 0  | 0  |  |
| Total Responden | 40 | 40 | 40 | 40 | 40 | 40 | 40 | 40 |  |

URUTAN  
PERINGKAT

| No. | ur Pelayanan        | Rata-rata |
|-----|---------------------|-----------|
| U4  | in/ Kewajaran Biaya | 3,69      |
| U6  | etensi Petugas      | 3,25      |
| U7  | petugas Pelayanan   | 3,18      |
| U5  | ajian Pelayanan     | 3,06      |
| U8  | anan Pengaduan      | 3,05      |
| U1  | aian Persyaratan    | 3,04      |
| U2  | idur Pelayanan      | 2,76      |
| U9  | arana dan Prasarana | 2,70      |
| U3  | atan Pelayanan      | 2,65      |

**Grafik Nilai Unsur IKM**

