

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

SATUAN POLISI PAMONG PRAJA

Triwulan I Tahun 2022, Periode : 03 Januari 2022 s/d 31 Maret 2022

NO. RESP	TGL. SURVEY	NILAI UNSUR PELAYANAN								
		U1	U2	U3	U4	U5	U6	U7	U8	U9
1	2	3	4	5	6	7	8	9	10	11
312	28-01-2022 07:38:39	3	3	3	4	3	3	3	3	2
431	28-01-2022 10:46:59	3	3	3	4	3	3	3	3	2
446	28-01-2022 11:09:40	4	4	4	3	4	3	4	4	4
548	31-01-2022 08:04:57	3	3	3	3	3	3	4	4	3
549	31-01-2022 08:09:13	3	3	3	3	3	3	3	4	3
554	31-01-2022 08:29:15	3	3	3	3	3	3	3	4	3
723	31-01-2022 13:18:56	3	3	2	4	3	3	3	4	3
727	31-01-2022 13:31:26	3	3	3	4	3	3	3	2	3
772	02-02-2022 07:48:35	3	3	3	3	3	3	3	4	3
775	02-02-2022 07:52:32	3	3	4	3	3	3	3	4	3
779	02-02-2022 07:58:00	3	3	3	3	3	3	3	4	3
781	02-02-2022 08:00:22	3	3	3	3	3	3	3	4	3
782	02-02-2022 08:02:30	3	3	4	3	3	4	4	4	3
785	02-02-2022 08:05:08	4	4	3	3	4	3	3	4	3
795	02-02-2022 08:53:24	3	3	3	4	3	3	3	3	3
989	02-02-2022 14:22:47	3	4	3	3	3	3	3	4	3
990	02-02-2022 14:24:31	3	3	3	3	3	3	3	4	4
1014	03-02-2022 08:40:23	3	3	3	3	3	3	3	4	3
1019	03-02-2022 08:42:58	4	3	3	3	3	3	3	4	3
1022	03-02-2022 08:44:57	4	3	3	3	3	3	4	4	3
1025	03-02-2022 08:46:46	3	3	3	3	3	3	3	4	3
1141	03-02-2022 11:13:46	3	3	3	4	3	3	3	4	3
1152	03-02-2022 11:25:19	3	3	3	4	3	3	3	4	3
1176	03-02-2022 11:49:08	3	3	3	4	3	3	3	4	3
1206	03-02-2022 13:27:00	3	3	3	3	3	3	3	4	3
1216	03-02-2022 15:01:52	3	3	3	4	3	3	3	4	3
1218	03-02-2022 15:03:09	3	3	3	4	3	3	3	4	3
1213	04-02-2022 07:40:30	3	3	3	3	3	3	3	4	3
1215	04-02-2022 07:43:00	3	3	3	3	3	4	3	4	3
1216	04-02-2022 07:43:49	3	3	3	4	3	3	3	4	3
1217	04-02-2022 07:50:02	3	3	3	4	3	3	3	4	3
2073	07-02-2022 12:48:46	3	3	3	4	3	3	3	4	3
2076	07-02-2022 12:50:06	3	3	3	4	3	3	3	4	3
2128	07-02-2022 13:11:34	3	3	3	4	3	3	3	4	3
2140	07-02-2022 13:19:18	4	3	3	3	4	3	4	4	3
2143	07-02-2022 13:20:03	3	3	3	3	3	3	3	4	3
2146	07-02-2022 13:21:07	3	3	3	3	3	3	3	4	3
2183	07-02-2022 13:56:29	3	3	3	4	3	3	3	4	3
2214	07-02-2022 14:23:15	3	3	3	3	3	3	3	4	3
2238	07-02-2022 14:48:58	3	3	3	4	3	3	3	4	3
2265	08-02-2022 07:43:56	3	3	3	4	3	3	3	4	3
2266	08-02-2022 07:52:30	3	3	3	3	3	3	3	3	3
2267	08-02-2022 07:55:38	3	3	3	3	3	3	3	3	3
2283	08-02-2022 09:02:10	3	3	3	4	3	3	3	4	3
2647	09-02-2022 07:47:16	3	3	3	3	3	3	3	4	3

2649	09-02-2022 07:49:12	3	3	3	3	3	3	3	4	3
2650	09-02-2022 07:52:51	3	3	3	3	3	3	3	4	3
2808	09-02-2022 10:42:23	3	3	3	4	3	3	3	4	3
2989	09-02-2022 12:00:57	3	3	3	4	3	3	3	4	3
3051	10-02-2022 07:48:54	3	3	3	3	3	3	3	4	4
3052	10-02-2022 07:50:17	3	3	3	3	3	3	3	4	3
3053	10-02-2022 07:51:54	3	3	3	3	3	3	3	4	3
3534	11-02-2022 08:01:54	3	3	3	3	3	3	3	4	3
3536	11-02-2022 08:02:57	3	3	3	3	3	3	3	4	3
3537	11-02-2022 08:03:56	3	3	3	3	3	3	3	4	3
3871	14-02-2022 07:41:05	3	3	3	4	3	3	3	4	3
3895	14-02-2022 08:05:24	3	3	3	3	3	3	3	4	3
3897	14-02-2022 08:07:01	3	3	3	4	3	3	3	4	3
3898	14-02-2022 08:08:26	3	3	3	3	3	3	3	4	3
4117	14-02-2022 09:53:14	3	3	3	3	3	3	3	4	3
4488	15-02-2022 07:44:30	3	3	3	3	3	3	3	4	3
4500	15-02-2022 07:47:35	3	3	3	3	3	3	3	4	3
4503	15-02-2022 07:48:56	3	3	3	3	3	3	3	4	3
4849	15-02-2022 11:04:27	3	3	3	4	3	3	3	4	3
4852	15-02-2022 11:07:06	3	3	3	4	3	3	3	4	3
4934	15-02-2022 12:47:11	3	3	3	4	3	3	3	4	3
5084	16-02-2022 07:46:50	3	3	3	3	3	3	3	4	3
5088	16-02-2022 07:49:43	3	3	3	3	3	3	3	4	3
5094	16-02-2022 07:54:20	4	3	3	3	3	3	3	4	3
5097	16-02-2022 07:59:08	3	3	3	3	3	3	3	4	3
5556	17-02-2022 07:56:23	3	3	3	3	3	3	3	4	3
5559	17-02-2022 07:57:50	3	3	3	3	3	3	3	3	3
6505	18-02-2022 08:55:34	3	3	3	3	3	3	3	4	3
6509	18-02-2022 08:56:33	3	4	3	3	3	3	3	4	3
6618	18-02-2022 09:31:02	3	3	3	4	3	3	3	4	3
6621	18-02-2022 09:33:36	3	3	3	4	3	3	3	4	3
6760	18-02-2022 10:57:02	3	3	3	4	3	3	3	4	3
7017	21-02-2022 07:43:49	3	3	3	4	3	3	3	4	3
7019	21-02-2022 07:46:33	3	3	3	3	3	3	3	3	3
7022	21-02-2022 07:47:58	3	3	3	3	3	3	3	3	3
7023	21-02-2022 07:50:24	3	3	3	3	3	3	3	3	3
7030	21-02-2022 07:59:28	3	3	3	4	3	3	3	4	3
7468	21-02-2022 12:18:24	3	3	3	4	3	3	3	4	3
7740	22-02-2022 07:54:54	3	3	3	3	3	3	3	4	3
7748	22-02-2022 07:57:35	3	3	3	3	3	3	3	4	3
7753	22-02-2022 07:59:37	3	3	3	3	3	3	3	4	3
8493	22-02-2022 14:36:37	3	3	3	4	3	3	3	4	3
8496	22-02-2022 14:39:00	3	3	3	4	3	3	3	4	3
8556	23-02-2022 07:48:56	3	3	3	3	3	3	3	4	3
8710	23-02-2022 10:27:54	3	3	3	4	3	3	3	4	3
8753	23-02-2022 10:53:51	3	3	3	4	3	3	3	4	3
8795	23-02-2022 11:18:04	3	3	3	4	3	3	3	4	3
8964	24-02-2022 07:47:15	3	3	3	3	3	3	3	4	3
8965	24-02-2022 07:48:23	3	3	3	3	3	3	3	4	3
8974	24-02-2022 07:57:41	3	3	3	4	3	3	3	4	3
8991	24-02-2022 08:28:48	3	3	3	4	3	3	3	4	3
9176	24-02-2022 10:41:57	3	3	3	4	3	3	3	4	3
9529	25-02-2022 06:59:34	3	3	3	4	3	3	3	4	3

9542	25-02-2022 07:34:11	3	3	3	3	3	3	3	4	3	
9544	25-02-2022 07:36:39	3	3	3	3	3	3	3	4	3	
9577	25-02-2022 07:53:23	3	3	3	4	3	3	3	4	3	
11072	01-03-2022 13:39:41	3	3	3	4	3	3	3	4	3	
11074	01-03-2022 13:44:23	3	3	3	4	3	3	3	4	3	
11105	01-03-2022 14:21:13	3	3	3	4	3	3	3	4	3	
11117	01-03-2022 18:59:10	3	3	3	3	3	3	3	4	3	
11118	01-03-2022 19:01:45	3	3	3	3	3	3	3	4	3	
11119	01-03-2022 19:03:04	3	3	3	3	3	4	3	4	3	
11095	02-03-2022 07:39:11	3	3	3	4	3	3	3	4	3	
11303	02-03-2022 09:03:52	3	3	3	4	3	3	3	4	3	
11389	02-03-2022 10:02:24	3	3	3	4	3	3	3	4	3	
11456	02-03-2022 11:05:12	3	3	3	4	3	3	3	4	3	
11761	04-03-2022 07:54:45	3	3	3	4	3	3	3	4	3	
11797	04-03-2022 08:16:13	3	3	3	4	3	3	3	4	3	
11980	04-03-2022 09:31:15	3	3	3	4	3	3	3	4	3	
13939	07-03-2022 12:28:39	3	3	3	4	3	3	3	4	3	
13959	07-03-2022 12:34:47	3	3	3	4	3	3	3	4	3	
14140	08-03-2022 07:43:24	3	3	3	4	3	3	3	4	3	
14150	08-03-2022 08:10:36	3	3	3	4	3	3	3	4	3	
14550	08-03-2022 12:24:46	3	3	3	4	3	3	3	4	3	
14575	08-03-2022 12:42:39	3	3	3	4	3	3	3	4	3	
14766	09-03-2022 08:01:05	3	3	3	4	3	3	3	4	3	
15102	09-03-2022 10:25:09	3	3	3	4	3	3	3	4	3	
16331	10-03-2022 11:42:22	3	3	3	4	3	3	3	4	3	
16576	10-03-2022 13:01:09	3	3	3	4	3	3	3	4	3	
24961	22-03-2022 10:16:12	3	3	3	4	3	3	3	3	3	
24986	22-03-2022 10:27:02	3	3	3	4	3	3	3	3	3	
25520	22-03-2022 14:53:55	3	3	3	4	3	3	3	4	3	
30907	28-03-2022 09:54:03	3	3	3	4	3	3	3	3	3	
30916	28-03-2022 09:55:44	3	3	3	4	3	3	3	3	3	
30933	28-03-2022 09:58:30	3	3	3	4	3	3	3	3	3	
Nilai /Unsur		396	394	392	458	393	393	395	504	391	
NRR /Unsur		3.046	3.031	3.015	3.523	3.023	3.023	3.038	3.877	3.008	
NRR tertbg /Unsur		0.338	0.337	0.335	0.391	0.336	0.336	0.338	0.431	0.334	
IKM Unit Pelayanan											79.40

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	3.046
U2	Sistem, Mekanisme dan Prosedur	3.031
U3	Waktu Penyelesaian	3.015
U4	Biaya /Tarif	3.523
U5	Produk Spesifikasi Jenis Pelayanan	3.023
U6	Kompetensi Pelaksana	3.023
U7	Perilaku Pelaksana	3.038
U8	Penanganan Pengaduan, Saran dan Masukan	3.877
U9	Sarana dan Prasarana	3.008

IKM UNIT PELAYANAN
79.40
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