

PENGELOLAAN SURVEI KEPUASAN MASYARAKAT PER RESPONDEN

Unit Pelayanan : DISPENDA KABUPATEN BOGOR
 Alamat

| No. Responden | NILAI UNSUR PELAYANAN | | | | | | | | | Keterangan |
|------------------|-----------------------|-----|-----|-----|-----|-----|-----|-----|-----|------------|
| | U 1 | U 2 | U 3 | U 4 | U 5 | U 6 | U 7 | U 8 | U 9 | |
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | |
| 1 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | |
| 2 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | |
| 4 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | |
| 5 | 3 | 3 | 2 | 2 | 2 | 4 | 3 | 2 | 2 | |
| 6 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | |
| 7 | 3 | 4 | 2 | 3 | 3 | 3 | 3 | 4 | 3 | |
| 8 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | |
| 9 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | |
| 10 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 2 | |
| 11 | 2 | 1 | 2 | 3 | 2 | 3 | 3 | 2 | 2 | |
| 12 | 3 | 2 | 1 | 3 | 2 | 2 | 2 | 1 | 1 | |
| 13 | 3 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 2 | |
| 14 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | |
| 15 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | |
| 16 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | |
| 17 | 3 | 1 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | |
| 18 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 2 | |
| 19 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 2 | 2 | |
| 20 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | |
| 21 | 3 | 1 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | |
| 22 | 2 | 2 | 4 | 3 | 3 | 2 | 2 | 2 | 3 | |
| 23 | 3 | 2 | 2 | 3 | 2 | 2 | 2 | 3 | 3 | |
| 24 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | |
| 25 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | |
| 26 | 2 | 2 | 2 | 3 | 2 | 2 | 3 | 3 | 2 | |
| 27 | 2 | 2 | 3 | 3 | 3 | 2 | 2 | 3 | 2 | |
| 28 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | |
| 29 | 3 | 2 | 1 | 1 | 2 | 3 | 3 | 2 | 2 | |
| 30 | 2 | 2 | 2 | 1 | 2 | 3 | 3 | 3 | 3 | |
| 31 | 1 | 2 | 1 | 3 | 2 | 2 | 2 | 2 | 1 | |
| 32 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 2 | |
| 33 | 2 | 1 | 2 | 4 | 2 | 3 | 3 | 3 | 3 | |
| 34 | 3 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 1 | |
| 35 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | |
| 36 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | |
| 37 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | |
| 38 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 2 | |
| 39 | 3 | 3 | 4 | 3 | | 3 | 3 | 3 | 4 | |
| 40 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | |
| 41 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | |
| 42 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | |
| 43 | 3 | 2 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | |
| 44 | 4 | 1 | 2 | 4 | 3 | 2 | 3 | 2 | 0 | |
| 45 | 2 | 2 | 2 | 3 | 3 | 3 | 2 | 2 | 2 | |
| 46 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | |
| 47 | 3 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | |
| 48 | 3 | 3 | 2 | 3 | 2 | 3 | 2 | 2 | 2 | |
| 49 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | |
| 50 | 2 | 2 | 2 | 3 | 3 | 3 | 2 | 3 | 2 | |
| 51 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | |
| 52 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | |
| 53 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | |
| 54 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | |
| 55 | 2 | 2 | 2 | 2 | 3 | 4 | 3 | 3 | 3 | |
| 56 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | |
| 57 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | |
| 58 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | |
| 59 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 2 | 4 | |
| 60 | 3 | 2 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | |
| 61 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 2 | 4 | |
| 62 | 3 | 3 | 1 | 3 | 1 | 3 | 3 | 3 | 1 | |
| 63 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | |
| 64 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | |
| 65 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | |
| 66 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | |
| 67 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | |
| 68 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | |
| 69 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 3 | |
| 70 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | |
| 71 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 3 | |
| 72 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | |
| 73 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | |
| 74 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | |
| 75 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | |
| 76 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | |
| 77 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | |
| 78 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | |

| No. Responden | NILAI UNSUR PELAYANAN | | | | | | | | | Keterangan |
|-----------------------|-----------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|----------------------|
| | U 1 | U 2 | U 3 | U 4 | U 5 | U 6 | U 7 | U 8 | U 9 | |
| 79 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | |
| 80 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 81 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | |
| 82 | 3 | 3 | 3 | 2 | 4 | 3 | 3 | 3 | 3 | |
| 83 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 84 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | |
| 85 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | |
| 86 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | |
| 87 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | |
| 88 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 89 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | |
| 90 | 3 | 3 | 2 | 4 | 4 | 4 | 3 | 3 | 3 | |
| 91 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | |
| 92 | 3 | 2 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | |
| 93 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | |
| 94 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | |
| 95 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | |
| 96 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | |
| 97 | 4 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 3 | |
| 98 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | |
| 99 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | |
| 100 | 4 | 3 | 3 | 4 | 2 | 3 | 4 | 4 | 3 | |
| | 303 | 317 | 279 | 310 | 298 | 311 | 307 | 302 | 298 | |
| N.Rata-rata | 3.03 | 3.17 | 2.79 | 3.10 | 2.98 | 3.11 | 3.07 | 3.02 | 2.98 | |
| | | | | | | | | | | Jumlah Responden |
| | | | | | | | | | | 1 Bobot |
| NRR Tertimbang | 0.34 | 0.35 | 0.31 | 0.34 | 0.33 | 0.35 | 0.34 | 0.34 | 0.33 | 3.03 |
| | | | | | | | | | | 9 Unsur |
| | | | | | | | | | | 25 |
| | | | | | | | | | | Nilai Penimbang |
| | | | | | | | | | | 0.111 |
| | | | | | | | | | | Bobot NRR Tertimbang |
| | | | | | | | | | | 75.69 |
| | | | | | | | | | | Nilai SKM |

Baik

Keterangan :

- U1 - U14 : Unsur-unsur pelayanan
- NRR** : **Nilai Rata-rata**
- SKM : Survei Kepuasan Masyarakat
- *) : **Jumlah NRR SKM Tertimbang**
- **): Jumlah NRR Tertimbang x 25
- NRR Per Unsur : Jumlah nilai per unsur dibagi Jumlah kuesioner yang terisi
- NRR Tertimbang Per Unsur : NRR per unsur x 0.071

| No | Unsur Pelayanan |
|----|---|
| U1 | Persyaratan Pelayanan |
| U2 | Prosedur Pelayanan |
| U3 | Waktu Pelayanan |
| U4 | Biaya/Tarif Pelayanan |
| U5 | Produk Spesifikasi Jenis Pelayanan |
| U6 | Kompetensi Pelaksana |
| U7 | Perilaku Pelaksana |
| U8 | Maklumat Pelayanan |
| U9 | Penanganan Pengaduan, saran dan masukan |

SKM UNIT PELAYANAN : 71,22

Mutu Pelayanan

- A (Sangat Baik) : 81,26 - 100,00
- B (Baik) : 62,51 - 81,25
- C (Kurang Baik) : 43,76 - 62,50
- D (Tidak Baik) : 25,00 - 43,75