

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

NAMA UNIT / LAYANAN :

DINAS KOMUNIKASI DAN INFORMATIKA

| NO. RESP.                 | NILAI UNSUR PELAYANAN |      |      |      |      |      |      |      |      | NRR RESP.    | JK | PEND | PEK |
|---------------------------|-----------------------|------|------|------|------|------|------|------|------|--------------|----|------|-----|
|                           | U1                    | U2   | U3   | U4   | U5   | U6   | U7   | U8   | U9   |              |    |      |     |
| 1                         | 4                     | 4    | 3    | 4    | 3    | 4    | 3    | 4    | 3    | 3.44         | L  | ST   | PNS |
| 2                         | 3                     | 3    | 4    | 3    | 4    | 3    | 4    | 3    | 4    | 3.44         | L  | ST   | PNS |
| 3                         | 3                     | 4    | 3    | 4    | 4    | 3    | 4    | 4    | 3    | 3.56         | P  | ST   | PNS |
| 4                         | 3                     | 4    | 3    | 4    | 3    | 4    | 3    | 4    | 3    | 3.56         | L  | SMA  | LL  |
| 5                         | 4                     | 4    | 3    | 4    | 3    | 4    | 4    | 3    | 4    | 3.67         | L  | ST   | PNS |
| 6                         | 3                     | 3    | 4    | 3    | 4    | 3    | 4    | 4    | 3    | 3.44         | L  | ST   | LL  |
| 7                         | 3                     | 4    | 4    | 4    | 3    | 4    | 3    | 4    | 3    | 3.56         | P  | ST   | PNS |
| 8                         | 4                     | 3    | 4    | 4    | 3    | 4    | 3    | 4    | 4    | 3.67         | L  | ST   | PNS |
| 9                         | 4                     | 3    | 4    | 4    | 3    | 4    | 4    | 4    | 3    | 3.67         | L  | ST   | LL  |
| 10                        | 3                     | 4    | 4    | 3    | 4    | 3    | 3    | 3    | 4    | 3.44         | L  | ST   | LL  |
| 11                        | 3                     | 4    | 3    | 3    | 4    | 4    | 4    | 4    | 4    | 3.67         | L  | ST   | PNS |
| 12                        | 3                     | 4    | 3    | 4    | 3    | 3    | 4    | 3    | 3    | 3.33         | P  | ST   | PNS |
| 13                        | 4                     | 4    | 3    | 4    | 4    | 4    | 3    | 4    | 4    | 3.78         | L  | ST   | PNS |
| 14                        | 4                     | 3    | 4    | 4    | 3    | 4    | 4    | 3    | 3    | 3.56         | P  | ST   | PNS |
| 15                        | 4                     | 3    | 4    | 4    | 4    | 3    | 3    | 4    | 4    | 3.67         | P  | ST   | PNS |
| 16                        | 3                     | 4    | 3    | 4    | 3    | 4    | 4    | 3    | 3    | 3.44         | L  | ST   | PNS |
| 17                        | 4                     | 3    | 4    | 3    | 4    | 3    | 4    | 4    | 4    | 3.67         | L  | ST   | PNS |
| 18                        | 3                     | 4    | 3    | 4    | 4    | 3    | 4    | 3    | 3    | 3.44         | P  | ST   | PNS |
| 19                        | 3                     | 4    | 4    | 3    | 4    | 3    | 4    | 3    | 4    | 3.56         | L  | ST   | PNS |
| 20                        | 4                     | 3    | 3    | 4    | 3    | 4    | 3    | 4    | 3    | 3.44         | L  | ST   | PNS |
| 21                        | 4                     | 3    | 4    | 3    | 4    | 3    | 4    | 4    | 3    | 3.56         | P  | ST   | LL  |
| 22                        | 3                     | 4    | 4    | 4    | 3    | 3    | 4    | 4    | 3    | 3.56         | P  | ST   | LL  |
| 23                        | 3                     | 4    | 4    | 3    | 4    | 3    | 3    | 4    | 4    | 3.56         | P  | ST   | LL  |
| 24                        | 3                     | 4    | 3    | 4    | 3    | 4    | 3    | 4    | 3    | 3.56         | P  | SMA  | LL  |
| 25                        | 4                     | 4    | 4    | 3    | 3    | 3    | 3    | 4    | 3    | 3.44         | P  | ST   | PNS |
| 26                        | 4                     | 3    | 4    | 3    | 4    | 4    | 4    | 3    | 4    | 3.67         | P  | ST   | PNS |
| 27                        | 3                     | 4    | 3    | 4    | 3    | 3    | 3    | 4    | 3    | 3.33         | P  | ST   | PNS |
| 28                        | 4                     | 4    | 3    | 4    | 3    | 4    | 3    | 3    | 3    | 3.44         | P  | ST   | PNS |
| 29                        | 3                     | 4    | 3    | 4    | 4    | 3    | 3    | 4    | 3    | 3.44         | L  | ST   | PNS |
| 30                        | 3                     | 4    | 3    | 4    | 3    | 4    | 3    | 3    | 4    | 3.44         | P  | ST   | LL  |
| 31                        | 3                     | 4    | 4    | 3    | 4    | 3    | 4    | 3    | 4    | 3.56         | L  | ST   | TNI |
| 32                        | 4                     | 3    | 4    | 3    | 4    | 4    | 3    | 4    | 4    | 3.67         | P  | ST   | PNS |
| 33                        | 3                     | 4    | 3    | 4    | 3    | 4    | 4    | 3    | 3    | 3.44         | P  | ST   | LL  |
| 34                        | 4                     | 4    | 3    | 3    | 4    | 3    | 4    | 3    | 4    | 3.56         | L  | ST   | PNS |
| 35                        | 4                     | 3    | 3    | 4    | 3    | 4    | 3    | 4    | 3    | 3.44         | L  | ST   | PNS |
| 36                        | 4                     | 4    | 4    | 4    | 3    | 3    | 3    | 4    | 4    | 3.56         | P  | ST   | PNS |
| 37                        | 4                     | 3    | 4    | 3    | 4    | 4    | 4    | 4    | 3    | 3.67         | P  | ST   | PNS |
| 38                        | 4                     | 3    | 4    | 3    | 4    | 3    | 4    | 3    | 3    | 3.44         | P  | ST   | PNS |
| 39                        | 3                     | 4    | 3    | 3    | 3    | 4    | 4    | 4    | 4    | 3.56         | L  | ST   | SW  |
| 40                        | 4                     | 4    | 4    | 3    | 3    | 4    | 4    | 4    | 4    | 3.78         | P  | ST   | PNS |
| 41                        | 4                     | 3    | 3    | 4    | 3    | 4    | 4    | 4    | 4    | 3.67         | L  | SMA  | SW  |
| 42                        | 3                     | 4    | 3    | 4    | 3    | 4    | 3    | 4    | 3    | 3.44         | L  | ST   | PNS |
| 43                        | 3                     | 3    | 3    | 3    | 3    | 4    | 4    | 4    | 4    | 3.44         | L  | ST   | PNS |
| 44                        | 3                     | 3    | 4    | 4    | 3    | 4    | 4    | 4    | 4    | 3.67         | P  | ST   | PNS |
| 45                        | 4                     | 4    | 3    | 3    | 4    | 4    | 4    | 3    | 4    | 3.67         | L  | ST   | PNS |
| 46                        | 3                     | 4    | 3    | 3    | 3    | 4    | 4    | 4    | 4    | 3.56         | L  | SMA  | SW  |
| 47                        | 4                     | 3    | 3    | 4    | 3    | 3    | 3    | 4    | 4    | 3.44         | P  | ST   | PNS |
| 48                        | 3                     | 3    | 4    | 3    | 4    | 4    | 4    | 4    | 4    | 3.67         | L  | ST   | PNS |
| 49                        | 3                     | 4    | 3    | 4    | 3    | 4    | 4    | 3    | 4    | 3.56         | L  | ST   | PNS |
| 50                        | 4                     | 4    | 3    | 4    | 3    | 4    | 4    | 3    | 3    | 3.56         | P  | SMA  | LL  |
| 51                        | 3                     | 3    | 4    | 3    | 3    | 4    | 4    | 4    | 4    | 3.56         | L  | SMA  | SW  |
| 52                        | 3                     | 4    | 3    | 4    | 4    | 4    | 3    | 4    | 4    | 3.67         | L  | ST   | PNS |
| 53                        | 4                     | 3    | 4    | 3    | 4    | 3    | 3    | 3    | 3    | 3.33         | P  | SMA  | SW  |
| 54                        | 3                     | 4    | 3    | 4    | 3    | 4    | 3    | 4    | 3    | 3.44         | L  | ST   | PNS |
| 55                        | 3                     | 4    | 4    | 4    | 3    | 3    | 4    | 3    | 4    | 3.56         | P  | SMA  | SW  |
| 56                        | 3                     | 4    | 3    | 3    | 4    | 4    | 3    | 3    | 3    | 3.33         | L  | ST   | PNS |
| 57                        | 4                     | 3    | 4    | 4    | 3    | 4    | 3    | 4    | 3    | 3.56         | P  | ST   | PNS |
| 58                        | 4                     | 3    | 4    | 3    | 4    | 3    | 4    | 4    | 4    | 3.67         | L  | ST   | SW  |
| 59                        | 4                     | 3    | 4    | 3    | 4    | 3    | 4    | 3    | 3    | 3.44         | P  | ST   | PNS |
| 60                        | 4                     | 4    | 3    | 4    | 3    | 4    | 3    | 3    | 4    | 3.56         | L  | SMA  | LL  |
| 61                        | 3                     | 4    | 4    | 3    | 4    | 3    | 4    | 4    | 4    | 3.67         | P  | ST   | PNS |
| 62                        | 4                     | 4    | 3    | 4    | 3    | 4    | 4    | 3    | 3    | 3.56         | L  | ST   | PNS |
| 63                        | 4                     | 4    | 4    | 3    | 4    | 4    | 3    | 4    | 4    | 3.78         | P  | ST   | PNS |
| 64                        | 4                     | 3    | 4    | 4    | 3    | 4    | 4    | 3    | 3    | 3.56         | P  | ST   | PNS |
| 65                        | 4                     | 4    | 4    | 3    | 4    | 3    | 4    | 4    | 4    | 3.67         | L  | ST   | PNS |
| 66                        | 3                     | 4    | 3    | 4    | 3    | 4    | 3    | 4    | 3    | 3.44         | L  | ST   | SW  |
| 67                        | 3                     | 4    | 4    | 3    | 4    | 3    | 3    | 3    | 3    | 3.33         | P  | ST   | PNS |
| 68                        | 3                     | 4    | 3    | 4    | 4    | 3    | 4    | 4    | 4    | 3.67         | L  | ST   | PNS |
| 69                        | 4                     | 3    | 4    | 3    | 4    | 3    | 4    | 3    | 4    | 3.56         | P  | ST   | PNS |
| 70                        | 4                     | 3    | 3    | 4    | 3    | 4    | 3    | 4    | 3    | 3.44         | P  | ST   | PNS |
| 71                        | 3                     | 4    | 4    | 4    | 3    | 4    | 4    | 3    | 4    | 3.67         | L  | ST   | SW  |
| 72                        | 3                     | 4    | 3    | 3    | 4    | 4    | 3    | 4    | 3    | 3.44         | L  | ST   | PNS |
| 73                        | 4                     | 3    | 4    | 4    | 3    | 4    | 4    | 4    | 4    | 3.78         | P  | ST   | PNS |
| 74                        | 3                     | 4    | 3    | 3    | 4    | 3    | 3    | 4    | 3    | 3.33         | P  | ST   | PNS |
| 75                        | 4                     | 3    | 3    | 4    | 3    | 4    | 4    | 3    | 3    | 3.44         | P  | ST   | PNS |
| 76                        | 4                     | 4    | 4    | 4    | 3    | 4    | 4    | 4    | 4    | 3.89         | P  | SMA  | SW  |
| 77                        | 4                     | 4    | 4    | 3    | 4    | 4    | 4    | 4    | 4    | 3.89         | L  | ST   | PNS |
| 78                        | 4                     | 4    | 4    | 4    | 3    | 4    | 4    | 4    | 4    | 3.89         | P  | ST   | LL  |
| 79                        | 4                     | 4    | 4    | 3    | 3    | 4    | 4    | 4    | 4    | 3.78         | L  | ST   | LL  |
| 80                        | 4                     | 3    | 4    | 4    | 4    | 4    | 3    | 4    | 3    | 3.67         | P  | ST   | PNS |
| 81                        | 4                     | 3    | 3    | 4    | 3    | 3    | 3    | 4    | 3    | 3.33         | L  | ST   | PNS |
| 82                        | 4                     | 3    | 4    | 4    | 3    | 4    | 4    | 3    | 4    | 3.67         | P  | ST   | PNS |
| 83                        | 4                     | 3    | 4    | 3    | 3    | 4    | 3    | 3    | 3    | 3.33         | L  | ST   | PNS |
| 84                        | 3                     | 4    | 4    | 4    | 4    | 3    | 4    | 4    | 4    | 3.78         | P  | ST   | PNS |
| 85                        | 4                     | 3    | 4    | 4    | 3    | 4    | 4    | 4    | 4    | 3.56         | L  | ST   | PNS |
| 86                        | 4                     | 3    | 4    | 4    | 3    | 4    | 4    | 4    | 4    | 3.78         | P  | ST   | PNS |
| 87                        | 4                     | 3    | 4    | 4    | 3    | 4    | 3    | 4    | 4    | 3.67         | P  | ST   | PNS |
| 88                        | 4                     | 3    | 4    | 4    | 4    | 4    | 3    | 4    | 4    | 3.78         | P  | ST   | PNS |
| 89                        | 4                     | 3    | 4    | 4    | 4    | 4    | 3    | 4    | 4    | 3.78         | P  | ST   | PNS |
| 90                        | 4                     | 4    | 4    | 4    | 3    | 3    | 3    | 4    | 4    | 3.67         | P  | ST   | PNS |
| Nilai Unsur               | 320                   | 323  | 322  | 322  | 309  | 324  | 323  | 324  | 323  |              |    |      |     |
| NRR/Unsur                 | 3.20                  | 3.23 | 3.22 | 3.22 | 3.09 | 3.24 | 3.23 | 3.24 | 3.23 | 28.90        |    |      |     |
| NRR Tertimbang Unsur      | 0.36                  | 0.36 | 0.36 | 0.36 | 0.34 | 0.36 | 0.36 | 0.36 | 0.36 | 3.21         |    |      |     |
| <b>IKM Unit Pelayanan</b> |                       |      |      |      |      |      |      |      |      | <b>80.20</b> |    |      |     |

**KETERANGAN**

- U1-U9 : Unsur-unsur Pelayanan
- NRR : Nilai Rata-Rata
- IKM : Indeks Kepuasan Masyarakat
- \*) : Jumlah NRR IKM Tertimbang
- \*\*\*) : Jumlah NRR Tertimbang x 25
- NRR/Unsur : Jumlah Nilai per Unsur dibagi Jumlah Kuisisioner yang terisi
- NRR Tertimbang : NRR per Unsur x 0,111 per Unsur

| NO | Unsur Pelayanan                         | Rata-rata |
|----|---|-----------|
| U1 | Persyaratan                             | 3.20      |
| U2 | Prosedur                                | 3.23      |
| U3 | Waktu Pelayanan                         | 3.22      |
| U4 | Biaya / Tarif                           | 3.22      |
| U5 | Produk Layanan                          | 3.09      |
| U6 | Kompetensi Pelaksana                    | 3.24      |
| U7 | Perilaku Pelaksana                      | 3.23      |
| U8 | Penanganan Pengaduan, Saran dan Masukan | 3.24      |
| U9 | Sarana dan Prasarana                    | 3.23      |

|                           |          |             |
|---------------------------|----------|-------------|
| <b>IKM Unit Pelayanan</b> | <b>B</b> | <b>BAIK</b> |
|---------------------------|----------|-------------|

| Mutu Pelayanan | Nilai Interval |
|----------------|----------------|
| A Sangat Baik  | 86,31 - 100,00 |
| B Baik         | 76,61 - 86,30  |
| C Kurang Baik  | 65,00 - 76,60  |
| D Tidak Baik   | 25,00 - 64,99  |

| INDEKS 1 - PERSYARATAN | JUMLAH    |
|------------------------|-----------|
| TIDAK BAIK             | 0         |
| KURANG BAIK            | 0         |
| BAIK                   | 40        |
| BAIK SEKALI            | 50        |
| <b>TOTAL RESP</b>      | <b>90</b> |

| INDEKS 2 - PROSEDUR | JUMLAH    |
|---------------------|-----------|
| TIDAK BAIK          | 0         |
| KURANG BAIK         | 0         |
| BAIK                | 38        |
| BAIK SEKALI         | 37        |
| <b>TOTAL RESP</b>   | <b>53</b> |

| INDEKS 3 - WAKTU PELAYANAN | JUMLAH    |
|----------------------------|-----------|
| TIDAK BAIK                 | 0         |
| KURANG BAIK                | 0         |
| BAIK                       | 38        |
| BAIK SEKALI                | 52        |
| <b>TOTAL RESP</b>          | <b>90</b> |

| INDEKS 4 - BIAYA/TARIF | JUMLAH    |
|------------------------|-----------|
| TIDAK BAIK             | 0         |
| KURANG BAIK            | 0         |
| BAIK                   | 38        |
| BAIK SEKALI            | 52        |
| <b>TOTAL RESP</b>      | <b>90</b> |

| TK. PENDIDIKAN RESP. | JUMLAH    |
|----------------------|-----------|
| SD                   | 0         |
| SMP                  | 0         |
| SMA                  | 10        |
| S1                   | 79        |
| S2                   | 1         |
| <b>TOTAL</b>         | <b>90</b> |

| PEKERJAAN RESP. | JUMLAH    |
|-----------------|-----------|
| PNS             | 67        |
| TNI             | 1         |
| POLRI           | 0         |
| SWASTA          | 11        |
| WIRASAFHA       | 0         |
| LAIN LAIN       | 11        |
| <b>TOTAL</b>    | <b>90</b> |

| JENIS KELAMIN RESP. | JUMLAH    |
|---------------------|-----------|
| LAKI-LAKI           | 41        |
| PEREMPUAN           | 48        |
| <b>TOTAL</b>        | <b>90</b> |

| INDEKS 5 - PROSEDUR LAYANAN | JUMLAH |
|-----------------------------|--------|
| TIDAK BAIK                  | 0      |
| KURANG BAIK                 | 0      |
| BAIK                        | 51     |
| BAIK SEKALI                 | 39     |
| TOTAL RESP                  | 90     |

| INDEKS 5 - KOMP. PELAKS. | JUMLAH |
|--------------------------|--------|
| TIDAK BAIK               | 0      |
| KURANG BAIK              | 0      |
| BAIK                     | 36     |
| BAIK SEKALI              | 54     |
| TOTAL RESP               | 90     |

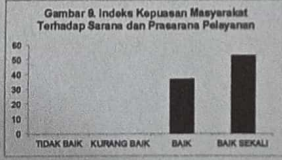
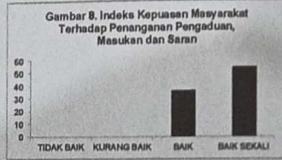
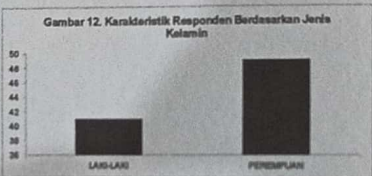
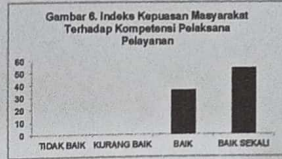
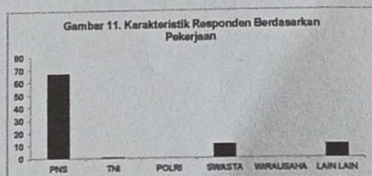
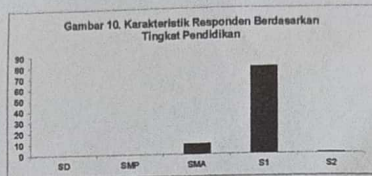
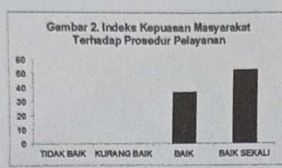
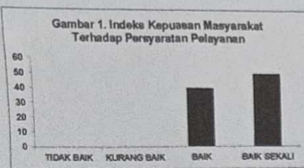
| INDEKS 7 - PERILAKU PELAKS. | JUMLAH |
|-----------------------------|--------|
| TIDAK BAIK                  | 0      |
| KURANG BAIK                 | 0      |
| BAIK                        | 37     |
| BAIK SEKALI                 | 53     |
| TOTAL RESP                  | 90     |

| INDEKS 8 - PEN. PENG. SRSI SMS | JUMLAH |
|--------------------------------|--------|
| TIDAK BAIK                     | 0      |
| KURANG BAIK                    | 0      |
| BAIK                           | 36     |
| BAIK SEKALI                    | 54     |
| TOTAL RESP                     | 90     |

| INDEKS 9 - SARANA/PRAKARANA | JUMLAH |
|-----------------------------|--------|
| TIDAK BAIK                  | 0      |
| KURANG BAIK                 | 0      |
| BAIK                        | 37     |
| BAIK SEKALI                 | 53     |
| TOTAL RESP                  | 90     |



## INDEKS KEPUASAN MASYARAKAT (IKM) DINAS KOMUNIKASI DAN INFORMATIKA KABUPATEN REJANG LEBONG TRIWULAN II TAHUN 2025

NILAI IKM

# 80.20

BAIK

NAMA LAYANAN : DINAS KOMUNIKASI DAN INFORMATIKA

**RESPONDEN**

Jumlah : 90 orang

Jenis Kelamin : L = 41 P = 49

Pendidikan :

- SD = 0 orang
- SMP = 0 orang
- SMA = 10 orang
- D3 = 0 orang
- S1 = 79 orang
- S2 = 1 orang

Periode Survei Bulan Januari - Maret 2025

TERIMA KASIH ATAS PENILAIAN YANG ANDA BERIKAN  
MASUKAN ANDA SANGAT BERMANFAAT UNTUK KEMAJUAN UNIT KAMI  
UNTUK MEMPERBAIKI DAN MENINGKATKAN KUALITAS PELAYANAN  
BAGI MASYARAKAT

Curup, Juli 2025  
KEPALA DINAS  
KOMUNIKASI DAN INFORMATIKA  
KABUPATEN REJANG LEBONG

*[Signature]*

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