

**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 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3.33 | L | SI | PNS |
| 2 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3.33 | L | SI | PNS |
| 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3.33 | P | SI | PNS |
| 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3.33 | L | SMA | LL |
| 5 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3.67 | L | SI | SW |
| 6 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 3.44 | P | SI | LL |
| 7 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3.56 | P | SI | PNS |
| 8 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3.33 | L | SI | PNS |
| 9 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3.67 | L | SI | LL |
| 10 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3.44 | L | SI | PNS |
| 11 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3.22 | L | SI | PNS |
| 12 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3.33 | P | SI | PNS |
| 13 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3.78 | L | SI | PNS |
| 14 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3.44 | P | SI | PNS |
| 15 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3.56 | P | SI | PNS |
| 16 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 3.44 | L | SI | PNS |
| 17 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3.67 | L | SI | PNS |
| 18 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3.33 | P | SI | PNS |
| 19 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3.56 | P | SI | PNS |
| 20 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3.33 | L | SI | LL |
| 21 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3.33 | P | SI | PNS |
| 22 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3.56 | P | SI | PNS |
| 23 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3.44 | P | SMA | LL |
| 24 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3.44 | P | SI | PNS |
| 25 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3.44 | P | SI | PNS |
| 26 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3.33 | P | SI | PNS |
| 27 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3.22 | P | SI | PNS |
| 28 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3.22 | P | SI | PNS |
| 29 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 3.33 | L | SI | PNS |
| 30 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3.33 | P | SI | LL |
| 31 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3.33 | L | SI | TNI |
| 32 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3.67 | P | SI | PNS |
| 33 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3.33 | P | SI | LL |
| 34 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3.22 | L | SI | PNS |
| 35 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3.33 | P | SI | PNS |
| 36 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3.56 | P | SI | PNS |
| 37 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3.33 | P | SI | PNS |
| 38 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3.44 | L | SI | SW |
| 39 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3.56 | P | SI | PNS |
| 40 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3.67 | P | SI | PNS |
| 41 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3.44 | L | SMA | SW |
| 42 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3.44 | L | SI | PNS |
| 43 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3.44 | L | SI | PNS |
| 44 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3.67 | P | SI | PNS |
| 45 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 3.67 | L | SI | PNS |
| 46 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3.44 | L | SMA | SW |
| 47 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3.44 | P | SI | PNS |
| 48 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3.67 | L | SI | PNS |
| 49 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3.44 | L | SI | 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 | 3 | 4 | 4 | 3 | 4 | 4 | 3.56 | P | SMA | SW |
| 53 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3.33 | L | SI | PNS |
| 54 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3.33 | L | SI | PNS |
| 55 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 3.56 | P | SMA | SW |
| 56 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3.33 | L | SI | PNS |
| 57 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3.33 | L | SI | SW |
| 58 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3.33 | L | SI | SW |
| 59 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3.44 | P | SI | 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 | SI | PNS |
| 62 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 3.44 | L | SI | PNS |
| 63 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3.78 | P | SI | PNS |
| 64 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3.33 | P | SI | PNS |
| 65 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3.56 | L | SI | PNS |
| 66 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3.22 | L | SI | SW |
| 67 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3.33 | P | SI | PNS |
| 68 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3.67 | L | SI | PNS |
| 69 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3.22 | P | SI | PNS |
| 70 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3.44 | L | SI | SW |
| 71 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 3.44 | L | SI | PNS |
| 72 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3.44 | L | SI | PNS |
| 73 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3.67 | P | SI | PNS |
| 74 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3.33 | P | SI | PNS |
| 75 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 3.44 | P | SI | PNS |
| 76 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3.78 | P | SMA | SW |
| 77 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3.89 | L | SI | PNS |
| 78 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3.89 | P | SI | LL |
| 79 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3.78 | L | SI | LL |
| 80 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3.56 | P | SI | PNS |
| 81 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3.33 | L | SI | PNS |
| 82 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3.67 | P | SI | PNS |
| 83 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3.33 | L | SI | PNS |
| 84 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3.78 | P | SI | PNS |
| 85 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3.56 | L | SI | PNS |
| 86 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3.78 | P | SI | PNS |
| 87 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3.78 | L | SI | PNS |
| 88 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3.67 | P | SI | PNS |
| 89 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3.78 | P | SI | PNS |
| 90 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3.67 | P | SI | PNS |
| Nilai Unsur | 305 | 315 | 319 | 314 | 304 | 318 | 318 | 322 | 317 | | | | |
| NRR/Unsur | 3.05 | 3.15 | 3.19 | 3.14 | 3.04 | 3.18 | 3.18 | 3.22 | 3.17 | 28.32 | | | |
| NRR Tertimbang Unsur | 0.34 | 0.35 | 0.35 | 0.36 | 0.34 | 0.35 | 0.35 | 0.36 | 0.35 | 3.14 | | | |
| IKM Unit Pelayanan | | | | | | | | | | 78.59 | | | |

| INDEKS 1 - PERSYARATAN | JUMLAH |
|------------------------|-----------|
| TIDAK BAIK | 0 |
| KURANG BAIK | 0 |
| BAIK | 55 |
| BAIK SEKALI | 35 |
| TOTAL RESP | 90 |

| INDEKS 2 - PROSEDUR | JUMLAH |
|---------------------|-----------|
| TIDAK BAIK | 0 |
| KURANG BAIK | 0 |
| BAIK | 41 |
| BAIK SEKALI | 45 |
| TOTAL RESP | 90 |

| INDEKS 3 - WAKTU PELAYANAN | JUMLAH |
|----------------------------|-----------|
| TIDAK BAIK | 0 |
| KURANG BAIK | 0 |
| BAIK | 41 |
| BAIK SEKALI | 49 |
| TOTAL RESP | 90 |

| INDEKS 4 - BIAYA/TARIF | JUMLAH |
|------------------------|-----------|
| TIDAK BAIK | 0 |
| KURANG BAIK | 0 |
| BAIK | 46 |
| BAIK SEKALI | 44 |
| TOTAL RESP | 90 |

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

| PEKERJAAN RESP. | JUMLAH |
|-----------------|-----------|
| PNS | 67 |
| TNI | 1 |
| POLRI | 0 |
| SWASTA | 11 |
| WIRUSAHA | 11 |
| LAIN LAIN | 0 |
| TOTAL | 90 |

| JENIS KELAMIN RESP. | JUMLAH |
|---------------------|-----------|
| LAKH-LAKI | 41 |
| PEREMPUAN | 49 |
| TOTAL | 90 |

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 | 3.05 |
| U2 | Prosedur | 3.15 |
| U3 | Waktu Pelayanan | 3.19 |
| U4 | Biaya / Tarif | 3.14 |
| U5 | Produk/Layanan | 3.04 |
| U6 | Kompetensi Pelaksana | 3.18 |
| U7 | Perilaku Pelaksana | 3.18 |
| U8 | Penanganan Pengaduan, Saran dan Masukan | 3.22 |
| U9 | Sarana dan Prasarana | 3.17 |

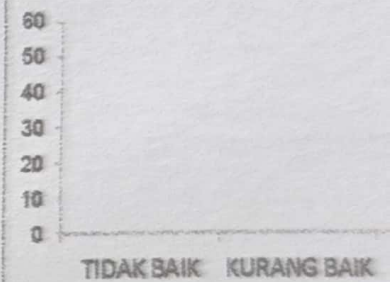
| IKM Unit Pelayanan | B | BAIK |
|--------------------|-------------|----------------|
| Mutu Pelayanan | | Nilai Interval |
| A | Sangat Baik | 88,31 - 100,00 |
| B | Baik | 76,61 - 88,30 |
| C | Kurang Baik | 65,00 - 76,60 |
| D | Tidak Baik | 25,00 - 64,99 |

| INDEKS 5 - PRODUK LAYANAN | JUMLAH |
|-------------------------------|--------|
| TIDAK BAIK | 0 |
| KURANG BAIK | 0 |
| BAIK | 56 |
| BAIK SEKALI | 34 |
| TOTAL RESP | 90 |
| | |
| INDEKS 6 - KOMP. PELAKS. | JUMLAH |
| TIDAK BAIK | 0 |
| KURANG BAIK | 0 |
| BAIK | 42 |
| BAIK SEKALI | 48 |
| TOTAL RESP | 90 |
| | |
| INDEKS 7 - PERILAKU PELAKS. | JUMLAH |
| TIDAK BAIK | 0 |
| KURANG BAIK | 0 |
| BAIK | 42 |
| BAIK SEKALI | 48 |
| TOTAL RESP | 90 |
| | |
| INDEKS 8 - PEN. PENG. SRN &MS | JUMLAH |
| TIDAK BAIK | 0 |
| KURANG BAIK | 0 |
| BAIK | 38 |
| BAIK SEKALI | 52 |
| TOTAL RESP | 90 |
| | |
| INDEKS 9 - SARANA/PRASARANA | JUMLAH |
| TIDAK BAIK | 0 |
| KURANG BAIK | 0 |
| BAIK | 43 |
| BAIK SEKALI | 47 |
| TOTAL RESP | 90 |

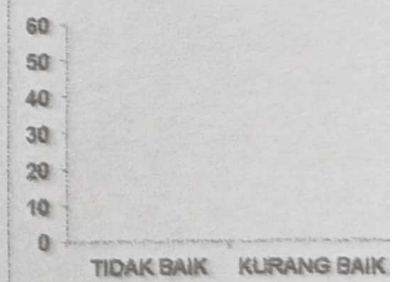
Gambar 1. Indeks Kepuasan Terhadap Persyaratan



Gambar 3. Indeks Kepuasan Terhadap Waktu

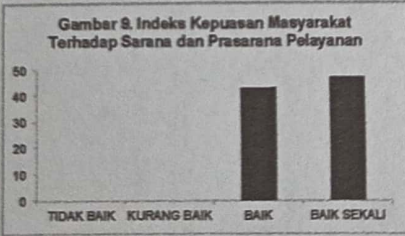
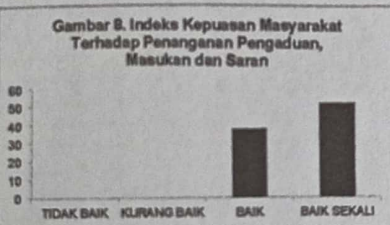
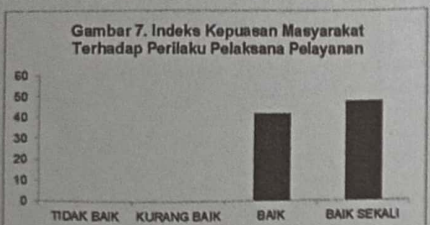
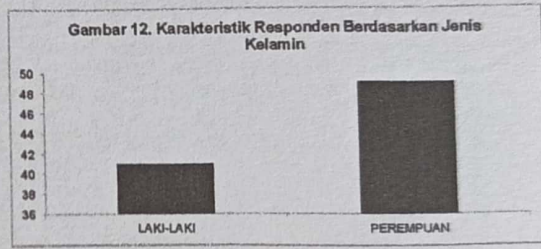
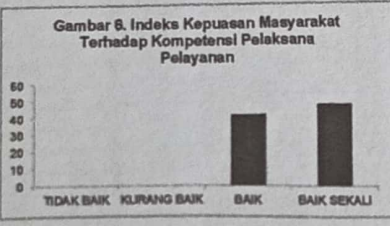
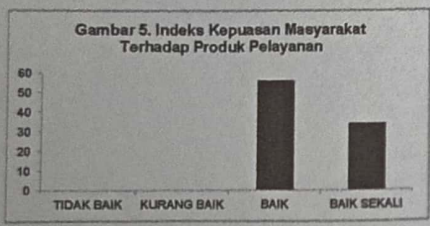
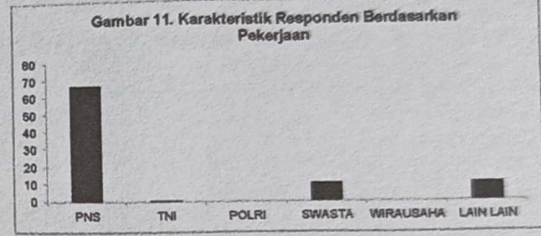
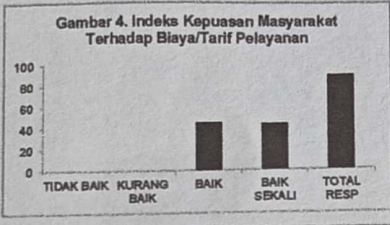
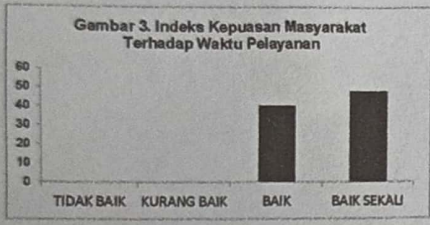
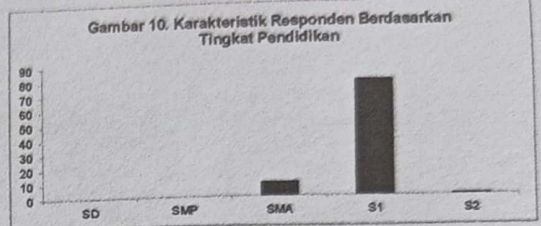
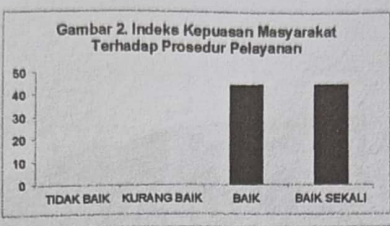


Gambar 5. Indeks Kepuasan Terhadap Produk



Gambar 7. Indeks Kepuasan Terhadap Perilaku Pelanggan





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

| NILAI IKM |
|--------------|
| 78.59 |
| 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, April 2025
KEPALA DINAS
KOMUNIKASI DAN INFORMATIKA
KABUPATEN REJANG LEBONG



REPHI MEIDO SATRIA, SKM
Pembina Tk. I
NIP. 197205131992031002