

BLANGKO REKAPITULASI HASIL SURVEI KEPUASAN MASYARAKAT

KUISIONER IKM

DATA PENCACAH

Nama :
NIP :

DATA UNIT PELAYANAN

Unit Pelayanan/OPD :
Jenis Pelayanan :

DATA MASYARAKAT

Jenis Kelamin :

| | Ket | Jumlah | Persen |
|---|--------------|------------|----------------|
| 1 | Laki-laki | 67 | 44,67% |
| 2 | Perempuan | 83 | 55,33% |
| | TOTAL | 150 | 100,00% |

Umur :

| | Ket | Jumlah | Persen |
|---|--------------|------------|----------------|
| 1 | < 20 thn | 43 | 28,67% |
| 2 | 20 - 29 thn | 70 | 46,67% |
| 3 | 30 - 39 thn | 24 | 16,00% |
| 4 | 40 - 49 thn | 12 | 8,00% |
| 5 | > 50 thn | 1 | 0,67% |
| | TOTAL | 150 | 100,00% |

Pendidikan Terakhir :

| | Ket | Jumlah | Persen |
|---|--------------|------------|----------------|
| 1 | SD kebawah | 22 | 14,67% |
| 2 | SLTP | 42 | 28,00% |
| 3 | SLTA | 69 | 46,00% |
| 4 | D1/D3 | 13 | 8,67% |
| 5 | D4/S1 | 4 | 2,67% |
| 6 | S2 keatas | 0 | 0,00% |
| | TOTAL | 150 | 100,00% |

Pekerjaan Utama :

| | Ket | Jumlah | Persen |
|---|----------------------|------------|----------------|
| 1 | PNS/ TNI/ POLRI | 1 | 0,67% |
| 2 | Pegawai Swasta | 3 | 2,00% |
| 3 | Wiraswasta/ Usahawan | 44 | 29,33% |
| 4 | Pelajar/ Mahasiswa | 45 | 30,00% |
| 5 | Petani/ Buruh | 54 | 36,00% |
| 6 | Lainnya | 3 | 2,00% |
| | TOTAL | 150 | 100,00% |

Jenis Pelayanan

| Jenis Pelayanan | Jumlah | Persen |
|-------------------------------------|--------|---------|
| 1 PENERBITAN KARTU KELUARGA | 48 | 32,00% |
| 2 PEREKAMAN KTP BARU | 30 | 20,00% |
| 3 PENERBITAN KTP RUSAK ATAU HILANG | 31 | 20,67% |
| 4 PENERBITAN AKTA KELAHIRAN | 6 | 4,00% |
| 5 PENERBITAN AKTA KEMATIAN | 0 | 0,00% |
| 6 PENERBITAN SKPWNI ANTAR KECAMATAN | 10 | 6,67% |
| 7 PENGANTAR SKPWNI ANTAR KABUPATEN | 5 | 3,33% |
| 8 TANDA TANGAN SURAT KETERANGAN | 16 | 10,67% |
| 9 TANDA TANGAN SKCK | 4 | 2,67% |
| | 150 | 100,00% |

DATA IKM

| NOMOR KUISIONER | Kelompok Umur | Jenis Kelamin | Pendidikan Terakhir | Pekerjaan Utama | Jenis Pelayanan | U1 | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 | U10 | U11 | U12 | U13 | U14 |
|-----------------|---------------|---------------|---------------------|-----------------|-----------------|----|----|----|----|----|----|----|----|----|-----|-----|-----|-----|-----|
| 1 | 2 | 1 | 1 | 3 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 2 | 2 | 1 | 1 | 3 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 3 | 2 | 2 | 2 | 5 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 2 | 2 | 2 | 5 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 5 | 2 | 1 | 3 | 3 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 6 | 2 | 2 | 3 | 4 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 7 | 2 | 1 | 4 | 3 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 8 | 2 | 2 | 3 | 5 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 9 | 2 | 2 | 3 | 5 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
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| 11 | 1 | 1 | 2 | 4 | 2 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 |
| 12 | 1 | 2 | 2 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 |
| 13 | 3 | 2 | 2 | 5 | 1 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 14 | 1 | 2 | 2 | 4 | 2 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 15 | 1 | 1 | 2 | 4 | 2 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 |
| 16 | 2 | 2 | 4 | 3 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 17 | 2 | 2 | 3 | 3 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 18 | 2 | 2 | 3 | 3 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 19 | 3 | 2 | 3 | 6 | 1 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 |
| 20 | 1 | 2 | 3 | 6 | 1 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 |
| 21 | 1 | 2 | 3 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 22 | 1 | 2 | 3 | 4 | 2 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 |
| 23 | 1 | 2 | 3 | 4 | 2 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 24 | 2 | 2 | 4 | 5 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 |
| 25 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 26 | 2 | 2 | 2 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 |
| 27 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 |
| 28 | 3 | 2 | 2 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 2 | 4 | 3 | 3 | 3 |
| 29 | 2 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 |
| 30 | 2 | 2 | 2 | 3 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 31 | 2 | 2 | 3 | 5 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 32 | 2 | 2 | 1 | 5 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 33 | 4 | 2 | 3 | 5 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 2 | 3 | 3 | 3 | 3 |
| 34 | 3 | 1 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 35 | 1 | 2 | 3 | 4 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 36 | 1 | 2 | 3 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 37 | 1 | 2 | 3 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 38 | 1 | 2 | 3 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 39 | 1 | 2 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 2 | 4 | 3 | 3 | 4 | 4 |
| 40 | 1 | 2 | 1 | 5 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 41 | 1 | 1 | 4 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 |
| 42 | 3 | 2 | 2 | 5 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 |
| 43 | 1 | 1 | 3 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4 |
| 44 | 1 | 1 | 2 | 4 | 8 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 2 | 4 | 4 | 3 | 3 |
| 45 | 2 | 1 | 4 | 3 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 46 | 2 | 2 | 5 | 3 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 47 | 1 | 1 | 3 | 4 | 2 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 48 | 1 | 1 | 3 | 4 | 8 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 49 | 3 | 1 | 2 | 5 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 50 | 4 | 2 | 3 | 3 | 9 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 51 | 4 | 1 | 4 | 4 | 8 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 |
| 52 | 2 | 1 | 2 | 5 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 53 | 3 | 1 | 2 | 5 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 54 | 3 | 2 | 3 | 3 | 1 | 3 | 4 | 4 | 3 | 2 | 4 | 4 | 3 | 3 | 3 | 4 | 2 | 4 | 4 |
| 55 | 3 | 1 | 3 | 5 | 7 | 3 | 3 | 4 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 4 | 2 | 3 | 3 |
| 56 | 2 | 2 | 3 | 5 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 |
| 57 | 2 | 2 | 2 | 5 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 |
| 58 | 2 | 2 | 3 | 5 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 |

| | | | | | | | | | | | | | | | | | | |
|-----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 59 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 |
| 60 | 2 | 1 | 4 | 3 | 8 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 |
| 61 | 2 | 1 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 |
| 62 | 1 | 2 | 2 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 63 | 3 | 1 | 3 | 5 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 4 |
| 64 | 2 | 2 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 |
| 65 | 2 | 2 | 3 | 5 | 8 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 |
| 66 | 1 | 2 | 3 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 |
| 67 | 2 | 2 | 3 | 2 | 9 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 68 | 2 | 2 | 3 | 5 | 8 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 4 |
| 69 | 2 | 1 | 2 | 5 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 70 | 2 | 1 | 3 | 3 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 71 | 1 | 1 | 3 | 5 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 |
| 72 | 1 | 2 | 2 | 4 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 73 | 1 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 4 | 3 | 3 | 2 | 3 | 3 | 3 | 3 |
| 74 | 1 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 4 | 4 | 4 | 2 | 3 | 3 | 3 |
| 75 | 3 | 2 | 2 | 5 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 4 | 3 | 3 | 2 | 4 | 3 | 3 |
| 76 | 3 | 2 | 3 | 4 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 77 | 2 | 2 | 1 | 5 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 78 | 2 | 1 | 3 | 3 | 8 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 79 | 2 | 2 | 3 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 80 | 2 | 1 | 1 | 5 | 6 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 |
| 81 | 1 | 2 | 3 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 4 |
| 82 | 3 | 2 | 3 | 5 | 8 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 83 | 3 | 1 | 3 | 4 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 84 | 3 | 1 | 3 | 3 | 7 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 |
| 85 | 2 | 2 | 5 | 2 | 1 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 |
| 86 | 3 | 1 | 3 | 5 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 87 | 2 | 2 | 3 | 3 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 88 | 1 | 1 | 3 | 4 | 2 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 4 |
| 89 | 1 | 1 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 |
| 90 | 2 | 2 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 3 |
| 91 | 2 | 1 | 2 | 5 | 7 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 |
| 92 | 2 | 2 | 1 | 5 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 |
| 93 | 1 | 2 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 |
| 94 | 1 | 1 | 1 | 5 | 6 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 |
| 95 | 1 | 1 | 5 | 2 | 8 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 96 | 1 | 2 | 3 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 |
| 97 | 2 | 1 | 5 | 3 | 7 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 98 | 3 | 2 | 3 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 2 | 2 | 3 | 4 |
| 99 | 4 | 1 | 4 | 1 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 |
| 100 | 4 | 2 | 1 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 2 | 3 | 3 | 3 |
| 101 | 4 | 1 | 2 | 3 | 9 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 |
| 102 | 5 | 1 | 1 | 5 | 8 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 |
| 103 | 2 | 1 | 2 | 3 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 104 | 2 | 1 | 1 | 5 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 105 | 2 | 1 | 3 | 3 | 7 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 |
| 106 | 2 | 1 | 3 | 3 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 |
| 107 | 2 | 1 | 3 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 2 | 3 | 3 | 3 |
| 108 | 1 | 2 | 2 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 2 | 3 | 4 | 3 |
| 109 | 2 | 2 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 2 | 4 | 4 | 3 |
| 110 | 2 | 2 | 2 | 5 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 3 | 3 |
| 111 | 3 | 2 | 1 | 5 | 6 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 3 | 3 |
| 112 | 2 | 2 | 1 | 5 | 8 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 4 | 3 |
| 113 | 1 | 2 | 3 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 4 |
| 114 | 4 | 1 | 3 | 3 | 8 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 2 | 3 | 3 | 3 |
| 115 | 1 | 1 | 3 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 2 | 3 | 2 | 4 | 4 | 4 |
| 116 | 3 | 1 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 |
| 117 | 1 | 2 | 2 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 |
| 118 | 2 | 1 | 1 | 5 | 6 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 119 | 2 | 1 | 3 | 4 | 6 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 |

| | | | | | | | | | | | | | | | | | | | |
|----------------------|---|---|---|---|---|-------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 120 | 2 | 2 | 1 | 5 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 121 | 2 | 1 | 2 | 4 | 1 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 |
| 122 | 2 | 1 | 2 | 4 | 1 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 123 | 2 | 1 | 3 | 3 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 124 | 2 | 1 | 1 | 5 | 1 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 |
| 125 | 2 | 1 | 2 | 3 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 126 | 2 | 1 | 2 | 4 | 1 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 |
| 127 | 2 | 2 | 3 | 3 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 |
| 128 | 2 | 2 | 1 | 5 | 1 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 |
| 129 | 2 | 2 | 2 | 5 | 1 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 |
| 130 | 4 | 2 | 1 | 5 | 1 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 |
| 131 | 3 | 1 | 2 | 3 | 6 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 132 | 3 | 2 | 4 | 4 | 2 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 |
| 133 | 3 | 1 | 4 | 3 | 8 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 134 | 1 | 1 | 3 | 4 | 2 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 3 |
| 135 | 2 | 2 | 2 | 5 | 9 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 136 | 2 | 2 | 1 | 5 | 8 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 |
| 137 | 2 | 2 | 2 | 5 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 |
| 138 | 2 | 1 | 2 | 5 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 |
| 139 | 1 | 1 | 3 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 |
| 140 | 1 | 2 | 3 | 4 | 2 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 |
| 141 | 1 | 1 | 2 | 6 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 |
| 142 | 2 | 1 | 3 | 3 | 6 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 3 |
| 143 | 2 | 1 | 2 | 5 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 144 | 3 | 2 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 145 | 4 | 2 | 4 | 4 | 6 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 146 | 4 | 2 | 2 | 4 | 8 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 |
| 147 | 4 | 2 | 2 | 5 | 6 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 148 | 4 | 1 | 2 | 3 | 6 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 149 | 1 | 1 | 2 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 150 | 1 | 1 | 1 | 5 | 8 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 |
| nilai/unsur | | | | | | 508 | 501 | 502 | 506 | 492 | 509 | 535 | 513 | 507 | 471 | 529 | 515 | 507 | 505 |
| Jumlah Kuisisioner | | | | | | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 | 150 |
| NRR/unsur | | | | | | 3,39 | 3,34 | 3,35 | 3,37 | 3,28 | 3,39 | 3,57 | 3,42 | 3,38 | 3,14 | 3,53 | 3,43 | 3,38 | 3,37 |
| NRR tertimbang/unsur | | | | | | 0,24 | 0,24 | 0,24 | 0,24 | 0,23 | 0,24 | 0,25 | 0,24 | 0,24 | 0,22 | 0,25 | 0,25 | 0,24 | 0,24 |
| IKM | | | | | | 3,38 | | | | | | | | | | | | | |
| | | | | | | 84,53 | | | | | | | | | | | | | |

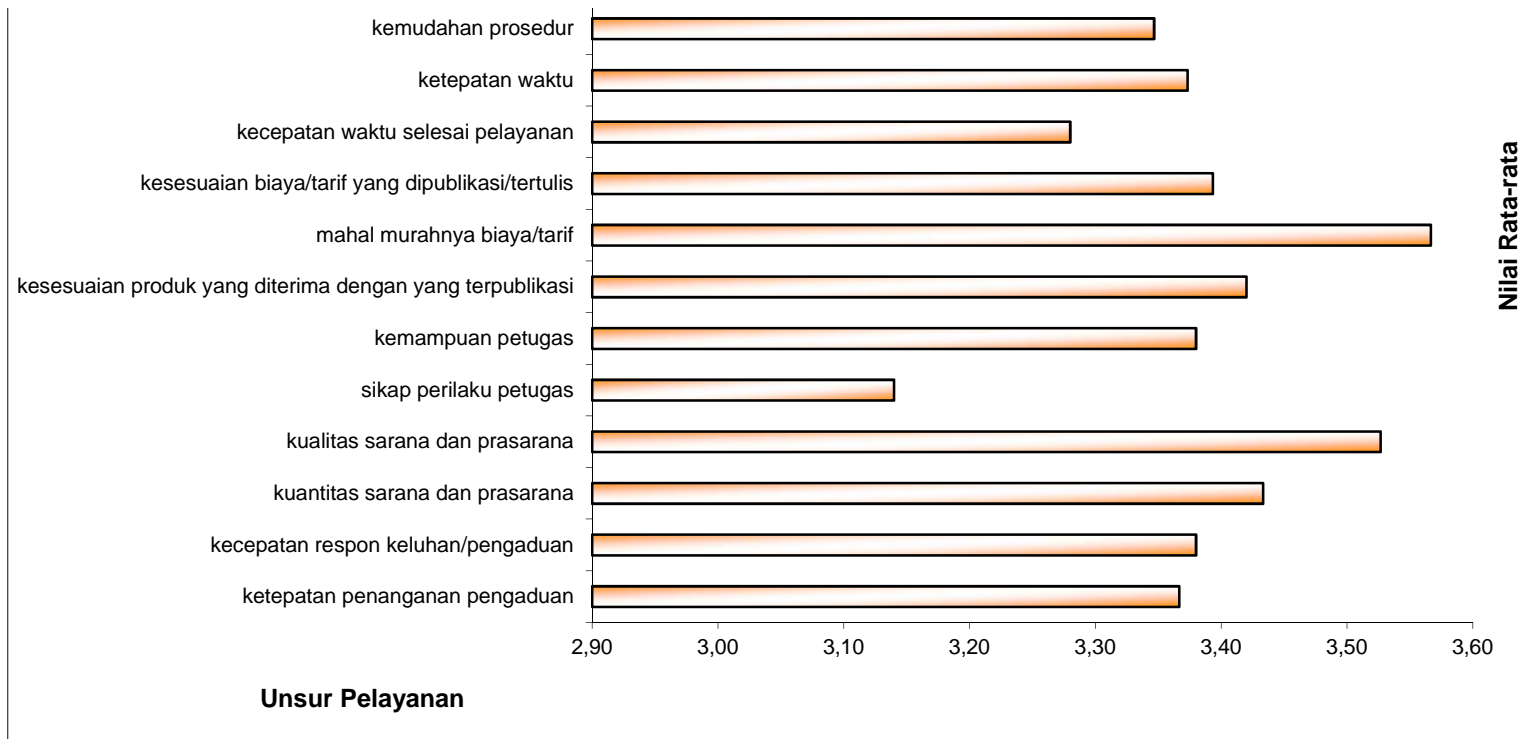
Kesimpulan :
 Nilai IKM setelah dikonversi = 84,53
 Mutu pelayanan = B
 Kinerja Unit Pelayanan = Baik

HASIL PENGOLAHAN DATA SKM
RATA-RATA IKM PER UNSUR

| No. | Unsur Pelayanan | Nilai Unsur Pelayanan |
|-----|--|-----------------------|
| 1 | kesesuaian syarat dengan jenis pelayanan | 3,39 |
| 2 | kesesuaian syarat yang terpublikasi | 3,34 |
| 3 | kemudahan prosedur | 3,35 |
| 4 | ketepatan waktu | 3,37 |
| 5 | kecepatan waktu selesai pelayanan | 3,28 |
| 6 | kesesuaian biaya/tarif yang dipublikasi/tertulis | 3,39 |
| 7 | mahal murahnya biaya/tarif | 3,57 |
| 8 | kesesuaian produk yang diterima dengan yang terpublikasi | 3,42 |
| 9 | kemampuan petugas | 3,38 |
| 10 | sikap perilaku petugas | 3,14 |
| 11 | kualitas sarana dan prasarana | 3,53 |
| 12 | kuantitas sarana dan prasarana | 3,43 |
| 13 | kecepatan respon keluhan/pengaduan | 3,38 |
| 14 | ketepatan penanganan pengaduan | 3,37 |
| | Rata-rata Tertimbang | 3,38 |

Grafik Nilai Rata-Rata Unsur Pelayanan





**INDEKS KEPUASAN MASYARAKAT (IKM)
KECAMATAN KUNIR
KABUPATEN LUMAJANG**

SEMESTER III TAHUN 2021

| NILAI IKM |
|--------------|
| 84,53 |

| NAMA LAYANAN : | | | |
|----------------|---|-----------------------------------|----|
| RESPONDEN | | | |
| JUMLAH | : | 150 | |
| JENIS KELAMIN | : | L : 67 P : | 83 |
| PENDIDIKAN | : | SD : | 22 |
| | | SMP : | 42 |
| | | SMA : | 69 |
| | | DIII : | 13 |
| | | S1 : | 4 |
| | | S2 : | 0 |
| PERIODE SURVEI | : | BULAN s.d BULAN 20... | |

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

REKAPITULASI IKM OPD

| OPD | Periode survei setiap 3 bulan | jenis pelayanan | | | jumlah populasi (orang) | jumlah sampel (orang) | jenis kelamin | | | | usia/umur | | | pendidikan terakhir | | | pekerjaan utama | | |
|-----------------|--------------------------------|------------------------------------|--------|----------------|-------------------------|-----------------------|---------------|----------------|-----------|----------------|---------------|----------------------|----------------|---------------------|--------|-----------------|-----------------|--------|----------------|
| | | nama/ jenis pelayanan | jumlah | prosentase (%) | | | laki-laki | | perempuan | | kelompok usia | jumlah | prosentase (%) | lulusan | jumlah | prosentase (%) | pekerjaan | jumlah | prosentase (%) |
| | | | | | | | jumlah | prosentase (%) | jumlah | prosentase (%) | | | | | | | | | |
| 1 | 2 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | | | | | | |
| KECAMATAN KUNIR | bulan JULI s.d. SEPTEMBER 2021 | 1 PENERBITAN KARTU KELUARGA | 48 | 32,00% | 150 | 67 | 44,67% | 83 | 55,33% | < 20 thn | 43 | 28,67% | SD kebawah | 22 | 14,67% | PNS/ TNI/ POLRI | 1 | 0,67% | |
| | | 2 PEREKAMAN KTP BARU | 30 | 20,00% | | 20 - 29 thn | 70 | 46,67% | SLTP | 42 | 28,00% | Pegawai Swasta | 3 | 2,00% | | | | | |
| | | 3 PENERBITAN KTP RUSAK ATAU HILANG | 31 | 20,67% | | 30 - 39 thn | 24 | 16,00% | SLTA | 69 | 46,00% | Wiraswasta/ Usahawan | 44 | 29,33% | | | | | |
| | | 4 PENERBITAN AKTA KELAHIRAN | 6 | 4,00% | | 40 - 49 thn | 12 | 8,00% | D1/D3 | 13 | 8,67% | Pelajar/ Mahasiswa | 45 | 30,00% | | | | | |
| | | 5 PENERBITAN AKTA KEMATIAN | 0 | 0,00% | | > 50 thn | 1 | 0,67% | D4/S1 | 4 | 2,67% | Petani/ Buruh | 54 | 36,00% | | | | | |
| | | 6 PENERBITAN SKPWN ANTAR KECAMATAN | 10 | 6,67% | | | | | S2 keatas | 0 | 0,00% | | | | | | | | |
| | | 7 PENGANTAR SKPWN ANTAR KABUPATEN | 5 | 3,33% | | | | | | | | | | | | | | | |
| | | 8 TANDA TANGAN SURAT KETERANGAN | 16 | 10,67% | | | | | | | | | | | | | | | |
| | | 9 TANDA TANGAN SKCK | 4 | 2,67% | | | | | | | | | | | | | | | |

TABEL NILAI PERUNSUR

| Unsur Pelayanan | Nilai Unsur Pelayanan |
|--|-----------------------|
| kesesuaian syarat dengan jenis pelayanan | 3,39 |
| kesesuaian syarat yang terpublikasi | 3,34 |
| kemudahan prosedur | 3,35 |
| ketepatan waktu | 3,37 |
| kecepatan waktu selesai pelayanan | 3,28 |
| kesesuaian biaya/tarif yang dipublikasi/tertulis | 3,39 |
| mahal murahnya biaya/tarif | 3,57 |
| kesesuaian produk yang diterima dengan yang terpublikasi | 3,42 |
| kemampuan petugas | 3,38 |
| sikap perilaku petugas | 3,14 |
| kualitas sarana dan prasarana | 3,53 |
| kuantitas sarana dan prasarana | 3,43 |
| kecepatan respon keluhan/pengaduan | 3,38 |
| ketepatan penanganan pengaduan | 3,37 |
| Rata-rata Tertimbang | 3,38 |

Nilai IKM setelah dikonversi = **84,53**
 Mutu pelayanan = **B**
 Kinerja Unit Pelayanan = **Baik**

Lumajang, 12 Oktober 2021
 MENGETAHUI



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