



| No | Usia | Jenis Kelamin | Pekerjaan          | Pendidikan | U1 | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |
|----|------|---------------|--------------------|------------|----|----|----|----|----|----|----|----|----|
| 38 | 60   | Laki-Laki     | PNS                | S1         | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 39 | 46   | Perempuan     | IRT                | SMA        | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 40 | 68   | Perempuan     | IRT                | SMA        | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 41 | 31   | Laki-Laki     | KARYAWAN SWASTA    | SMA        | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 42 | 26   | Perempuan     | KARYAWAN SWASTA    | S1         | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  |
| 43 | 33   | Laki-Laki     | WIRSAUSAHA         | SMA        | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  |
| 44 | 39   | Laki-Laki     | KARYAWAN SWASTA    | SMA        | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  |
| 45 | 30   | Laki-Laki     | BURUH HARIAN LEPAS | S1         | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 46 | 21   | Laki-Laki     | KARYAWAN SWASTA    | SMA        | 4  | 4  | 4  | 3  | 4  | 3  | 3  | 4  | 3  |
| 47 | 31   | Laki-Laki     | KARYAWAN SWASTA    | SMA        | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 48 | 29   | Laki-Laki     | KARYAWAN SWASTA    | Diploma    | 3  | 3  | 3  | 3  | 4  | 3  | 3  | 3  | 4  |
| 49 | 30   | Laki-Laki     | KARYAWAN SWASTA    | S1         | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 3  | 3  |
| 50 | 25   | Laki-Laki     | KARYAWAN SWASTA    | S1         | 4  | 4  | 3  | 4  | 4  | 3  | 4  | 4  | 4  |
| 51 | 30   | Laki-Laki     | WIRSAUSAHA         | S1         | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 52 | 21   | Perempuan     | PELAJAR/MAHASISWA  | SMA        | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 53 | 24   | Perempuan     | KARYAWAN SWASTA    | SMA        | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 54 | 24   | Perempuan     | KARYAWAN SWASTA    | S1         | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  |
| 55 | 29   | Perempuan     | KARYAWAN SWASTA    | S1         | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  |
| 56 | 26   | Laki-Laki     | WIRSAUSAHA         | SMA        | 4  | 3  | 4  | 4  | 3  | 3  | 3  | 4  | 3  |
| 57 | 42   | Laki-Laki     | WIRSAUSAHA         | SMA        | 4  | 3  | 4  | 3  | 4  | 4  | 4  | 4  | 3  |
| 58 | 27   | Laki-Laki     | WIRSAUSAHA         | Diploma    | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 59 | 30   | Laki-Laki     | PNS                | S1         | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 60 | 20   | Perempuan     | KARYAWAN SWASTA    | SMA        | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 3  |
| 61 | 21   | Laki-Laki     | PELAJAR/MAHASISWA  | SMA        | 4  | 3  | 4  | 3  | 4  | 4  | 4  | 4  | 4  |
| 62 | 51   | Perempuan     | WIRSAUSAHA         | S1         | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 63 | 26   | Perempuan     | KARYAWAN SWASTA    | Diploma    | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 64 | 26   | Laki-Laki     | KARYAWAN SWASTA    | SMA        | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 65 | 20   | Perempuan     | WIRSAUSAHA         | SMA        | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 66 | 29   | Perempuan     | KARYAWAN SWASTA    | S1         | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 67 | 45   | Perempuan     | PETANI             | S1         | 4  | 3  | 4  | 4  | 4  | 3  | 3  | 4  | 4  |
| 68 | 27   | Perempuan     | IRT                | Diploma    | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  |
| 69 | 49   | Laki-Laki     | KARYAWAN SWASTA    | SMA        | 4  | 4  | 4  | 4  | 3  | 3  | 3  | 3  | 3  |
| 70 | 33   | Perempuan     | KARYAWAN SWASTA    | Diploma    | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 71 | 37   | Perempuan     | PNS                | Diploma    | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 4  | 4  |
| 72 | 51   | Perempuan     | PNS                | Diploma    | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  |
| 73 | 31   | Laki-Laki     | KARYAWAN SWASTA    | SMA        | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 74 | 35   | Laki-Laki     | KARYAWAN SWASTA    | Diploma    | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 75 | 46   | Perempuan     | IRT                | Diploma    | 3  | 4  | 4  | 3  | 4  | 3  | 4  | 4  | 3  |
| 76 | 40   | Laki-Laki     | WIRSAUSAHA         | S1         | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 77 | 28   | Perempuan     | KARYAWAN SWASTA    | SMA        | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 78 | 19   | Perempuan     | PELAJAR/MAHASISWA  | SMA        | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 79 | 58   | Laki-Laki     | PNS                | SMA        | 4  | 3  | 4  | 3  | 3  | 3  | 3  | 3  | 3  |
| 80 | 44   | Laki-Laki     | WIRSAUSAHA         | S1         | 3  | 3  | 4  | 3  | 4  | 3  | 3  | 3  | 3  |

| No | Usia | Jenis Kelamin | Pekerjaan          | Pendidikan | U1 | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |
|----|------|---------------|--------------------|------------|----|----|----|----|----|----|----|----|----|
| 81 | 22   | Laki-Laki     | PELAJAR/MAHASISWA  | SMA        | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 82 | 20   | Perempuan     | KARYAWAN SWASTA    | SMA        | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 3  |
| 83 | 41   | Laki-Laki     | PNS                | S1         | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 84 | 34   | Perempuan     | PNS                | S1         | 4  | 4  | 4  | 3  | 4  | 3  | 4  | 4  | 4  |
| 85 | 27   | Perempuan     | KARYAWAN SWASTA    | S1         | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 86 | 36   | Perempuan     | KARYAWAN SWASTA    | SMA        | 4  | 4  | 4  | 3  | 3  | 3  | 3  | 3  | 3  |
| 87 | 60   | Perempuan     | WIRUSAHA           | SMA        | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 88 | 48   | Perempuan     | WIRUSAHA           | SMP        | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  |
| 89 | 24   | Perempuan     | PELAJAR/MAHASISWA  | Diploma    | 4  | 3  | 4  | 3  | 3  | 3  | 3  | 3  | 3  |
| 90 | 24   | Perempuan     | KARYAWAN SWASTA    | Diploma    | 3  | 4  | 4  | 4  | 3  | 3  | 3  | 4  | 3  |
| 91 | 41   | Laki-Laki     | PNS                | S1         | 4  | 3  | 4  | 4  | 4  | 3  | 4  | 4  | 4  |
| 92 | 27   | Perempuan     | KARYAWAN SWASTA    | S1         | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 93 | 50   | Perempuan     | PNS                | Diploma    | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 94 | 48   | Perempuan     | BURUH HARIAN LEPAS | SMA        | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 95 | 37   | Laki-Laki     | KARYAWAN SWASTA    | SMP        | 3  | 3  | 4  | 3  | 3  | 3  | 3  | 4  | 3  |
| 96 | 48   | Perempuan     | IRT                | SMA        | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 97 | 28   | Laki-Laki     | WIRUSAHA           | SMA        | 4  | 3  | 4  | 4  | 4  | 3  | 4  | 3  | 4  |

|                        |        |        |        |        |        |        |        |        |        |        |
|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Total Nilai / Unsur    | 382    | 370    | 382    | 371    | 378    | 363    | 364    | 372    | 363    |        |
| NRR / Unsur            | 3.938  | 3.814  | 3.938  | 3.825  | 3.897  | 3.742  | 3.753  | 3.835  | 3.742  |        |
| NRR Tertimbang / Unsur | 0.4371 | 0.4234 | 0.4371 | 0.4246 | 0.4326 | 0.4154 | 0.4166 | 0.4257 | 0.4154 | 3.8279 |

IKM UNIT PELAYANAN 95.698

| Keterangan               | NO                              | UNSUR PELAYANAN                            |
|--------------------------|---------------------------------|--|
| U1 s.d. U9               | =Unsur-Unsur pelayanan          | U1 Persyaratan                             |
| NRR                      | =Nilai rata-rata                | U2 Sistem, Mekanisme, dan Prosedur         |
| IKM                      | =Indeks Kepuasan Masyarakat     | U3 Waktu Penyelesaian                      |
| *)                       | =Jumlah NRR IKM tertimbang      | U4 Biaya/Tarif                             |
| **)                      | =Jumlah NRR Tertimbang x 25     | U5 Produk Spesifikasi Jenis Pelayanan      |
| NRR Per Unsur            | = Jumlah nilai per unsur dibagi | U6 Kompetensi Pelaksana                    |
|                          | Jumlah kuesioner yang terisi    | U7 Perilaku Pelaksana                      |
| NRR tertimbang per unsur | =NRR per unsur x 0,11           | U8 Penanganan Pengaduan, Saran dan Masukan |
|                          |                                 | U9 Sarana dan prasarana                    |

IKM UNIT PELAYANAN 95.698

| Mutu Pelayanan  | Rentang        |
|-----------------|----------------|
| 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  |

