

PENGELOLAAN INDEKS KEPUASAN MASYARAKAT PER RESPONDEN

PER APRIL 2021

Unit Pelayanan : **PENGADILAN NEGERI BANDA ACEH KELAS IA**

| 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 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | |
| 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 6 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 7 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 8 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 9 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | |
| 10 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | |
| 11 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 12 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 13 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | |
| 14 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 15 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 16 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| | 60 | 63 | 62 | 64 | 62 | 62 | 62 | 64 | 64 | |
| N.Rata-rata | 3,75 | 3,94 | 3,88 | 4,00 | 3,88 | 3,88 | 3,88 | 4,00 | 4,00 | |
| RR Tertimbang | 0,41 | 0,43 | 0,43 | 0,44 | 0,43 | 0,43 | 0,43 | 0,44 | 0,44 | 3,90 |
| | | | | | | | | | | 97,74 |

U1 - U14 : Unsur-unsur pelayanan
 NRR : Nilai Rata-rata
 IKM : Indeks Kepuasan Masyarakat
 *) : Jumlah NRR Tertimbang x 25
 **) : Jumlah nilai per unsur dibagi Jumlah kuesioner yang terisi
 NRR Tertimbang Per Unsur : NRR per unsur x 0,1111

Nilai Penimbang
 Bobot NRR Tertimbang
 Nilai IKM
 Unsur Tertinggi
 Unsur Terendah
 Nilai Rata-Rata

IKM UNIT PELAYANAN : 91,82

Nilai Rata-Rata Tertimbang : 3,67

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

| No | Unsur Pelayanan | Nilai Rata-rata |
|----|---|-----------------|
| U1 | Persyaratan Pelayanan | 3,75 |
| U2 | Prosedur Pelayanan | 3,94 |
| U3 | Waktu Pelayanan | 3,88 |
| U4 | Biaya/Tarif | 4,00 |
| U5 | Produk Spesifikasi Pelayanan | 3,88 |
| U6 | Kompetensi Pelaksana | 3,88 |
| U7 | Perilaku Pelaksana | 3,88 |
| U8 | Maklumat Pelayanan | 4,00 |
| U9 | Penanganan Pengaduan, Saran dan Masukan | 4,00 |
| | | 35,21 |

Pt. Panitera Muda Hukum
 Pengadilan Negeri Banda Aceh

SAIFUL BAHRI
 NIP : 1964112 198903 1001



**ANALISIS DATA INDEKS PERSEPSI KORUPSI
PENGADILAN NEGERI BANDA ACEH KELAS IA**

PERIODE APRIL 2021

| No. Responden | NILAI UNSUR PELAYANAN | | | | | | | | | | Keterangan |
|-------------------------------|-----------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------------|
| | U 1 | U 2 | U 3 | U 4 | U 5 | U 6 | U 7 | U 8 | U 9 | U 10 | |
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| 1 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 2 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 6 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 7 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 8 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 9 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 10 | 4 | 4 | 4 | 4 | 1 | 4 | 4 | 4 | 4 | 4 | |
| 11 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 12 | 4 | 4 | 4 | 4 | 1 | 4 | 4 | 4 | 4 | 4 | |
| 13 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | |
| 14 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 15 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 16 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 17 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 18 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 19 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 20 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 21 | 4 | 4 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 22 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| Jumlah Nilai Per Unsur | 88 | 88 | 85 | 86 | 82 | 88 | 87 | 88 | 88 | 88 | |
| NRR Per Unsur | 4,00 | 4,00 | 3,86 | 3,91 | 3,73 | 4,00 | 3,95 | 4,00 | 4,00 | 4,00 | 39,45 |
| NRR Tertimbang | 0,40 | 0,40 | 0,39 | 0,39 | 0,37 | 0,40 | 0,40 | 0,40 | 0,40 | 0,40 | 3,95 |
| KATEGORI | | | | | | | | | | | SANGAT BAIK |

Keterangan :

NRR = Nilai Rata-rata

IPK = Indeks Persepsi Masyarakat

NRR Per Unsur = Jumlah Nilai Per Unsur dibagi dengan Jumlah Kuesioner yang Terisi

NRR Tertimbang = NRR Per Unsur x 0,1

IPK = NRR Tertimbang x 25

Mutu Pelayanan :

| | | |
|-----------------|------------------|------------------|
| A (Sangat Baik) | : 88,31 - 100,00 | : 3,5324 - 4,00 |
| B (Baik) | : 76,61 - 88,30 | : 3,0644 - 3,532 |
| C (Cukup Baik) | : 65,00 - 76,60 | : 2,60 - 3,064 |
| D (Tidak Baik) | : 25,00 - 64,99 | : 1,00 - 2,5996 |

