

**SURVEY KEPUASAN MASYARAKAT TAHUN 2020
BERDASARKAN KEMENPAN RB NO 14 TAHUN 2017**

UNIT PELAYANAN : BALAI BESAR LATIHAN MASYARAKAT YOGYAKARTA

ALAMAT : JL.PARASAMYA, BERAN, SLEMAN, YOGYAKARTA 55511

: Telp (0274) 868315 Fax (0274) 868720

| NOMOR URUT RESPONDEN | NILAI PER UNSUR PELAYANAN | | | | | | | | |
|----------------------|---------------------------|----|----|----|----|----|----|----|----|
| | U1 | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 1 | 4 | 4 | 1 | 4 | 4 | 4 | 3 | 4 | 4 |
| 2 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 3 | 4 | 4 | 1 | 4 | 4 | 4 | 4 | 4 | 3 |
| 4 | 4 | 4 | 1 | 3 | 3 | 4 | 4 | 3 | 3 |
| 5 | 4 | 4 | 1 | 3 | 3 | 4 | 4 | 4 | 3 |
| 6 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 |
| 7 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 8 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 1 | 4 |
| 9 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 2 | 3 |
| 10 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 11 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 12 | 4 | 4 | 1 | 3 | 4 | 4 | 4 | 4 | 4 |
| 13 | 4 | 1 | 1 | 4 | 3 | 3 | 3 | 3 | 4 |
| 14 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 15 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 |
| 16 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 |
| 17 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 4 |
| 18 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| 19 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| 20 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 |
| 21 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 |
| 22 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 2 | 4 |
| 23 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| 24 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 |
| 25 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 |
| 26 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 |
| 27 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 |
| 28 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 |
| 29 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 30 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 31 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 2 | 4 |
| 32 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 33 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 |
| 34 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 |
| 35 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 36 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 |
| 37 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 |
| 38 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 |
| 39 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 40 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 41 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 |
| 42 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 43 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 |
| 44 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 45 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 |
| 46 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 47 | 3 | 1 | 3 | 4 | 3 | 3 | 4 | 2 | 4 |
| 48 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 |
| 49 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 |
| 50 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 |

| NOMOR URUT RESPONDEN | NILAI PER UNSUR PELAYANAN | | | | | | | | | |
|---|---------------------------|-------|--------|-------|-------|-------|-------|-------|-------|--------------|
| | 51 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 |
| 52 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 |
| 53 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 |
| 54 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 2 | 4 | 4 |
| 55 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 |
| 56 | 3 | 1 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 57 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 58 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 59 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 60 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 |
| Jumlah Nilai per unsur | 204 | 200 | 187 | 232 | 200 | 211 | 220 | 197 | 234 | |
| NRR Per Unsur = Jumlah nilai per unsur : Jumlah kuesioner yang terisi | 3,4 | 3,333 | 3,1167 | 3,867 | 3,333 | 3,517 | 3,667 | 3,283 | 3,9 | |
| NRR tertimbang per unsur = NRR per unsur x 0,111 | 0,378 | 0,37 | 0,3463 | 0,43 | 0,37 | 0,391 | 0,407 | 0,365 | 0,433 | 3,49 |
| IKM unit pelayanan | | | | | | | | | | 87,27 |

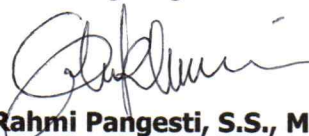
Keterangan:

- U1 s.d U20 = Unsur Pelayanan
- NRR = Nilai rata-rata
- IKM = Indeks Kepuasan
- *) = Jml NRR IKM tertimbang
- **) = IKM unit pelayanan x 25

Yogyakarta, 30 April 2020

Penanggung Jawab,

Plt. Kepala Bidang Program dan PDSI



Galuh Rahmi Pangesti, S.S., M.M.
NIP. 19850519 200901 2 004

Keterangan : Nilai IKM 3,49 mempunyai nilai 87,27 dengan standar mutu B (Baik)

Nilai persepsi, interval IKM, interval konversi IKM, mutu pelayanan dan kinerja unit pelayanan

| Nilai | Nilai interval IKM (NRR) | Nilai Interval (IKM unit pelayanan) | Mutu | Kinerja Unit |
|-------|--------------------------|-------------------------------------|------|--------------|
| 1 | 1,00 - 2,5996 | 25 - 64,99 | D | Tidak Baik |
| 2 | 2,60 - 3,064 | 65,00 - 76,60 | C | Kurang Baik |
| 3 | 3,0644 - 3,532 | 76,61 - 88,30 | B | Baik |
| 4 | 3,5324 - 4,00 | 88,31 - 100,00 | A | Sangat Baik |