



INDEKS KEPUASAN MASYARAKAT TAHUN 2022

BERDASARKAN UNSUR SKM Permen PAN-RB No. 14 TAHUN 2017



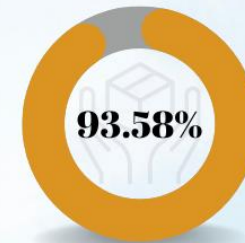
Persyaratan



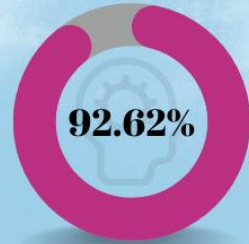
Sistem dan Prosedur



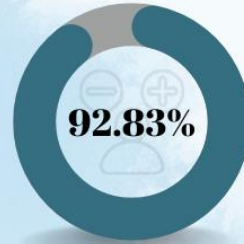
Waktu Pelayanan



Produk/Hasil Pelayanan



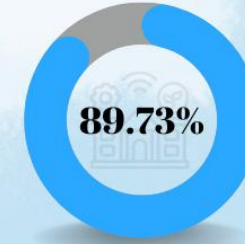
Kompetensi Petugas



Perilaku Petugas



Pengelolaan Keluhan



Sarana dan Prasarana

MUTU LAYANAN

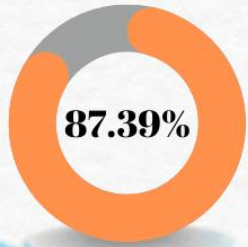
	A (Sangat Baik)	88.31 - 100
	B (Baik)	88.30 - 76.61
	C (Kurang Baik)	76.60 - 65.00
	D (Tidak Baik)	64.99 - 25.00



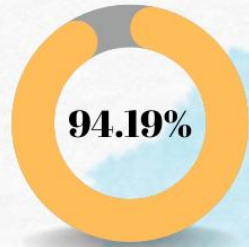
PENCAPAIAN INDEKS KEPUASAN MASYARAKAT PER KOMPONEN BERDASARKAN HASIL SURVEY TAHUN 2022



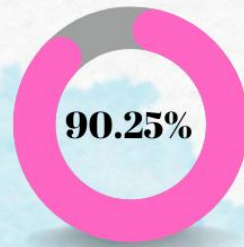
OVERALL : 91.37%



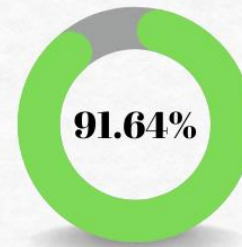
OTDA



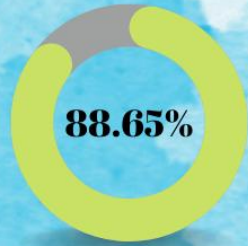
POLPUM



KEUDA



ADWIL



SETJEN



BANGDA



BPSDM



ITJEN

MUTU LAYANAN

	A (Sangat Baik)	88.31 - 100
	B (Baik)	88.30 - 76.61
	C (Kurang Baik)	76.60 - 65.00
	D (Tidak Baik)	64.99 - 25.00