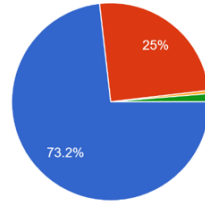


# PERHITUNGAN HASIL SURVEY KEPUASAN PELAYANAN PUBLIK AKMIL

## PERIODE JUNI-DES 2022

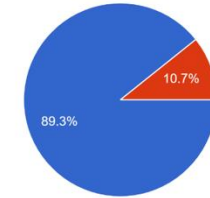
Kategori	Jawaban					JML
	A	B	C	D	E	
I	228	333	7	1	1	570
II	208	377	6	6	0	597
III	191	383	12	3	10	599
IV	192	387	12	0	6	597
V	220	331	45	1	0	597
VI	229	360	6	1	0	596
VII	201	385	1	9	1	597
VIII	208	367	22	0	0	597
	1677	2923	111	21	18	4750

Kategori Publik  
597 responses



- Organik Akmil
- Taruna/i Akmil
- Dosen Tamu Akmil
- Orang tua Taruna Akmil

Jenis kelamin  
597 responses



- Laki-laki
- Perempuan

I	unsur persyaratan	$= \frac{5 \times 228 + 4 \times 333 + 3 \times 7 + 2 \times 1 + 1 \times 1}{2985} = \frac{2496}{2985} = 0,84$	$0,84 \times 100 = 83,62 : 20 = 4,18$
II	unsur sistem, mekanisme & prosedur	$= \frac{5 \times 208 + 4 \times 377 + 3 \times 6 + 2 \times 6 + 1 \times 0}{2985} = \frac{2578}{2985} = 0,86$	$0,86 \times 100 = 86,37 : 20 = 4,32$
III	unsur waktu penyelesaian	$= \frac{5 \times 191 + 4 \times 383 + 3 \times 12 + 2 \times 3 + 1 \times 10}{2985} = \frac{2539}{2985} = 0,85$	$0,85 \times 100 = 85,06 : 20 = 4,25$
IV	unsur spesifikasi jenis layanan	$= \frac{5 \times 192 + 4 \times 387 + 3 \times 12 + 2 \times 0 + 1 \times 6}{2985} = \frac{2550}{2985} = 0,85$	$0,85 \times 100 = 85,43 : 20 = 4,27$
V	unsur kompetensi pelaksana	$= \frac{5 \times 220 + 4 \times 331 + 3 \times 45 + 2 \times 1 + 1 \times 0}{2985} = \frac{2561}{2985} = 0,86$	$0,86 \times 100 = 85,80 : 20 = 4,29$
VI	unsur perilaku pelaksana	$= \frac{5 \times 229 + 4 \times 360 + 3 \times 6 + 2 \times 1 + 1 \times 0}{2985} = \frac{2605}{2985} = 0,87$	$0,87 \times 100 = 87,27 : 20 = 4,36$
VII	unsur penanganan pengaduan	$= \frac{5 \times 201 + 4 \times 385 + 3 \times 1 + 2 \times 9 + 1 \times 1}{2985} = \frac{2567}{2985} = 0,86$	$0,86 \times 100 = 86,00 : 20 = 4,30$
VIII	unsur Sarpras	$= \frac{5 \times 208 + 4 \times 367 + 3 \times 22 + 2 \times 0 + 1 \times 0}{2985} = \frac{2574}{2985} = 0,86$	$0,86 \times 100 = 86,23 : 20 = 4,31$

JAWABAN					JML
A	B	C	D	E	
1677	2923	111	21	18	4750

PERHITUNGAN HASIL SURVEI

$$= \frac{5 \times 1677 + 4 \times 2923 + 3 \times 111 + 2 \times 21 + 1 \times 18}{23880} = \frac{20470}{23880} = 0,86 \rightarrow 0,86 \times 100 = 85,72 : 20 = 4,29$$

NILAI INTERVAL

= 4,29

NILAI INDEKS

= 85,72

KATEGORI

= A

KINERJA

= SANGAT BAIK

LAI INTERV/	NILAI INDEKS	ATEGOR	KINERJA
0,00-0,999	00,00-19,99	E	TIDAK BAIK
1,000-1,999	20,00-39,99	D	KURANG BAIK
2,000-2,999	40,00-59,99	C	CUKUP
3,000-3,999	60,00-79,99	B	BAIK
4,000-5,000	80,00-100,00	A	SANGAT BAIK

## PERHITUNGAN PENILAIAN SURVEI SATUAN AKMIL

Kategori	Jawaban					JML
	A	B	C	D	E	
I	284	246	0	0	0	530
II	289	241	0	0	0	530
III	293	237	0	0	0	530
IV	289	241	0	0	0	530
V	321	209	0	0	0	530
	1476	1174	0	0	0	2650

I	unsur diskriminasi pelayanan	$= \frac{5 \times 284 + 4 \times 246 + 3 \times 0 + 2 \times 0 + 1 \times 0}{2650 \times 1} = \frac{2404}{2650} = 0,91 \rightarrow 0,91 \times 100 = 90,72 : 20 = 4,54$
II	unsur kecurangan pelayanan	$= \frac{5 \times 289 + 4 \times 241 + 3 \times 0 + 2 \times 0 + 1 \times 0}{2650 \times 1} = \frac{2409}{2650} = 0,91 \rightarrow 0,91 \times 100 = 90,91 : 20 = 4,55$
III	unsur gratifikasi	$= \frac{5 \times 293 + 4 \times 237 + 3 \times 0 + 2 \times 0 + 1 \times 0}{2650 \times 1} = \frac{2413}{2650} = 0,91 \rightarrow 0,91 \times 100 = 91,06 : 20 = 4,55$
IV	unsur percaloan	$= \frac{5 \times 289 + 4 \times 241 + 3 \times 0 + 2 \times 0 + 1 \times 0}{2650 \times 1} = \frac{2409}{2650} = 0,91 \rightarrow 0,91 \times 100 = 90,91 : 20 = 4,55$
V	unsur pungutan liar	$= \frac{5 \times 321 + 4 \times 209 + 3 \times 0 + 2 \times 0 + 1 \times 0}{2650 \times 1} = \frac{2441}{2650} = 0,92 \rightarrow 0,92 \times 100 = 92,11 : 20 = 4,61$

## PERHITUNGAN PENILAIAN SURVEI SATUAN AKMIL

JAWABAN					JML
A	B	C	D	E	
1476	1174	0	0	0	2650

PERHITUNGAN HASIL SURVEI

$$= \frac{5 \times 1476 + 4 \times 1174 + 3 \times 0 + 2 \times 0 + 1 \times 0}{2650 \times 5} = \frac{12076}{13250} = 0,91 \rightarrow 0,91 \times 100 = 91,14 : 20 = 4,56$$

NILAI INTERVAL

= **4,56**

NILAI INDEKS

= **91,14**

KATEGORI

= **A**

KINERJA

= **SANGAT BAIK**

NILAI INTERVAL	NILAI INDEKS	KATEGORI	KINERJA
0,000-0,999	00,00-19,99	E	TIDAK BAIK
1,000-1,999	20,00-39,99	D	KURANG BAIK
2,000-2,999	40,00-59,99	C	CUKUP
3,000-3,999	60,00-79,99	B	BAIK
4,000-5,000	80,00-100,00	A	SANGAT BAIK