

**PENGOLAHAN INDEKS KEPUASAN MASYARAKAT PER RESPONDEN
DAN PER UNSUR PELAYANAN**

UNIT PELAYANAN

KECAMATAN PUJON KABUPATEN MALANG

ALAMAT

Jl. Brigjen Abdul Manan No. 08 Pujon Malang

Tlp/Fax.

Telp. (0341) 524001

| NO. RESP | | | | | | | | | |
|-------------|----|----|----|----|----|----|----|----|----|
| | U1 | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |
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| 149 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | |
| 150 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | |
| ΣNilai /Unsur | 461 | 466 | 466 | 599 | 471 | 453 | 469 | 466 | 463 | |
| NRR / Unsur | 3.073 | 3.107 | 3.107 | 3.993 | 3.140 | 3.020 | 3.127 | 3.107 | 3.087 | |
| NRR tertbg/ unsur | 0.338 | 0.342 | 0.342 | 0.439 | 0.345 | 0.332 | 0.344 | 0.342 | 0.340 | *) |
| | | | | | | | | | | 3.164 |
| IKM Unit pelayanan | | | | | | | | | | **) 79.090 |

Keterangan :

- U1 s.d. U14 = Unsur-Unsur pelayanan
- NRR = Nilai rata-rata
- IKM = Indeks Kepuasan Masyarakat
- *) = Jumlah NRR IKM tertimbang
- **) = Jumlah NRR Tertimbang x 25
- NRR Per Unsur = Jumlah nilai per unsur dibagi Jumlah kuesioner yang terisi
- NRR tertimbang per unsur = NRR per unsur x 0,071

IKM UNIT PELAYANAN : 79.09

Mutu Pelayanan :

- 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 | Prosedur pelayanan | 3.073 |
| U2 | Persyaratan pelayanan | 3.107 |
| U3 | Kejelasan petugas pelayanan | 3.107 |
| U4 | Kedisiplinan petugas pelayanan | 3.993 |
| U5 | Tanggung jawab petugas pelayanan | 3.140 |
| U6 | Kemampuan petugas pelayanan | 3.020 |
| U7 | Kecepatan pelayanan | 3.127 |
| U8 | Keadilan mendapatkan pelayanan | 3.107 |
| U9 | Kesopanan dan keramahan petugas | 3.087 |

Pujon, 28 Juni 2019
CAMAT PUJON

MULYONO HS,S.Sos
P e m b i n a
NIP. 19640222 198508 1 001

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| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|---|---|---|---|---|---|---|----|

Secara umum mutu pelayanan Dinas Kehutanan adalah BAIK

Rata-rata Mutu Pelayanan setiap Unsur

| No. | Unsur Pelayanan | Nilai |
|-----|----------------------------------|-------|
| U1 | Prosedur Pelayanan | 76.83 |
| U2 | Persyaratan Pelayanan | 77.67 |
| U3 | Kejelasan petugas pelayanan | 77.67 |
| U4 | Kedisiplinan petugas pelayanan | 99.83 |
| U5 | Tanggung jawab petugas pelayanan | 78.50 |
| U6 | Kemampuan petugas pelayanan | 75.50 |
| U7 | Kecepatan pelayanan | 78.17 |
| U8 | Keadilan mendapatkan pelayanan | 77.67 |
| U9 | Kesopanan dan keramahan petugas | 77.17 |
| U10 | kewajaran biaya pelayanan | 0.00 |
| U11 | Kepastian biaya pelayanan | 0.00 |
| U12 | Kepastian jadwal pelayanan | 0.00 |
| U13 | Kenyamanan lingkungan | 0.00 |
| U14 | Keamanan pelayanan | 0.00 |

Agar lebih memuaskan masyarakat, maka unsur-unsur yang cukup BAIK perlu ditingkatkan lagi, seperti :

| |
|---------------------------------|
| Kesopanan dan keramahan petugas |
| Kepastian biaya pelayanan |
| Kepastian jadwal pelayanan |

Sedangkan unsur-unsur yang dinilai lumayan BAIK oleh masyarakat, yang juga perlu dibenahi adalah :

| |
|----------------------------------|
| Prosedur pelayanan |
| Persyaratan pelayanan |
| Kejelasan petugas pelayanan |
| Kedisiplinan petugas pelayanan |
| Tanggung jawab petugas pelayanan |
| Kemampuan petugas pelayanan |
| Kecepatan pelayanan |
| Keadilan mendapatkan pelayanan |
| Kewajaran biaya pelayanan |
| Kenyamanan lingkungan |
| Keamanan pelayanan |

**PENGOLAHAN INDEKS KEPUASAN MASYARAKAT PER RESPONDEN
DAN PER UNSUR PELAYANAN**

UNIT PELAYANAN

KECAMATAN PUJON KABUPATEN MALANG

ALAMAT

Jl. Brigjen Abdul Manan No. 08 Pujon Malang

Tlp/Fax.

Telp. (0341) 524001

| NO. RESP | | | | | | | | | |
|-------------|----|----|----|----|----|----|----|----|----|
| | U1 | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |
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| 122 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 |
| 123 | 3 | 2 | 3 | 4 | 3 | 4 | 3 | 3 | 3 |
| 124 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 125 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 126 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 3 |
| 127 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 |
| 128 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 3 |
| 129 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 |
| 130 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 |
| 131 | 3 | 3 | 3 | 4 | 4 | 4 | 2 | 3 | 3 |
| 132 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 |
| 133 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 134 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 |
| 135 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 |
| 136 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
|---------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|------------|
| 137 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | |
| 138 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 2 | |
| 139 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | |
| 140 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | |
| 141 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | |
| 142 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | |
| 143 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | |
| 144 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | |
| 145 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | |
| 146 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | |
| 147 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | |
| 148 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | |
| 149 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | |
| 150 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | |
| ΣNilai /Unsur | 459 | 453 | 452 | 594 | 458 | 453 | 456 | 456 | 451 | |
| NRR / Unsur | 3.060 | 3.020 | 3.013 | 3.960 | 3.053 | 3.020 | 3.040 | 3.040 | 3.007 | |
| NRR tertbg/ unsur | 0.337 | 0.332 | 0.331 | 0.436 | 0.336 | 0.332 | 0.334 | 0.334 | 0.331 | *) |
| | | | | | | | | | | 3.103 |
| IKM Unit pelayanan | | | | | | | | | | **) 77.587 |

Keterangan :

- U1 s.d. U14 = Unsur-Unsur pelayanan
- NRR = Nilai rata-rata
- IKM = Indeks Kepuasan Masyarakat
- *) = Jumlah NRR IKM tertimbang
- **) = Jumlah NRR Tertimbang x 25
- NRR Per Unsur = Jumlah nilai per unsur dibagi Jumlah kuesioner yang terisi
- NRR tertimbang per unsur = NRR per unsur x 0,071

IKM UNIT PELAYANAN : 77.59

Mutu Pelayanan :

- 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 | Prosedur pelayanan | 3.060 |
| U2 | Persyaratan pelayanan | 3.020 |
| U3 | Kejelasan petugas pelayanan | 3.013 |
| U4 | Kedisiplinan petugas pelayanan | 3.960 |
| U5 | Tanggung jawab petugas pelayanan | 3.053 |
| U6 | Kemampuan petugas pelayanan | 3.020 |
| U7 | Kecepatan pelayanan | 3.040 |
| U8 | Keadilan mendapatkan pelayanan | 3.040 |
| U9 | Kesopanan dan keramahan petugas | 3.007 |

Pujon, 31 Desember 2018
CAMAT PUJON

MULYONO HS,S.Sos
P e m b i n a
NIP. 19640222 198508 1 001

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|---|---|---|---|---|---|---|----|

Secara umum mutu pelayanan Dinas Kehutanan adalah BAIK

Rata-rata Mutu Pelayanan setiap Unsur

| No. | Unsur Pelayanan | Nilai |
|-----|----------------------------------|-------|
| U1 | Prosedur Pelayanan | 76.50 |
| U2 | Persyaratan Pelayanan | 75.50 |
| U3 | Kejelasan petugas pelayanan | 75.33 |
| U4 | Kedisiplinan petugas pelayanan | 99.00 |
| U5 | Tanggung jawab petugas pelayanan | 76.33 |
| U6 | Kemampuan petugas pelayanan | 75.50 |
| U7 | Kecepatan pelayanan | 76.00 |
| U8 | Keadilan mendapatkan pelayanan | 76.00 |
| U9 | Kesopanan dan keramahan petugas | 75.17 |
| U10 | kewajaran biaya pelayanan | 0.00 |
| U11 | Kepastian biaya pelayanan | 0.00 |
| U12 | Kepastian jadwal pelayanan | 0.00 |
| U13 | Kenyamanan lingkungan | 0.00 |
| U14 | Keamanan pelayanan | 0.00 |

Agar lebih memuaskan masyarakat, maka unsur-unsur yang cukup BAIK perlu ditingkatkan lagi, seperti :

| |
|---------------------------------|
| Kesopanan dan keramahan petugas |
| Kepastian biaya pelayanan |
| Kepastian jadwal pelayanan |

Sedangkan unsur-unsur yang dinilai lumayan BAIK oleh masyarakat, yang juga perlu dibenahi adalah :

| |
|----------------------------------|
| Prosedur pelayanan |
| Persyaratan pelayanan |
| Kejelasan petugas pelayanan |
| Kedisiplinan petugas pelayanan |
| Tanggung jawab petugas pelayanan |
| Kemampuan petugas pelayanan |
| Kecepatan pelayanan |
| Keadilan mendapatkan pelayanan |
| Kewajaran biaya pelayanan |
| Kenyamanan lingkungan |
| Keamanan pelayanan |

**PENGOLAHAN INDEKS KEPUASAN MASYARAKAT PER RESPONDEN
DAN PER UNSUR PELAYANAN**

UNIT PELAYANAN

KECAMATAN PUJON KABUPATEN MALANG

ALAMAT

Jl. Brigjen Abdul Manan No. 08 Pujon Malang

Tlp/Fax.

Telp. (0341) 524001

| NO. RESP | | | | | | | | | |
|-------------|----|----|----|----|----|----|----|----|----|
| | U1 | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 1 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 2 |
| 2 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 2 | 3 |
| 3 | 2 | 3 | 3 | 4 | 3 | 3 | 2 | 3 | 3 |
| 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 2 |
| 5 | 3 | 3 | 3 | 4 | 3 | 2 | 3 | 2 | 3 |
| 6 | 3 | 3 | 3 | 4 | 2 | 3 | 3 | 3 | 3 |
| 7 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 2 |
| 8 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 |
| 9 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 |
| 10 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 |
| 11 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 12 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 13 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 |
| 14 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 15 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 2 | 3 |
| 16 | 3 | 3 | 3 | 4 | 3 | 3 | 2 | 3 | 3 |
| 17 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 18 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 19 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 20 | 3 | 2 | 3 | 4 | 3 | 2 | 3 | 3 | 3 |
| 21 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 22 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 23 | 3 | 3 | 3 | 4 | 3 | 2 | 3 | 3 | 3 |
| 24 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 25 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 2 |
| 26 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 |
| 27 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 2 |
| 28 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 29 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 2 |
| 30 | 3 | 3 | 3 | 4 | 3 | 2 | 3 | 3 | 2 |
| 31 | 3 | 3 | 3 | 4 | 3 | 3 | 2 | 2 | 2 |
| 32 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 33 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 34 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 35 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 36 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 37 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 38 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 39 | 3 | 3 | 3 | 4 | 2 | 2 | 3 | 3 | 3 |
| 40 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 41 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 2 |
| 42 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 43 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 44 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 45 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 46 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 47 | 3 | 3 | 2 | 4 | 3 | 3 | 3 | 3 | 3 |
| 48 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 49 | 3 | 3 | 3 | 4 | 3 | 3 | 2 | 2 | 3 |
| 50 | 3 | 3 | 2 | 4 | 3 | 3 | 3 | 3 | 3 |
| 51 | 3 | 3 | 3 | 4 | 2 | 2 | 3 | 3 | 3 |
| 52 | 3 | 3 | 2 | 4 | 3 | 3 | 3 | 3 | 3 |
| 53 | 3 | 3 | 3 | 4 | 3 | 2 | 2 | 2 | 2 |
| 54 | 3 | 3 | 2 | 4 | 3 | 3 | 3 | 3 | 3 |
| 55 | 3 | 3 | 2 | 4 | 3 | 3 | 3 | 3 | 3 |
| 56 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 57 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 58 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 59 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 60 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 61 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 62 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 63 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 64 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|-----|---|---|---|---|---|---|---|---|----|
| 65 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 66 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 67 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 2 | 3 |
| 68 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 69 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 |
| 70 | 3 | 2 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 71 | 2 | 3 | 2 | 4 | 3 | 3 | 2 | 3 | 3 |
| 72 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 73 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 |
| 74 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 3 |
| 75 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 |
| 76 | 3 | 3 | 3 | 4 | 2 | 2 | 2 | 4 | 3 |
| 77 | 3 | 3 | 3 | 4 | 3 | 2 | 2 | 3 | 4 |
| 78 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 |
| 79 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 |
| 80 | 3 | 2 | 4 | 4 | 3 | 4 | 3 | 3 | 4 |
| 81 | 3 | 3 | 2 | 4 | 3 | 4 | 3 | 3 | 4 |
| 82 | 3 | 2 | 4 | 4 | 3 | 3 | 4 | 3 | 3 |
| 83 | 3 | 2 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 84 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 |
| 85 | 3 | 3 | 3 | 4 | 2 | 3 | 3 | 3 | 3 |
| 86 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 |
| 87 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 |
| 88 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 |
| 89 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 90 | 3 | 3 | 3 | 4 | 4 | 3 | 2 | 3 | 3 |
| 91 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 92 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 |
| 93 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 94 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 95 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 96 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 97 | 3 | 3 | 2 | 4 | 3 | 3 | 3 | 3 | 3 |
| 98 | 3 | 3 | 2 | 4 | 3 | 3 | 3 | 3 | 3 |
| 99 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 |
| 100 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 101 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 |
| 102 | 3 | 3 | 2 | 4 | 3 | 3 | 3 | 3 | 4 |
| 103 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 104 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 105 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 106 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 107 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 108 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 109 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 |
| 110 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 |
| 111 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 |
| 112 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 |
| 113 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 2 | 4 |
| 114 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 115 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 116 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 |
| 117 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 118 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 |
| 119 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 120 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 121 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 |
| 122 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 |
| 123 | 3 | 2 | 3 | 4 | 3 | 4 | 3 | 3 | 3 |
| 124 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 125 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 126 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 |
| 127 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 |
| 128 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 3 |
| 129 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 |
| 130 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 |
| 131 | 3 | 3 | 3 | 4 | 4 | 4 | 2 | 3 | 3 |
| 132 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 |
| 133 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 134 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 |
| 135 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 |
| 136 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---------------------------|-------|-------|-------|-------|-------|-------|-------|-------|------------------------------|
| 137 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 138 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 139 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 140 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 141 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 142 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 |
| 143 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 144 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 145 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 |
| 146 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 147 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 |
| 148 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 149 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 |
| 150 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| ΣNilai /Unsur | 459 | 451 | 450 | 586 | 455 | 453 | 456 | 455 | 457 |
| NRR / Unsur | 3.060 | 3.007 | 3.000 | 3.907 | 3.033 | 3.020 | 3.040 | 3.033 | 3.047 |
| NRR tertbg/ unsur | 0.337 | 0.331 | 0.330 | 0.430 | 0.334 | 0.332 | 0.334 | 0.334 | 0.335 |
| IKM Unit pelayanan | | | | | | | | | *) 3.096 **) 77.403 |

Keterangan :

- U1 s.d. U14 = Unsur-Unsur pelayanan
- NRR = Nilai rata-rata
- IKM = Indeks Kepuasan Masyarakat
- *) = Jumlah NRR IKM tertimbang
- **) = Jumlah NRR Tertimbang x 25
- NRR Per Unsur = Jumlah nilai per unsur dibagi Jumlah kuesioner yang terisi
- NRR tertimbang per unsur = NRR per unsur x 0,071

IKM UNIT PELAYANAN : 77.40

Mutu Pelayanan :

- 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 | Prosedur pelayanan | 3.060 |
| U2 | Persyaratan pelayanan | 3.007 |
| U3 | Kejelasan petugas pelayanan | 3.000 |
| U4 | Kedisiplinan petugas pelayanan | 3.907 |
| U5 | Tanggung jawab petugas pelayanan | 3.033 |
| U6 | Kemampuan petugas pelayanan | 3.020 |
| U7 | Kecepatan pelayanan | 3.040 |
| U8 | Keadilan mendapatkan pelayanan | 3.033 |
| U9 | Kesopanan dan keramahan petugas | 3.047 |

Pujon, 29 Juni 2018
CAMAT PUJON

MULYONO HS,S.Sos
P e m b i n a
NIP. 19640222 198508 1 001

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|---|---|---|---|---|---|---|----|

Secara umum mutu pelayanan Dinas Kehutanan adalah BAIK

Rata-rata Mutu Pelayanan setiap Unsur

| No. | Unsur Pelayanan | Nilai |
|-----|----------------------------------|-------|
| U1 | Prosedur Pelayanan | 76.50 |
| U2 | Persyaratan Pelayanan | 75.17 |
| U3 | Kejelasan petugas pelayanan | 75.00 |
| U4 | Kedisiplinan petugas pelayanan | 97.67 |
| U5 | Tanggung jawab petugas pelayanan | 75.83 |
| U6 | Kemampuan petugas pelayanan | 75.50 |
| U7 | Kecepatan pelayanan | 76.00 |
| U8 | Keadilan mendapatkan pelayanan | 75.83 |
| U9 | Kesopanan dan keramahan petugas | 76.17 |
| U10 | kewajaran biaya pelayanan | 0.00 |
| U11 | Kepastian biaya pelayanan | 0.00 |
| U12 | Kepastian jadwal pelayanan | 0.00 |
| U13 | Kenyamanan lingkungan | 0.00 |
| U14 | Keamanan pelayanan | 0.00 |

Agar lebih memuaskan masyarakat, maka unsur-unsur yang cukup BAIK perlu ditingkatkan lagi, seperti :

| |
|---------------------------------|
| Kesopanan dan keramahan petugas |
| Kepastian biaya pelayanan |
| Kepastian jadwal pelayanan |

Sedangkan unsur-unsur yang dinilai lumayan BAIK oleh masyarakat, yang juga perlu dibenahi adalah :

| |
|----------------------------------|
| Prosedur pelayanan |
| Persyaratan pelayanan |
| Kejelasan petugas pelayanan |
| Kedisiplinan petugas pelayanan |
| Tanggung jawab petugas pelayanan |
| Kemampuan petugas pelayanan |
| Kecepatan pelayanan |
| Keadilan mendapatkan pelayanan |
| Kewajaran biaya pelayanan |
| Kenyamanan lingkungan |
| Keamanan pelayanan |

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
|-----|---|---|---|---|---|---|---|---|----|----|----|----|----|----|
| 67 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 |
| 68 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 69 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 |
| 70 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 71 | 2 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 2 |
| 72 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 73 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 |
| 74 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 2 | 2 | 2 | 3 | 3 |
| 75 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 |
| 76 | 4 | 4 | 4 | 2 | 2 | 2 | 2 | 4 | 4 | 2 | 2 | 2 | 2 | 2 |
| 77 | 3 | 4 | 4 | 2 | 3 | 2 | 2 | 4 | 4 | 3 | 3 | 3 | 3 | 3 |
| 78 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 |
| 79 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 80 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 |
| 81 | 3 | 3 | 2 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 2 | 3 | 3 |
| 82 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 83 | 3 | 2 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 2 | 2 | 3 |
| 84 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 2 | 4 | 3 | 3 | 3 |
| 85 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 |
| 86 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 4 |
| 87 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 |
| 88 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 |
| 89 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 |
| 90 | 3 | 3 | 3 | 3 | 4 | 3 | 2 | 3 | 3 | 3 | 4 | 3 | 3 | 4 |
| 91 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 92 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 |
| 93 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 |
| 94 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 |
| 95 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 |
| 96 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 |
| 97 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 |
| 98 | 4 | 3 | 2 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 |
| 99 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 100 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 |
| 101 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 |
| 102 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 103 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 104 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 105 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 106 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 107 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 108 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 109 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 110 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 111 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 112 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 113 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 2 | 4 | 3 | 4 | 3 | 3 | 3 |
| 114 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 |
| 115 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 |
| 116 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 |
| 117 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 |
| 118 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 |
| 119 | 4 | 3 | 4 | 2 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 |
| 120 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 |
| 121 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 2 | 3 | 4 | 3 | 4 |
| 122 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 |
| 123 | 3 | 2 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 2 | 3 | 4 | 2 | 3 |
| 124 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 |
| 125 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 |
| 126 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 |
| 127 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 |
| 128 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 |
| 129 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 |
| 130 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 3 |
| 131 | 3 | 3 | 4 | 3 | 4 | 4 | 2 | 4 | 3 | 4 | 3 | 4 | 4 | 3 |
| 132 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 |
| 133 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 |
| 134 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 |
| 135 | 4 | 3 | 2 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 |
| 136 | 4 | 3 | 2 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 |
| 137 | 3 | 3 | 2 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 |
| 138 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 |
| 139 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 |
| 140 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 |
| 141 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 |
| 142 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 |

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
|-------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 143 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 |
| 144 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 145 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 146 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 147 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 148 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 149 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 2 | 2 | 3 | 3 |
| 150 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 |
| ΣNilai /Unsur | 486 | 462 | 497 | 458 | 481 | 476 | 466 | 477 | 463 | 479 | 448 | 449 | 461 | 482 |
| NRR / Unsur | 3.213 | 3.040 | 3.260 | 2.987 | 3.127 | 3.080 | 3.000 | 3.060 | 2.953 | 3.047 | 2.827 | 2.820 | 2.887 | 3.013 |
| NRR tertbg/ unsur | 0.228 | 0.216 | 0.231 | 0.212 | 0.222 | 0.219 | 0.213 | 0.217 | 0.210 | 0.216 | 0.201 | 0.200 | 0.205 | 0.214 |

IKM Unit pelayanan

Keterangan :

- U1 s.d. U14 = Unsur-Unsur pelayanan
- NRR = Nilai rata-rata
- IKM = Indeks Kepuasan Masyarakat
- *) = Jumlah NRR IKM tertimbang
- **) = Jumlah NRR Tertimbang x 25
- NRR Per Unsur = Jumlah nilai per unsur dibagi Jumlah kuesioner yang terisi
- NRR tertimbang per unsur = NRR per unsur x 0,071

IKM UNIT PELAYANAN : 75.11

Mutu Pelayanan :

- 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 RA |
|-----|----------------------------------|----------|
| U1 | Prosedur pelayanan | 3.213 |
| U2 | Persyaratan pelayanan | 3.040 |
| U3 | Kejelasan petugas pelayanan | 3.260 |
| U4 | Kedisiplinan petugas pelayanan | 2.987 |
| U5 | Tanggung jawab petugas pelayanan | 3.127 |
| U6 | Kemampuan petugas pelayanan | 3.080 |
| U7 | Kecepatan pelayanan | 3.000 |
| U8 | Keadilan mendapatkan pelayanan | 3.060 |
| U9 | Kesopanan dan keramahan petugas | 2.953 |
| U10 | Kewajaran biaya pelayanan | 3.047 |
| U11 | Kepastian biaya pelayanan | 2.827 |
| U12 | Kepastian jadwal pelayanan | 2.820 |
| U13 | Kenyamanan lingkungan | 2.887 |
| U14 | Keamanan pelayanan | 3.013 |

Pujon, 29 Desember 2017
CAMAT PUJON

MULYONO HS,S.Sos
P e m b i n a
NIP. 19640222 198508 1 001

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|

Secara umum mutu pelayanan Dinas Kehutanan adalah BAIK (IKM = 76,15)

Rata-rata Mutu Pelayanan setiap Unsur

| No. | Unsur Pelayanan | Nilai | Mutu |
|-----|----------------------------------|-------|------|
| U1 | Prosedur Pelayanan | 80.33 | Baik |
| U2 | Persyaratan Pelayanan | 76.00 | Baik |
| U3 | Kejelasan petugas pelayanan | 81.50 | Baik |
| U4 | Kedisiplinan petugas pelayanan | 74.67 | Baik |
| U5 | Tanggung jawab petugas pelayanan | 78.17 | Baik |
| U6 | Kemampuan petugas pelayanan | 77.00 | Baik |
| U7 | Kecepatan pelayanan | 75.00 | Baik |
| U8 | Keadilan mendapatkan pelayanan | 76.50 | Baik |
| U9 | Kesopanan dan keramahan petugas | 73.83 | Baik |
| U10 | kewajaran biaya pelayanan | 76.17 | Baik |
| U11 | Kepastian biaya pelayanan | 70.67 | Baik |
| U12 | Kepastian jadwal pelayanan | 70.50 | Baik |
| U13 | Kenyamanan lingkungan | 72.17 | Baik |
| U14 | Keamanan pelayanan | 75.33 | Baik |

Agar lebih memuaskan masyarakat, maka unsur-unsur yang cukup BAIK perlu ditingkatkan lagi, sepe

| |
|---------------------------------|
| Kesopanan dan keramahan petugas |
| Kepastian biaya pelayanan |
| Kepastian jadwal pelayanan |

Sedangkan unsur-unsur yang dinilai lumayan BAIK oleh masyarakat, yang juga perlu dibenahi adalah

| |
|----------------------------------|
| Prosedur pelayanan |
| Persyaratan pelayanan |
| Kejelasan petugas pelayanan |
| Kedisiplinan petugas pelayanan |
| Tanggung jawab petugas pelayanan |
| Kemampuan petugas pelayanan |
| Kecepatan pelayanan |
| Keadilan mendapatkan pelayanan |
| Kewajaran biaya pelayanan |
| Kenyamanan lingkungan |
| Keamanan pelayanan |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|

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| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
|-----|---|---|---|---|---|---|---|---|----|----|----|----|----|----|
| 67 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 |
| 68 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 69 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 |
| 70 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 71 | 2 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 2 |
| 72 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 73 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 |
| 74 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 2 | 2 | 2 | 3 | 3 |
| 75 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 |
| 76 | 4 | 4 | 4 | 2 | 2 | 2 | 2 | 4 | 4 | 2 | 2 | 2 | 2 | 2 |
| 77 | 3 | 4 | 4 | 2 | 3 | 2 | 2 | 4 | 4 | 3 | 3 | 3 | 3 | 3 |
| 78 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 |
| 79 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 80 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 |
| 81 | 3 | 3 | 2 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 2 | 3 | 3 |
| 82 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 83 | 3 | 2 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 2 | 2 | 3 |
| 84 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 2 | 4 | 3 | 3 | 3 |
| 85 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 |
| 86 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 4 |
| 87 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 |
| 88 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 |
| 89 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 |
| 90 | 3 | 3 | 3 | 3 | 4 | 3 | 2 | 3 | 3 | 3 | 4 | 3 | 3 | 4 |
| 91 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 92 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 |
| 93 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 |
| 94 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 |
| 95 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 |
| 96 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 |
| 97 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 |
| 98 | 4 | 3 | 2 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 |
| 99 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 100 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 |
| 101 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 |
| 102 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 103 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 104 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 105 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 106 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 107 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 108 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 109 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 110 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 111 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 112 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 113 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 2 | 4 | 3 | 4 | 3 | 3 | 3 |
| 114 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 |
| 115 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 |
| 116 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 |
| 117 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 |
| 118 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 |
| 119 | 4 | 3 | 4 | 2 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 120 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 121 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 2 | 3 | 4 | 3 | 4 |
| 122 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 123 | 3 | 2 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 2 | 3 | 4 | 2 | 3 |
| 124 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 |
| 125 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 |
| 126 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 |
| 127 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 |
| 128 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 |
| 129 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 130 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 |
| 131 | 3 | 3 | 4 | 3 | 4 | 4 | 2 | 3 | 3 | 3 | 3 | 4 | 4 | 3 |
| 132 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 |
| 133 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 |
| 134 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 |
| 135 | 4 | 3 | 2 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 |
| 136 | 4 | 3 | 2 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 |
| 137 | 3 | 3 | 2 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 |
| 138 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 |
| 139 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 |
| 140 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 |
| 141 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 |
| 142 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 |

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
|-------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 143 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 |
| 144 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 145 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 146 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 147 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 148 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 149 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 2 | 2 | 3 | 3 |
| 150 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 |
| ΣNilai /Unsur | 486 | 462 | 492 | 458 | 481 | 476 | 466 | 471 | 463 | 474 | 448 | 447 | 461 | 480 |
| NRR / Unsur | 3.213 | 3.040 | 3.227 | 2.987 | 3.127 | 3.080 | 3.000 | 3.020 | 2.953 | 3.013 | 2.827 | 2.807 | 2.887 | 3.000 |
| NRR tertbg/ unsur | 0.228 | 0.216 | 0.229 | 0.212 | 0.222 | 0.219 | 0.213 | 0.214 | 0.210 | 0.214 | 0.201 | 0.199 | 0.205 | 0.213 |

IKM Unit pelayanan

Keterangan :

- U1 s.d. U14 = Unsur-Unsur pelayanan
- NRR = Nilai rata-rata
- IKM = Indeks Kepuasan Masyarakat
- *) = Jumlah NRR IKM tertimbang
- **) = Jumlah NRR Tertimbang x 25
- NRR Per Unsur = Jumlah nilai per unsur dibagi Jumlah kuesioner yang terisi
- NRR tertimbang per unsur = NRR per unsur x 0,071

IKM UNIT PELAYANAN : 74.87

Mutu Pelayanan :

- 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 RA |
|-----|----------------------------------|----------|
| U1 | Prosedur pelayanan | 3.213 |
| U2 | Persyaratan pelayanan | 3.040 |
| U3 | Kejelasan petugas pelayanan | 3.227 |
| U4 | Kedisiplinan petugas pelayanan | 2.987 |
| U5 | Tanggung jawab petugas pelayanan | 3.127 |
| U6 | Kemampuan petugas pelayanan | 3.080 |
| U7 | Kecepatan pelayanan | 3.000 |
| U8 | Keadilan mendapatkan pelayanan | 3.020 |
| U9 | Kesopanan dan keramahan petugas | 2.953 |
| U10 | Kewajaran biaya pelayanan | 3.013 |
| U11 | Kepastian biaya pelayanan | 2.827 |
| U12 | Kepastian jadwal pelayanan | 2.807 |
| U13 | Kenyamanan lingkungan | 2.887 |
| U14 | Keamanan pelayanan | 3.000 |

Pujon, 30 Juni 2017
CAMAT PUJON

MULYONO HS,S.Sos
P e m b i n a
NIP. 19640222 198508 1 001

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|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|

Secara umum mutu pelayanan Dinas Kehutanan adalah BAIK (IKM = 76,15)

Rata-rata Mutu Pelayanan setiap Unsur

| No. | Unsur Pelayanan | Nilai | Mutu |
|-----|----------------------------------|-------|------|
| U1 | Prosedur Pelayanan | 80.33 | Baik |
| U2 | Persyaratan Pelayanan | 76.00 | Baik |
| U3 | Kejelasan petugas pelayanan | 80.67 | Baik |
| U4 | Kedisiplinan petugas pelayanan | 74.67 | Baik |
| U5 | Tanggung jawab petugas pelayanan | 78.17 | Baik |
| U6 | Kemampuan petugas pelayanan | 77.00 | Baik |
| U7 | Kecepatan pelayanan | 75.00 | Baik |
| U8 | Keadilan mendapatkan pelayanan | 75.50 | Baik |
| U9 | Kesopanan dan keramahan petugas | 73.83 | Baik |
| U10 | kewajaran biaya pelayanan | 75.33 | Baik |
| U11 | Kepastian biaya pelayanan | 70.67 | Baik |
| U12 | Kepastian jadwal pelayanan | 70.17 | Baik |
| U13 | Kenyamanan lingkungan | 72.17 | Baik |
| U14 | Keamanan pelayanan | 75.00 | Baik |

Agar lebih memuaskan masyarakat, maka unsur-unsur yang cukup BAIK perlu ditingkatkan lagi, sepe

| |
|---------------------------------|
| Kesopanan dan keramahan petugas |
| Kepastian biaya pelayanan |
| Kepastian jadwal pelayanan |

Sedangkan unsur-unsur yang dinilai lumayan BAIK oleh masyarakat, yang juga perlu dibenahi adalah

| |
|----------------------------------|
| Prosedur pelayanan |
| Persyaratan pelayanan |
| Kejelasan petugas pelayanan |
| Kedisiplinan petugas pelayanan |
| Tanggung jawab petugas pelayanan |
| Kemampuan petugas pelayanan |
| Kecepatan pelayanan |
| Keadilan mendapatkan pelayanan |
| Kewajaran biaya pelayanan |
| Kenyamanan lingkungan |
| Keamanan pelayanan |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|

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