

UNIT KERJA PELAYANAN PUBLIK : PUSAT PENELITIAN DAN PENGEMBANGAN HORTIKULTUR.

Alamat : Jl. Tentara Pelajar No. 3C, Bogor
 Telp/Fax. : (0251) 8372096/ (0251) 8387651

| 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 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | |
| 2 | 4 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | |
| 3 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 2 | |
| 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 2 | |
| 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | |
| 6 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 2 | |
| 7 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | |
| 8 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | |
| 9 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | |
| 10 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | |
| 11 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 2 | |
| 12 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 2 | |
| 13 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | |
| 14 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 2 | |
| 15 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 2 | |
| 16 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 2 | |
| 17 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 2 | |
| 18 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 2 | |
| 19 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 2 | |
| 20 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 21 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 2 | |
| 22 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 2 | |
| 23 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 2 | |
| 24 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | |
| 25 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | |
| 26 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 2 | |
| 27 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | |
| 28 | 3 | 2 | 2 | 4 | 3 | 4 | 4 | 4 | 2 | |
| 29 | 3 | 3 | 4 | 4 | 2 | 3 | 3 | 3 | 2 | |
| 30 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 2 | |
| 31 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 2 | |
| 32 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 2 | |
| 33 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | |
| 34 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | |
| 35 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | |
| 36 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | |
| 37 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | |
| 38 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | |
| 39 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | |
| 40 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | |
| 41 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | |

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|----|---|---|---|---|---|---|---|---|---|---|
| 42 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | |
| 43 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 |
| 44 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 |
| 45 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 46 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 |
| 47 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 48 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 |
| 49 | 4 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 |
| 50 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 3 |
| 51 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 |
| 52 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 4 |
| 53 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 3 |
| 54 | 1 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 2 |
| 55 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| 56 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 |
| 57 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 |
| 58 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 2 |
| 59 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 |
| 60 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 61 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 62 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 4 |
| 63 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 64 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 2 | 2 | 4 |
| 65 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 66 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 2 |
| 67 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 2 |
| 68 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 69 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 2 |
| 70 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 71 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 |
| 72 | 2 | 2 | 2 | 4 | 2 | 3 | 3 | 3 | 3 | 4 |
| 73 | 2 | 2 | 2 | 4 | 2 | 3 | 3 | 3 | 3 | 3 |
| 74 | 2 | 2 | 3 | 4 | 2 | 3 | 3 | 3 | 3 | 3 |
| 75 | 2 | 2 | 3 | 4 | 2 | 3 | 3 | 3 | 3 | 4 |
| 76 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 77 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 78 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 79 | 2 | 2 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 |
| 80 | 2 | 3 | 3 | 4 | 2 | 3 | 3 | 3 | 3 | 4 |
| 81 | 3 | 2 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 |
| 82 | 2 | 2 | 2 | 4 | 2 | 3 | 3 | 2 | 2 | 4 |
| 83 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 2 |
| 84 | 2 | 2 | 2 | 4 | 3 | 3 | 3 | 2 | 2 | 4 |
| 85 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 86 | 2 | 2 | 2 | 4 | 2 | 3 | 3 | 2 | 2 | 4 |
| 87 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 |
| 88 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 2 | 2 | 3 |
| 89 | 2 | 2 | 2 | 4 | 2 | 3 | 3 | 2 | 2 | 4 |
| 90 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 2 | 2 | 4 |
| 91 | 2 | 2 | 3 | 4 | 3 | 3 | 3 | 2 | 2 | 4 |

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|-----------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------|
| 92 | 2 | 2 | 3 | 4 | 3 | 3 | 3 | 2 | 2 | |
| 93 | 2 | 2 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | |
| 94 | 3 | 3 | 3 | 4 | 2 | 3 | 3 | 3 | 2 | |
| 95 | 2 | 2 | 3 | 4 | 2 | 3 | 3 | 2 | 4 | |
| 96 | 2 | 2 | 2 | 4 | 2 | 3 | 3 | 3 | 3 | |
| 97 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 2 | 3 | |
| 98 | 2 | 2 | 2 | 4 | 3 | 3 | 3 | 2 | 2 | |
| 99 | 3 | 2 | 3 | 4 | 3 | 3 | 3 | 2 | 4 | |
| 100 | 3 | 2 | 2 | 4 | 3 | 3 | 3 | 2 | 4 | |
| Jumlah | 293 | 293 | 304 | 373 | 302 | 318 | 318 | 300 | 309 | |
| N.Rata-rata Unsur | 2,93 | 2,93 | 3,04 | 3,73 | 3,02 | 3,18 | 3,18 | 3,00 | 3,09 | |
| NRR Tertimbang Unsur | 0,33 | 0,33 | 0,34 | 0,41 | 0,34 | 0,35 | 0,35 | 0,33 | 0,34 | 1 |
| | | | | | | | | | | 9 |
| | | | | | | | | | | 25 |
| | | | | | | | | | | 0,111 |
| | | | | | | | | | | 78,06 |

Baik

Keterangan :

U1 - U9 : 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 : NRR per unsur x 0.0111
per Unsur

IKM UNIT PELAYANAN :

Mutu Pelayanan

A (Sangat Baik) : 88,31 - 100,00
B (Baik) : 76,61 - 88,30
C (Kurang Baik) : 65,00 - 76,60
D (Tidak Baik) : 25,00 - 64,99

| |
|-----------|
| No |
| U1 |
| U2 |
| U3 |
| U4 |
| U5 |
| U6 |
| U7 |
| U8 |
| U9 |

A

<----- **Bobot**
 <----- **Unsur**
 <----- **Nilai Penimbang**
 <----- **Bobot NRR Tertimbang**
 <----- **Nilai IKM**

| Unsur Pelayanan | Nilai Rata- | % |
|---|--------------------|----------|
| Persyaratan | 2,93 | 73,25 |
| Sistem, Mekanisme dan Prosedur | 2,93 | 73,25 |
| Waktu Penyelesaian | 3,04 | 76,00 |
| Biaya/Tarif | 3,73 | 93,25 |
| Produk Spesifikasi Jenis Pelayanan | 3,02 | 75,50 |
| Kompetensi Pelaksana | 3,18 | 79,50 |
| Perilaku Pelaksana | 3,18 | 79,50 |
| Penanganan Pengaduan, Saran dan Masukan | 3,00 | 75,00 |
| Sarana dan Prasarana | 3,09 | 77,25 |
| NRR Tertimbang Unsur | 3,12 | 78,06 |

