



TINDAK LANJUT HASIL SURVEI KEPUASAN MASYARAKAT (SKM)

JANUARI-MARET 2023

2023

**DINAS KEPENDUDUKAN DAN
PENCATATAN SIPIL KABUPATEN
MUSI RAWAS**

| | | | | | | | | | | |
|-----|---|---|---|---|---|---|---|---|---|---|
| 56 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 57 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 58 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 59 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 |
| 60 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 |
| 61 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 |
| 62 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 63 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 |
| 64 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 65 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 66 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 67 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 |
| 68 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 |
| 69 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 |
| 70 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 |
| 71 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 72 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 73 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 |
| 74 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 |
| 75 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 |
| 76 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 |
| 77 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 4 |
| 78 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 79 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 80 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 81 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 82 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 83 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 84 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 |
| 85 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 |
| 86 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 87 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 88 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 89 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 90 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 91 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 92 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 93 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 94 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 95 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 |
| 96 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 3 |
| 97 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 |
| 98 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 |
| 99 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 |
| 100 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 |
| 101 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 |
| 102 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 3 |
| 103 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 |
| 104 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 |
| 105 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 |
| 106 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 107 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 108 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 109 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 |
| 110 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 |
| 111 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 |
| 112 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 113 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 114 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 115 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 |
| 116 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 |
| 117 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 |
| 118 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| 119 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 120 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |

| | | | | | | | | | | | |
|-------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|------------|
| 186 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | |
| 187 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 188 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 189 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | |
| 190 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 191 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 192 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | |
| 193 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 194 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | |
| 195 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 196 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 197 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 198 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | |
| 199 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 200 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| ΣNilai /Unsur | 756 | 758 | 756 | 763 | 764 | 763 | 726 | 771 | 764 | 760 | |
| NRR / Unsur | 3.780 | 3.790 | 3.780 | 3.815 | 3.820 | 3.815 | 3.630 | 3.855 | 3.820 | 3.800 | |
| NRR tertbg/ unsur | 0.378 | 0.379 | 0.378 | 0.382 | 0.382 | 0.382 | 0.363 | 0.386 | 0.382 | 0.380 | *) 3.791 |
| | | | | | | | | | | | **) 94.763 |

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

| No. | UNSUR PELAYANAN | NILAI RATA-RATA |
|-----|-----------------------|-----------------|
| U1 | Persyaratan pelayanan | 3.780 |
| U2 | Prosedur pelayanan | 3.790 |
| U3 | Waktu pelayanan | 3.780 |
| U4 | Biaya / tarif | 3.815 |
| U5 | Produk pelayanan | 3.820 |
| U6 | Kompetensi pelaksana | 3.815 |
| U7 | Prilaku pelaksana | 3.630 |
| U8 | Maklumat pelayanan | 3.855 |
| U9 | Penanganan pengaduan | 3.820 |
| U10 | Sarana dan prasarana | 3.800 |

IKM UNIT PELAYANAN : 94.76

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

