# PENGADILAN NEGERI SINABANG

Jalan. Tgk Di Ujung No. 406 Sinabang – Kab. Simeulue, 23891
Telp. (0650) - 21042, 21043, Fax (0650) – 21043
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Nomor : W1.U9/ 479 /OT.01.2/5/2022 Sinabang, 09 Mei 2022
Lampiran : 1 (Satu) Examplar
Perihal : **Pengiriman Data Hasil Survey Kepuasan Masyarakat Bulan April Tahun 2022 Pengadilan Negeri Sinabang.**

Kepada Yth:
Bapak Ketua Pengadilan Tinggi Banda Aceh
Jalan Sultan Alaidin Mahmudsyah No. 10
Di-
Banda Aceh

Dengan hormat,

Sehubungan dengan surat dari Pengadilan Tinggi Banda Aceh, Nomor : W1.U9/4346/OT.01.02/XI/2019, Tanggal 25 November 2019. Bersama ini kami kirimkan Data Hasil Survey Kepuasan Masyarakat Bulan April Tahun 2022 pada Pengadilan Negeri Sinabang.

Demikian atas perhatian Bapak kami ucapkan terima kasih.

KETUA PENGADILAN NEGERI SINABANG

**JAMALUDDIN**

**PENGOLAHAN DATA SURVEI KEPUASAN MASYARAKAT PER RESPONDEN**
**DAN PER UNSUR PELAYANAN**
**BULAN APRIL 2022**

UNIT PELAYANAN : PENGADILAN NEGERI SINABANG
ALAMAT : JLN. TENGKU DI UJUNG NO. 406 SINABANG
KABUPATEN SIMEULUE
Telp/Faks (0650) 21042 - 21043 / (0650) 21043

| NO. RESPONDEN | NILAI PER UNSUR PELAYANAN | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | U1 | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 | |
| 1 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | |
| 2 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | |
| 3 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | |
| 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | |
| 5 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | |
| 6 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | |
| 7 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | |
| 8 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | |
| 9 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | |
| 10 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | |
| 11 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | |
| 12 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | |
| 13 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | |
| 14 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | |
| 15 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | |
| 16 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | |
| 17 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | |
| 18 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | |
| 19 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | |
| 20 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | |
| 21 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | |
| 22 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | |
| 23 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | |
| 24 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | |
| 25 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | |
| 26 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | |
| 27 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | |
| 28 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | |
| 29 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | |
| 30 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | |
| 31 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | |
| 32 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | |
| 33 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | |
| 34 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | |
| 35 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | |
| 36 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | |
| 37 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | |
| 38 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | |
| 39 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | |
| 40 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | |
| 41 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | |
| 42 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | |
| 43 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | |
| 44 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | |
| 45 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | |
| 46 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | |
| 47 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | |
| 48 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | |
| 49 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | |
| 50 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | |
| Nilai Per Unsur | 200 | 200 | 168 | 183 | 172 | 180 | 173 | 178 | 183 | |
| NRR Per Unsur = | 4 | 4 | 3,36 | 3,66 | 3,44 | 3,6 | 3,46 | 3,56 | 3,66 | |
| NRR Tertimbang Per Unsur | 100 | 100 | 84 | 91,5 | 86 | 90 | 86,5 | 89 | 91,5 | *) |
| **IKM Unit Pelayanan = 90,9** | | | | | | | | | | **) |

**Keterangan :**

- U1 s/d U9 = Unsur Pelayanan
- NRR = Nilai rata - rata
- IKM = Indeks Kepuasan Masyarakat
- (*) = Jml NRR IKM Tertimbang
- (**) = Jml NRR tertimbang x 25
- NRR per Unsur = Jml nilai per unsur di bagi jumlah kuisioner yang terisi
- NRR tertimbang = NRR per unsur x 0,111 per unsur

| NO | UNSUR PELAYANAN | Nilai Rata - rata |
|---|---|---|
| U1 | Persyaratan | 4 |
| U2 | Prosedur | 4 |
| U3 | Waktu Pelayanan | 3,36 |
| U4 | Biaya / Tarif | 3,66 |
| U5 | Produk Layanan | 3,44 |
| U6 | Kompetensi Pelaksana | 3,6 |
| U7 | Perilaku Pelaksana | 3,46 |
| U8 | Sarana dan Prasarana | 3,56 |
| U9 | Penanganan Pengaduan, Saran dan Masukan | 3,66 |

IKM UNIT PELAYANA

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

# INDEKS KEPUASAN MASYARAKAT (IKM)
# PENGADILAN NEGERI SINABANG
# (April) 2022

| NILAI IKM | NAMA LAYANAN |
|---|---|
| **90,9 (A = SANGAT BAIK)** | RESPONDEN<br>JUMLAH : 50 Orang<br>JENIS KELAMIN : L = 38 Orang / P = 12 Orang<br>Pendidikan : SD = - Orang<br>SMP = 1 Orang<br>SMA = 18 Orang<br>DIII = - Orang<br>S1 = 31 Orang<br>S2 = - Orang<br><br>Periode Survei April 2022 |

TERIMA KASIH ATAS PENILAIAN YANG TELAH ANDA BERIKAN
MASUKAN ANDA SANGAT BERMANFAAT UNTUK KEMAJUAN UNIT KAMI
AGAR TERUS MEMPERBAIKI DAN MENINGKATKAN KUALITAS PELAYANAN BAGI MASYARAKAT