Survey Indeks Kepuasan Masyarakat

Bulan Desember 2021

id	Unsur	Nilai/unsur	NRR/unsur	NRR tertimbang	Mutu Pelayanan
U1	Persyaratan	**A PHP Error was encountered** Severity: Notice Message: Undefined property: stdClass::$skor Filename: grafik/pdf_report.php Line Number: 34 Backtrace: File: C:\xampp\htdocs\kuisioner\application\views\grafik\pdf_report.php Line: 34 Function: _error_handler File: C:\xampp\htdocs\kuisioner\application\controllers\Grafik.php Line: 54 Function: view File: C:\xampp\htdocs\kuisioner\application\controllers\Grafik.php Line: 96 Function: cekBaris File: C:\xampp\htdocs\kuisioner\index.php Line: 315 Function: require_once	NAN	NAN	

id	Unsur	Nilai/unsur	NRR/unsur	NRR tertimbang	Mutu Pelayanan
U2	Prosedur	**A PHP Error was encountered** Severity: Notice Message: Undefined property: stdClass::$skor Filename: grafik/pdf_report.php Line Number: 34 Backtrace: File: C:\xampp\htdocs\kuisioner\application\views\grafik\pdf_report.php Line: 34 Function: _error_handler File: C:\xampp\htdocs\kuisioner\application\controllers\Grafik.php Line: 54 Function: view File: C:\xampp\htdocs\kuisioner\application\controllers\Grafik.php Line: 96 Function: cekBaris File: C:\xampp\htdocs\kuisioner\index.php Line: 315 Function: require_once	NAN	NAN	

id	Unsur	Nilai/unsur	NRR/unsur	NRR tertimbang	Mutu Pelayanan
U3	Waktu Pelayanan	**A PHP Error was encountered** Severity: Notice Message: Undefined property: stdClass::$skor Filename: grafik/pdf_report.php Line Number: 34 Backtrace: File: C:\xampp\htdocs\kuisioner\application\views\grafik\pdf_report.php Line: 34 Function: _error_handler File: C:\xampp\htdocs\kuisioner\application\controllers\Grafik.php Line: 54 Function: view File: C:\xampp\htdocs\kuisioner\application\controllers\Grafik.php Line: 96 Function: cekBaris File: C:\xampp\htdocs\kuisioner\index.php Line: 315 Function: require_once	NAN	NAN	

id	Unsur	Nilai/unsur	NRR/unsur	NRR tertimbang	Mutu Pelayanan
U4	Biaya Tarif	**A PHP Error was encountered** Severity: Notice Message: Undefined property: stdClass::$skor Filename: grafik/pdf_report.php Line Number: 34 Backtrace: File: C:\xampp\htdocs\kuisioner\application\views\grafik\pdf_report.php Line: 34 Function: _error_handler File: C:\xampp\htdocs\kuisioner\application\controllers\Grafik.php Line: 54 Function: view File: C:\xampp\htdocs\kuisioner\application\controllers\Grafik.php Line: 96 Function: cekBaris File: C:\xampp\htdocs\kuisioner\index.php Line: 315 Function: require_once	NAN	NAN	

id	Unsur	Nilai/unsur	NRR/unsur	NRR tertimbang	Mutu Pelayanan
U5	Produk Layanan	**A PHP Error was encountered** Severity: Notice Message: Undefined property: stdClass::$skor Filename: grafik/pdf_report.php Line Number: 34 Backtrace: File: C:\xampp\htdocs\kuisioner\application\views\grafik\pdf_report.php Line: 34 Function: _error_handler File: C:\xampp\htdocs\kuisioner\application\controllers\Grafik.php Line: 54 Function: view File: C:\xampp\htdocs\kuisioner\application\controllers\Grafik.php Line: 96 Function: cekBaris File: C:\xampp\htdocs\kuisioner\index.php Line: 315 Function: require_once	NAN	NAN	

id	Unsur	Nilai/unsur	NRR/unsur	NRR tertimbang	Mutu Pelayanan
U6	Komptensi Pelaksana	**A PHP Error was encountered** Severity: Notice Message: Undefined property: stdClass::$skor Filename: grafik/pdf_report.php Line Number: 34 Backtrace: File: C:\xampp\htdocs\kuisioner\application\views\grafik\pdf_report.php Line: 34 Function: _error_handler File: C:\xampp\htdocs\kuisioner\application\controllers\Grafik.php Line: 54 Function: view File: C:\xampp\htdocs\kuisioner\application\controllers\Grafik.php Line: 96 Function: cekBaris File: C:\xampp\htdocs\kuisioner\index.php Line: 315 Function: require_once	NAN	NAN	

id	Unsur	Nilai/unsur	NRR/unsur	NRR tertimbang	Mutu Pelayanan
U7	Perilaku Pelaksana	**A PHP Error was encountered** Severity: Notice Message: Undefined property: stdClass::$skor Filename: grafik/pdf_report.php Line Number: 34 Backtrace: File: C:\xampp\htdocs\kuisioner\application\views\grafik\pdf_report.php Line: 34 Function: _error_handler File: C:\xampp\htdocs\kuisioner\application\controllers\Grafik.php Line: 54 Function: view File: C:\xampp\htdocs\kuisioner\application\controllers\Grafik.php Line: 96 Function: cekBaris File: C:\xampp\htdocs\kuisioner\index.php Line: 315 Function: require_once	NAN	NAN	

id	Unsur	Nilai/unsur	NRR/unsur	NRR tertimbang	Mutu Pelayanan
U8	Penanganan pengaduan, saran dan masukan	**A PHP Error was encountered** Severity: Notice Message: Undefined property: stdClass::$skor Filename: grafik/pdf_report.php Line Number: 34 Backtrace: File: C:\xampp\htdocs\kuisioner\application\views\grafik\pdf_report.php Line: 34 Function: _error_handler File: C:\xampp\htdocs\kuisioner\application\controllers\Grafik.php Line: 54 Function: view File: C:\xampp\htdocs\kuisioner\application\controllers\Grafik.php Line: 96 Function: cekBaris File: C:\xampp\htdocs\kuisioner\index.php Line: 315 Function: require_once	NAN	NAN	
U9	Sarana & Prasarana	**A PHP Error was encountered** Severity: Notice Message: Undefined property: stdClass::$skor Filename: grafik/pdf_report.php Line Number: 34 Backtrace: File: C:\xampp\htdocs\kuisioner\application\views\grafik\pdf_report.php Line: 34 Function: _error_handler File: C:\xampp\htdocs\kuisioner\application\controllers\Grafik.php Line: 54 Function: view File: C:\xampp\htdocs\kuisioner\application\controllers\Grafik.php Line: 96 Function: cekBaris File: C:\xampp\htdocs\kuisioner\index.php Line: 315 Function: require_once	NAN	NAN	

id	Unsur	Nilai/unsur	NRR/unsur	NRR tertimbang	Mutu Pelayanan
		Total NRR	NAN		
		IKM UNIT PELAYANAN (NAN * 25)	**NAN**		

LAMPIRAN 1.KETERANGAN 14 UNSUR PELAYANAN

Keterangan	Unsur-Unsur Pelayanan
U01 s/d U14	: Unsur-Unsur Pelayanan
NRR	: Nilai Rata-Rata
IKM	: Indeks Kepuasan Masyarakat
NRR Per Unsur	: Jumlah nilai per unsur dibagi jumlah kuesioner yang terisi
NRR Tertimbang	: NRR Per Unsur x 0,071
IKM UNIT PELAYANAN	**: NAN**
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

Bandung 12 Desember 2021

Kepala Balai Pengembangan Perindustrian

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