



DINAS PENANAMAN MODAL DAN PELAYANAN TERPADU

SATU PINTU DAERAH

PROVINSI SULAWESI UTARA

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Survey Indeks Kepuasan Masyarakat

Bulan Desember 2021

id	Unsur	Nilai/unsur	NRR/unsur	NRR tertimbang	Mutu Pelayanan
U1	Persyaratan	<div>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\kuisiner\application\views\grafik\pdf_report.php Line: 34 Function: error handler File: C:\xampp\htdocs\kuisiner\application\controllers\Grafik.php Line: 54 Function: view File: C:\xampp\htdocs\kuisiner\application\controllers\Grafik.php Line: 96 Function: cekBaris File: C:\xampp\htdocs\kuisiner\index.php Line: 315 Function: require_once</div>	NAN	NAN	

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

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

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

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

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

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

id	Unsur	Nilai/unsur	NRR/unsur	NRR tertimbang	Mutu Pelayanan
U8	Penanganan pengaduan, saran dan masukan	<p>A PHP Error was encountered</p> <p>Severity: Notice</p> <p>Message: Undefined property: stdClass::\$skor</p> <p>Filename: grafik/pdf_report.php</p> <p>Line Number: 34</p> <p>Backtrace:</p> <p>File:</p> <p>C:\xampp\htdocs\kuisiner\application\views\grafik\pdf_report.php</p> <p>Line: 34</p> <p>Function: error handler</p> <p>File: C:\xampp\htdocs\kuisiner\application\controllers\Grafik.php</p> <p>Line: 54</p> <p>Function: view</p> <p>File: C:\xampp\htdocs\kuisiner\application\controllers\Grafik.php</p> <p>Line: 96</p> <p>Function: cekBaris</p> <p>File: C:\xampp\htdocs\kuisiner\index.php</p> <p>Line: 315</p> <p>Function: require_once</p>	NAN	NAN	
U9	Sarana & Prasarana	<p>A PHP Error was encountered</p> <p>Severity: Notice</p> <p>Message: Undefined property: stdClass::\$skor</p> <p>Filename: grafik/pdf_report.php</p> <p>Line Number: 34</p> <p>Backtrace:</p> <p>File:</p> <p>C:\xampp\htdocs\kuisiner\application\views\grafik\pdf_report.php</p> <p>Line: 34</p> <p>Function: error handler</p> <p>File: C:\xampp\htdocs\kuisiner\application\controllers\Grafik.php</p> <p>Line: 54</p> <p>Function: view</p> <p>File: C:\xampp\htdocs\kuisiner\application\controllers\Grafik.php</p> <p>Line: 96</p> <p>Function: cekBaris</p> <p>File: C:\xampp\htdocs\kuisiner\index.php</p> <p>Line: 315</p> <p>Function: require_once</p>	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 13 Desember
2021**
Kepala Balai Pengembangan
Perindustrian

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