

**PENGOLAHAN DATA SKM PER RESPONDEN DAN PER UNSUR PELAYANAN**

**SEMESTER 1 TAHUN 2022**

Unit Pelayanan : Balai Pengkajian Teknologi Pertanian (BPTP) Riau  
 Alamat : Jl. Kaharuddin Nasution No. 341 Pekanbaru

| No.       | NILAI UNSUR PELAYANAN |     |     |     |     |     |     |     |     | Keterangan                 |
|-----------|-----------------------|-----|-----|-----|-----|-----|-----|-----|-----|----------------------------|
|           | U 1                   | U 2 | U 3 | U 4 | U 5 | U 6 | U 7 | U 8 | U 9 |                            |
| Responden | 1                     | 2   | 3   | 4   | 5   | 6   | 7   | 8   | 9   |                            |
| 1         | 3                     | 3   | 3   | 4   | 3   | 3   | 3   | 3   | 4   | yandra afriyani            |
| 2         | 3                     | 3   | 3   | 4   | 3   | 3   | 3   | 3   | 4   | fadhillawati friasma       |
| 3         | 3                     | 3   | 4   | 4   | 3   | 3   | 4   | 3   | 4   | ana aziza fitrah           |
| 4         | 3                     | 3   | 3   | 4   | 3   | 3   | 3   | 3   | 4   | brigita mega putri         |
| 5         | 4                     | 3   | 4   | 4   | 4   | 4   | 3   | 4   | 3   | CINDI AULIA PUTRI          |
| 6         | 3                     | 3   | 3   | 3   | 3   | 3   | 4   | 4   | 3   | NUR AISYAH EKA NOVPIA WATI |
| 7         | 3                     | 3   | 3   | 3   | 3   | 3   | 4   | 4   | 4   | ANGGI OKTAVIARI            |
| 8         | 3                     | 3   | 3   | 3   | 3   | 3   | 4   | 4   | 3   | REZKI AYU                  |
| 9         | 3                     | 3   | 3   | 3   | 3   | 3   | 4   | 4   | 3   | DARMA SAPUTRA              |
| 10        | 3                     | 3   | 3   | 3   | 4   | 4   | 4   | 4   | 3   | MUHAMMAD HANAFI            |
| 11        | 3                     | 3   | 3   | 3   | 4   | 4   | 4   | 4   | 3   | ERLINA                     |
| 12        | 3                     | 3   | 3   | 3   | 4   | 4   | 4   | 4   | 3   | ADE KURNIAWAN              |
| 13        | 3                     | 3   | 3   | 3   | 3   | 3   | 4   | 4   | 4   | DHENI AFRIAN               |
| 14        | 3                     | 3   | 3   | 4   | 3   | 3   | 4   | 3   | 3   | RIAN SYARWANA              |
| 15        | 4                     | 3   | 4   | 3   | 4   | 4   | 4   | 3   | 3   | DWI AGNES SAPUTRI          |
| 16        | 4                     | 3   | 4   | 4   | 4   | 4   | 3   | 4   | 3   | ASANA LESTARI              |
| 17        | 4                     | 3   | 4   | 4   | 4   | 4   | 3   | 4   | 3   | DINA RIANITA LAIA          |
| 18        | 3                     | 3   | 3   | 3   | 3   | 3   | 3   | 3   | 3   | Untung Saputra             |
| 19        | 3                     | 3   | 3   | 4   | 3   | 3   | 3   | 4   | 3   | Afriyanto                  |
| 20        | 3                     | 3   | 2   | 4   | 3   | 3   | 3   | 4   | 3   | sukanto                    |
| 21        | 4                     | 4   | 3   | 4   | 4   | 3   | 4   | 4   | 3   | rosmita                    |
| 22        | 3                     | 3   | 3   | 4   | 4   | 3   | 3   | 3   | 4   | liza rahmi                 |
| 23        | 4                     | 3   | 3   | 4   | 4   | 4   | 4   | 4   | 3   | riyanti nasution           |
| 24        | 3                     | 3   | 3   | 4   | 3   | 3   | 3   | 4   | 3   | irfan                      |
| 25        | 4                     | 3   | 3   | 4   | 4   | 4   | 4   | 4   | 4   | darnilawati                |
| 26        | 4                     | 4   | 3   | 4   | 3   | 3   | 4   | 2   | 2   | zamzarina                  |
| 27        | 4                     | 4   | 3   | 4   | 3   | 3   | 4   | 2   | 2   | nasti tanjung              |
| 28        | 3                     | 4   | 3   | 4   | 3   | 3   | 4   | 4   | 3   | irdayanti                  |
| 29        | 3                     | 3   | 3   | 4   | 3   | 3   | 3   | 2   | 3   | nurhikmah                  |
| 30        | 4                     | 3   | 3   | 3   | 3   | 3   | 3   | 4   | 3   | saifullah                  |
| 31        | 4                     | 3   | 2   | 4   | 3   | 3   | 3   | 4   | 1   | syndi oviani               |
| 32        | 4                     | 4   | 4   | 4   | 4   | 4   | 4   | 4   | 4   | yulianita rahayu           |
| 33        | 4                     | 4   | 4   | 4   | 4   | 4   | 4   | 4   | 4   | annisa                     |
| 34        | 3                     | 3   | 3   | 3   | 3   | 3   | 3   | 3   | 3   | normaliza                  |
| 35        | 3                     | 3   | 3   | 3   | 3   | 3   | 3   | 3   | 3   | mutiara ananda             |
| 36        | 3                     | 3   | 4   | 4   | 3   | 3   | 4   | 4   | 3   | lia anjelia                |
| 37        | 3                     | 3   | 3   | 3   | 3   | 3   | 3   | 4   | 3   | artika sapta               |
| 38        | 3                     | 3   | 3   | 4   | 3   | 3   | 3   | 4   | 3   | riswandi                   |
| 39        | 3                     | 3   | 3   | 3   | 3   | 3   | 3   | 3   | 3   | rohmat firdaus             |
| 40        | 4                     | 4   | 4   | 3   | 3   | 4   | 4   | 4   | 4   | hikmatun nazilah           |

tiara  
restu adji

|                      |      |      |      |      |      |      |      |      |      |       |   |
|----------------------|------|------|------|------|------|------|------|------|------|-------|---|
| Jumlah               | 134  | 127  | 127  | 144  | 133  | 132  | 141  | 143  | 127  |       |   |
| N.Rata-rata Unsur    | 3,53 | 3,34 | 3,34 | 3,79 | 3,50 | 3,47 | 3,71 | 3,76 | 3,34 |       |   |
| NRR Tertimbang Unsur | 0,39 | 0,37 | 0,37 | 0,42 | 0,39 | 0,39 | 0,41 | 0,42 | 0,37 | 3,53  | 1 |
|                      |      |      |      |      |      |      |      |      |      | 25    | 9 |
|                      |      |      |      |      |      |      |      |      |      | 0,111 |   |
|                      |      |      |      |      |      |      |      |      |      | 88,30 |   |

Bobot  
Unsur  
Nilai Penimbang  
Bobot NRR Tertimbang  
Nilai IKM

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                          | Unsur Pelayanan                         | Nilai Rata-rata | %     |
|-----------------------------|---|-----------------|-------|
| U1                          | Persyaratan                             | 3,53            | 88,16 |
| U2                          | Sistem, Mekanisme dan Prosedur          | 3,34            | 83,55 |
| U3                          | Waktu Penyelesaian                      | 3,34            | 83,55 |
| U4                          | Biaya/Tarif                             | 3,79            | 94,74 |
| U5                          | Produk Spesifikasi Jenis Pelayanan      | 3,50            | 87,50 |
| U6                          | Kompetensi Pelaksana                    | 3,47            | 86,84 |
| U7                          | Perilaku Pelaksana                      | 3,71            | 92,76 |
| U8                          | Penanganan Pengaduan, Saran dan Masukan | 3,76            | 94,08 |
| U9                          | Sarana dan Prasarana                    | 3,34            | 83,55 |
| <b>NRR Tertimbang Unsur</b> |   | 3,53            | 88,30 |



Pekanbaru, 18 Juli 2022  
 Kepala Balai

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