

PENGOLAHAN DATA SKM PER RESPONDEN DAN PER UNSUR PELAYANAN
SEMESTER II TAHUN 2023

Unit Pelayanan : Balai Penerapan Standar Instrumen Pertanian (BPSIP) Riau
Alamat : Jl. Kaharuddin Nasution No. 341 Pekanbaru

| No. Responder | NILAI UNSUR PELAYANAN | | | | | | | | | Keterangan |
|------------------|-----------------------|-----|-----|-----|-----|-----|-----|-----|-----|------------|
| | U 1 | U 2 | U 3 | U 4 | U 5 | U 6 | U 7 | U 8 | U 9 | |
| 1 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | |
| 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | |
| 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | |
| 5 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | |
| 6 | 3 | 4 | 2 | 4 | 4 | 3 | 3 | 3 | 4 | |
| 7 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 8 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | |
| 9 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | |
| 10 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | |
| 11 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | |
| 12 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | |
| 13 | 3 | 3 | 4 | 3 | 1 | 3 | 4 | 3 | 4 | |
| 14 | 3 | 3 | 1 | 4 | 3 | 3 | 3 | 3 | 4 | |
| 15 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 4 | 4 | |
| 16 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | |
| 17 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 4 | |
| 18 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | |
| 19 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 4 | |
| 20 | 4 | 3 | 3 | 1 | 3 | 4 | 4 | 2 | 4 | |
| 21 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | |
| 22 | 3 | 3 | 1 | 1 | 1 | 2 | 3 | 3 | 2 | |
| 23 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | |
| 24 | 3 | 3 | 1 | 4 | 3 | 4 | 3 | 3 | 4 | |
| 25 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | |
| 26 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | |
| 27 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | |
| 28 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | |
| 29 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 30 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 31 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 32 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | |
| 33 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | |
| 34 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 35 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | |
| 36 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | |
| 37 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 38 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | |
| 39 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | |
| 40 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | |
| 41 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | |
| 42 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | |
| 43 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | |
| 44 | 4 | 2 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 45 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | |
| 46 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | |
| 47 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | |
| 48 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | |
| 49 | 4 | 4 | 3 | 4 | 2 | 3 | 3 | 3 | 4 | |
| 50 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | |
| 51 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 52 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | |
| 53 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 54 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | |
| 55 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | |
| 56 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | |
| 57 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | |
| 58 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | |
| 59 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | |
| 60 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | |
| 61 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | |
| 62 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 63 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 64 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | |
| 65 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 66 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | |
| 67 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | |
| 68 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | |
| 69 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | |
| 70 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | |
| 71 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | |
| 72 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | |
| 73 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | |
| 74 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | |
| 75 | 3 | 2 | 1 | 4 | 2 | 3 | 4 | 3 | 1 | |
| 76 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 1 | |
| 77 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | |
| 78 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 79 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | |
| 80 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | |
| 81 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 2 | 4 | |
| 82 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 83 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | |
| 84 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 85 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | |
| 86 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | |

| | | | | | | | | | | |
|-------------------|------|------|------|------|------|------|------|------|------|-------|
| 87 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 88 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 89 | 4 | 2 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 |
| 90 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 |
| 91 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 92 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 93 | 3 | 1 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 |
| 94 | 3 | 3 | 1 | 4 | 3 | 4 | 4 | 4 | 4 | 4 |
| 95 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 |
| 96 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 97 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 98 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 99 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 100 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 101 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 |
| 102 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 |
| 103 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 |
| 104 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 105 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 106 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 107 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 108 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| Jumlah | 358 | 337 | 330 | 386 | 347 | 363 | 367 | 364 | 407 | |
| N.Rata-rata Unsur | 3.31 | 3.12 | 3.06 | 3.57 | 3.21 | 3.36 | 3.40 | 3.37 | 3.77 | |
| NRR Tertimb | 0.37 | 0.35 | 0.34 | 0.40 | 0.36 | 0.37 | 0.38 | 0.37 | 0.42 | 3.35 |
| | | | | | | | | | | 25 |
| | | | | | | | | | | 0.111 |
| | | | | | | | | | | 83.82 |

0
 1 ← Bobot Unsur
 9 ← Nilai Penimbang
 25 ← Bobot NRR Tertimbang
 0.111 ← 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 per Unsur : NRR per unsur x 0.0111

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 | 3.31 | 82.87 |
| U2 | Sistem, Mekanisme dan Prosedur | 3.12 | 78.01 |
| U3 | Waktu Penyelesaian | 3.06 | 76.39 |
| U4 | Biaya/Tarif | 3.57 | 89.35 |
| U5 | Produk Spesifikasi Jenis Pelayanan | 3.21 | 80.32 |
| U6 | Kompetensi Pelaksana | 3.36 | 84.03 |
| U7 | Perilaku Pelaksana | 3.40 | 84.95 |
| U8 | Penanganan Pengaduan, Saran dan | 3.37 | 84.26 |
| U9 | Sarana dan Prasarana | 3.77 | 94.21 |
| NRR Tertimbang Unsur | | 3.35 | 83.82 |



Pekanbaru, 6 Desember 2023
 Ka Balai

Dr. Shannora Yuliasari, STP, MP
 NIP. 19740731-200312 2 001