REKAPITULASI HASIL PENILAIAN
INDEK KEPUASAN MASYARAKAT UPT KARANTINA PERTANIAN
BADAN KARANTINA PERTANIAN
PERIODE JANUARI - JUNI TAHUN 2019

NO	Jumlah Responden	NAMA UPT	NILAI UNSUR PELAYANAN										Nilai Tertimbang (NRR X 0.11)	Nilai IKM (NT X 25)	MUTU	TAHUN 2017		2018		2019	
			U1	U2	U3	U4	U5	U6	U7	U8	U9	NRR				I	II	I	II	I	II
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16						
1	240	BBKP Soekarno Hatta	3.3	3.2	3.0	3.0	3.2	3.4	3.3	3.3	3.7	29.37	3.23	80.77		76.58	80.28	83.23	83.77	80.77	
2	366	BBKP Tanjung Priok	3.7	3.6	3.3	2.9	3.6	3.6	3.6	3.6	3.9	31.74	3.49	87.29		84.61	84.71	86.43	82.88	87.29	
3	788	BBKP Surabaya	3.5	3.5	3.5	3.4	3.5	3.5	3.6	3.4	3.4	31.26	3.44	85.95		86.45	86.46	86.54	85.94	85.95	
4	78	BBUSKP	3.3	3.1	3.2	3.2	3.1	3.1	3.1	3.1	3.6	28.75	3.16	79.06		78.85	84.34	82.02	79.06	79.06	
5	50	BBUTTMKP	3.3	3.3	3.3	3.3	3.3	3.3	3.4	3.4	3.7	30.34	3.34	83.44		81.46	81.52	82.14	81.13	83.44	
6	212	BBKP Belawan	3.3	3.3	3.3	3.2	3.3	3.3	3.4	3.2	3.6	29.99	3.30	82.47		80.50	81.33	81.35	82.31	82.47	
7	153	BBKP Makassar	3.8	3.7	3.8	3.8	3.8	3.8	3.9	3.7	3.8	34.10	3.75	93.79		89.99	95.92	95.93	93.77	93.79	
8	83	BKP Kelas I Denpasar	3.6	3.6	3.5	3.0	3.4	3.5	3.7	3.3	3.8	31.37	3.45	86.28		87.36	85.63	90.18	86.40	86.28	
9	131	BKP Kelas I Semarang	3.4	3.4	3.2	3.1	3.3	3.4	3.4	3.3	3.7	30.11	3.31	82.79		81.06	82.01	81.24	81.40	82.79	
10	163	BKP Kelas I Balikpapan	3.6	3.5	3.5	3.2	3.6	3.7	3.7	3.6	3.8	32.36	3.56	88.98		82.03	81.64	82.14	88.34	88.98	
11	67	BKP Kelas I Bandar Lampung	3.3	3.3	3.3	2.9	3.4	3.5	3.4	3.3	3.1	29.51	3.25	81.15		90.66	90.69	90.72	80.52	81.15	
12	111	BKP Kelas I Pekanbaru	3.7	3.7	3.5	3.5	3.5	3.6	3.4	3.3	3.4	31.58	3.47	86.84		90.69	83.05	83.10	86.46	86.84	
13	100	BKP Kelas I Pontianak	3.2	3.2	2.9	2.9	3.2	3.3	3.3	3.2	3.4	28.64	3.15	78.76		80.86	80.79	81.02	79.51	78.76	
14	180	BKP Kelas I Kupang	3.3	3.3	3.2	3.1	3.2	3.3	3.3	2.9	3.5	29.06	3.20	79.92		81.61	82.74	82.43	83.91	79.92	
15	174	BKP Kelas I Banjarmasin	3.4	3.5	3.3	3.2	3.4	3.5	3.6	3.4	3.8	31.16	3.43	85.68		83.58	83.69	84.40	85.55	85.68	
16	184	BKP Kelas I Mataram	3.5	3.6	3.6	3.4	3.5	3.4	3.6	3.5	3.6	31.66	3.48	87.06		86.80	88.13	85.11	85.56	87.06	
17	140	BKP Kelas I Manado	3.4	3.1	3.2	3.4	3.2	3.4	3.2	3.2	3.4	29.53	3.25	81.22		84.85	82.09	81.95	81.23	81.22	
18	102	BKP Kelas I Padang	3.4	3.3	3.3	3.4	3.3	3.2	3.4	3.4	3.3	30.10	3.31	82.76		80.80	82.84	83.02	83.14	82.76	
19	75	BKP Kelas I Jayapura	3.7	3.6	3.5	3.3	3.5	3.5	3.6	3.6	3.8	32.17	3.54	88.48		86.98	87.15	87.21	88.33	88.48	
20	142	BKP Kelas I Palembang	3.5	3.3	3.2	3.1	3.4	3.4	3.4	3.2	3.7	30.16	3.32	82.94		85.19	88.78	86.10	86.09	82.94	
21	55	BKP Kelas I Jambi	3.3	3.3	3.5	3.4	3.4	3.5	3.4	3.3	3.3	30.44	3.35	83.70		82.12	82.71	82.90	81.71	83.70	
22	90	BKP Kelas I Batam	3.6	3.7	3.7	3.0	3.8	3.6	3.4	3.3	3.4	31.49	3.46	86.59		83.94	84.01	83.96	86.59	86.59	
23	100	BKP Kelas II Medan	3.5	3.5	3.4	3.0	3.6	3.3	3.2	3.2	3.8	30.31	3.33	83.35		83.74	83.78	83.90	83.33	83.35	
24	90	BKP Kelas II Tanjung Pinang	3.7	3.6	3.6	3.6	3.8	3.7	3.6	3.7	3.9	33.12	3.64	91.09		87.05	87.11	87.33	90.14	91.09	
25	75	BKP Kelas II Ternate	3.9	3.4	3.4	3.2	3.3	3.2	3.2	3.4	3.6	30.79	3.39	84.66		87.45	86.70	84.11	81.99	84.66	
26	173	BKP Kelas II Kendari	3.6	3.6	3.6	3.6	3.6	3.5	3.5	3.6	3.5	32.09	3.53	88.25		89.21	89.01	88.57	88.25	88.25	
27	30	BKP Kelas II Pangkal Pinang	3.4	3.4	3.2	3.3	3.3	3.3	3.3	3.6	3.8	30.65	3.37	84.30		83.69	84.06	84.18	78.24	84.30	
28	360	BKP Kelas II Tarakan	3.5	3.5	3.4	3.4	3.5	3.5	3.5	3.5	3.9	31.60	3.48	86.90		83.19	91.59	87.41	86.80	86.90	
29	160	BKP Kelas II Cilegon	3.5	3.5	3.4	3.2	3.3	3.3	3.5	3.6	3.4	30.75	3.38	84.55		78.78	82.47	77.48	83.40	84.55	
30	100	BKP Kelas II Yogyakarta	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4	30.86	3.39	84.87		84.35	84.56	84.74	84.81	84.87	
31	100	BKP Kelas II Palangkaraya	3.4	3.4	3.3	3.3	3.4	3.3	3.2	3.3	3.4	30.09	3.31	82.75		82.09	82.70	83.21	82.58	82.75	
32	92	BKP Kelas II Palu	3.5	3.5	3.5	3.5	3.5	3.4	3.5	3.5	3.5	31.16	3.43	85.70		83.16	83.45	84.42	85.31	85.70	
33	82	BKP Kelas II Gorontalo	3.2	3.4	3.3	3.0	3.4	3.4	3.5	3.2	3.8	30.11	3.31	82.81		81.30	99.31	89.23	87.23	82.81	
34	150	SKP Kls I Biak	3.6	3.7	3.6	3.1	3.6	3.6	3.6	3.6	3.9	32.37	3.56	89.01		84.76	89.11	85.04	85.56	89.01	
35	40	SKP Kls I Entikong	3.4	3.3	3.4	3.4	3.4	3.4	3.4	3.4	3.4	30.40	3.34	83.60		83.43	83.69	83.82	83.19	83.60	
36	26	SKP Kls I Tanjung Balai Asahan	3.3	3.3	3.7	3.3	3.4	3.4	3.5	3.7	3.5	31.08	3.42	85.46		84.93	85.13	85.56	85.36	85.46	
37	20	SKP Kls I Cilacap	3.4	3.6	3.1	3.4	3.5	3.5	3.3	3.9	3.4	30.87	3.40	84.90		81.15	81.17	80.78	82.57	84.90	
38	80	SKP Kls I Sumbawa Besar	3.5	3.6	3.6	3.0	3.6	3.5	3.6	3.8	3.7	31.70	3.49	87.18		85.32	86.78	84.20	87.14	87.18	
39	64	SKP Kls I Banda Aceh	3.5	3.5	3.5	3.9	3.6	3.5	3.6	3.4	3.4	32.00	3.52	88.00		86.98	87.04	87.04	69.92	88.00	
40	150	SKP Kls I Sorong	3.5	3.5	3.4	3.0	3.5	3.5	3.6	3.5	3.5	30.91	3.40	84.99		81.92	82.02	82.02	83.11	84.99	
41	92	SKP Kls I Samarinda	3.6	3.6	3.5	3.3	3.4	3.6	3.6	3.5	3.6	31.75	3.49	87.31		85.52	86.64	86.95	86.92	87.31	
42	136	SKP Kls I Ambon	3.3	3.3	3.3	3.0	3.3	3.4	3.5	3.3	3.8	30.27	3.33	83.25		85.81	81.86	85.81	86.06	83.25	
43	70	SKP Kls I Bengkulu	3.7	3.7	3.8	3.1	3.8	3.7	3.7	4.0	3.9	33.26	3.66	91.46		90.57	90.93	91.29	91.30	91.46	
44	22	SKP Kls I Timika	3.5	3.5	3.7	3.0	3.6	3.5	3.6	3.3	3.5	31.23	3.44	85.88		85.36	85.28	85.77	85.88	85.88	
45	40	SKP Kls I Merauke	3.4	3.4	3.3	3.3	3.5	3.3	3.3	3.2	3.2	29.75	3.27	81.81		83.78	84.95	82.01	83.84	81.81	
46	42	SKP Kls I Bandung	3.4	3.4	3.4	3.1	3.4	3.3	3.5	3.0	3.3	29.76	3.27	81.85		82.56	82.65	82.04	81.85	81.85	
47	150	SKP Kls I Parepare	3.6	3.6	3.6	3.3	3.5	3.7	3.2	3.2	3.8	31.59	3.47	86.87		79.68	89.01	84.35	87.44	86.87	
48	52	SKP Kls II Tanjung Balai Karimun	3.6	3.6	3.5	2.9	3.4	3.5	3.7	3.4	4.0	31.56	3.47	86.79		81.58	83.99	81.55	81.62	86.79	
49	200	SKP Kls II Ende	3.8	3.8	3.8	3.8	3.9	3.9	3.8	3.8	3.9	34.48	3.79	94.82		82.70	81.01	80.46	96.90	94.82	
50	100	SKP Kls II Mamuju	3.7	3.7	3.7	3.2	3.7	3.8	3.7	3.8	4.0	33.11	3.64	91.05		80.73	87.37	87.39	87.28	91.05	
51	34	SKP Kls II Manokwari	3.1	3.1	3.2	3.6	3.2	3.3	3.4	3.1	3.4	29.56	3.25	81.29		78.44	79.12	79.12	81.04	81.29	
52	100	SKP Kls II Bangkalan	3.6	3.4	3.2	3.0	3.5	3.2	3.5	4.0	3.7	30.95	3.40	85.11		88.51	89.07	89.16	85.03	85.11	
	6594	Jumlah	181.3	179.6	177.5	169.0	179.9	179.8	180.6	178.3	187.1		177.43	4,435.8		4,365.0	4,432.1	4,402.0	4,397.7	4,435.8	
		NRR per unsur	3.49	3.45	3.41	3.25	3.46	3.46	3.47	3.43	3.60		3.41	85.30		83.94	85.23	84.65	84.57	85.30	
		NRR tertimbang per unsur	0.39	0.38	0.38	0.36	0.38	0.38	0.39	0.38	0.40										

Keterangan :
- U1 s.d U9
- NRR : Nilai rata rata
- IKM : Indeks kepuasaan masyrakat
- *) : Jumlah NRR IKM tertimbang
- **) : Jumlah NRR tertimbang x 25
- NRR perunsur : Jmlh nilai perunsur dibagi jmlh kuensioner yang terisi
- NRR tertimbang : NNR perunsur x 0,111

IKM unit pelayanan ; 85.30

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

U1	Persyaratan
U2	Prosedur
U3	waktu Pelayanan
U4	Biaya/tarif
U5	Produk layanan
U6	Kompetensi pelaksana
U7	Perilaku pelaksana
U8	Penanganan, pengaduan, saran,dan keluhan
U9	Sarana dan Prasarana