



**PEMERINTAH KOTA BATAM
BADAN PERENCANAAN DAN PENELITIAN PENGEMBANGAN
PEMBANGUNAN DAERAH
KOTA BATAM**

JL. ENGKU PUTRI No. 1 LANTAI VI TELP. (0778) 463045 Fax. (0778) 461701 BATAM CENTER

NOTA DINAS

Kepada : Yth. Kepala Bagian Organisasi Setdako Batam
Dari : Kepala Bapelitbangda Kota Batam
Tanggal : 15 Desember 2021
Nomor : 124 /XII/2021
Lampiran : -
Hal : Hasil Survey Kepuasan Masyarakat (SKM)

Sehubungan dengan surat Sekretaris Daerah Nomor: 96/Organisasi/VI/2021, Tertanggal 25 Juni 2021, Perihal: Survey Kepuasan Masyarakat (SKM) Tahun 2021, Bapelitbangda telah melaksanakan Survey Kepuasan Masyarakat terhadap pelayanan yang diberikan Bapelitbangda kepada mitra kerja terkait dengan penyusunan dokumen perencanaan.

Selanjutnya, berdasarkan hasil survey dimaksud, maka nilai IKM Bapelitbangda Tahun 2021 yaitu **82.44** atau dengan kategori **BAIK**, pengolahan data survey sebagaimana terlampir.

Demikian disampaikan, atas perhatiannya kami ucapkan terima kasih.

Kepala Badan Perencanaan dan
Penelitian Pengembangan Pembangunan
Daerah Kota Batam



Wan Darussalam
NIP. 19620416 198603 1 033

PENGOLAHAN DATA SURVEI KEPUASAN MASYARAKAT PER RESPONDEN
DAN PER UNSUR PELAYANAN

| NO. RESP | NILAI UNSUR PELAYANAN | | | | | | | | |
|-------------|-----------------------|----|----|----|----|----|----|----|----|
| | U1 | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 1 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 2 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 |
| 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 |
| 5 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 6 | 2 | 2 | 2 | 4 | 3 | 3 | 3 | 2 | 3 |
| 7 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 |
| 8 | 3 | 3 | 2 | 4 | 3 | 3 | 3 | 3 | 3 |
| 9 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 |
| 10 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 11 | 3 | 3 | 3 | 4 | 3 | 2 | 3 | 3 | 4 |
| 12 | 3 | 3 | 3 | 4 | 3 | 3 | 2 | 3 | 3 |
| 13 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 14 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 15 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 16 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 |
| 17 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 18 | 3 | 3 | 2 | 4 | 4 | 3 | 3 | 2 | 3 |
| 19 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 |
| 20 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 |
| 21 | 3 | 3 | 3 | 4 | 2 | 4 | 4 | 3 | 4 |
| 22 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 |
| 23 | 3 | 3 | 3 | 4 | 2 | 3 | 2 | 3 | 4 |
| 24 | 3 | 3 | 3 | 4 | 3 | 3 | 2 | 3 | 4 |
| 25 | 3 | 3 | 3 | 4 | 2 | 3 | 2 | 3 | 4 |
| 26 | 3 | 3 | 3 | 4 | 2 | 4 | 2 | 3 | 4 |
| 27 | 3 | 3 | 3 | 4 | 3 | 3 | 2 | 3 | 4 |
| 28 | 3 | 3 | 3 | 4 | 3 | 3 | 2 | 3 | 4 |
| 29 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 |
| 30 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 31 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 |
| 32 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 33 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 |
| 34 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 35 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 36 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 37 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 38 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 39 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 40 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 |
| 41 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 42 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 |
| 43 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 44 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 45 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 46 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 47 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 48 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 49 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 50 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 51 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 52 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 53 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 54 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 55 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 56 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 57 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 58 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 59 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 60 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 61 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 62 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 63 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 64 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 65 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 66 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 67 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 68 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 69 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |

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|-----|---|---|---|---|---|---|---|---|---|
| 70 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 71 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 72 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 73 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 74 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 75 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 76 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 77 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 78 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 79 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 80 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 81 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 82 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 83 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 84 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 85 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 86 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 87 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 88 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 89 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 90 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 91 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 92 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 93 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 94 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 95 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 96 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 97 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 98 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 99 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 100 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 101 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 102 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 103 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 104 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 105 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 106 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 107 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 108 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 109 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 110 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 111 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 |
| 112 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 |
| 113 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 |
| 114 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 |
| 115 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 |
| 116 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 |
| 117 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 |
| 118 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 |
| 119 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 |
| 120 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 |
| 121 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 122 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 123 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 |
| 124 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 |
| 125 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| 126 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 |
| 127 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 128 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 |
| 129 | 2 | 3 | 3 | 4 | 2 | 3 | 3 | 3 | 3 |
| 130 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 131 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 |
| 132 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 133 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 134 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 135 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 |
| 136 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 2 | 4 |
| 137 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 138 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 |
| 139 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 140 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 141 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 142 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 143 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 144 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 |
| 145 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |

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|--------------------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| 146 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 |
| 147 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 148 | 3 | 2 | 3 | 4 | 3 | 4 | 3 | 3 | 4 |
| 149 | 3 | 2 | 3 | 4 | 3 | 4 | 3 | 3 | 4 |
| 150 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 |
| ΣNilai /Unsur | 472 | 463 | 451 | 600 | 500 | 472 | 463 | 455 | 580 |
| NRR / Unsur | 3.147 | 3.087 | 3.007 | 4.000 | 3.333 | 3.147 | 3.087 | 3.033 | 3.867 |
| NRR tertbg/ unsur | 0.349 | 0.343 | 0.334 | 0.444 | 0.370 | 0.349 | 0.343 | 0.337 | 0.429 |
| IKM Unit pelayanan | | | | | | | | | 82.436 |

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 0,111

IKM UNIT PELAYANAN : 82.44

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 | 3.147 |
| U2 | Prosedur | 3.087 |
| U3 | Waktu Pelayanan | 3.007 |
| U4 | Biaya/Tarif | 4.000 |
| U5 | Produk Layanan | 3.333 |
| U6 | Kompetensi Pelaksana | 3.147 |
| U7 | Perilaku Pelaksana | 3.087 |
| U8 | Penanganan Pengaduan, Saran dan Masukan | 3.033 |
| U9 | Sarana dan Prasarana | 3.867 |

KEPALA BADAN PERENCANAAN DAN PENELITIAN,
PENGEMBANGAN PEMBANGUNAN
DAERAH KOTA BATAM



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