

INDEKS PELAYANAN PUBLIK DAN INDEKS PERSEPSI KORUPSI (IPP & IPK)

KLASIFIKASI RESPONDEN	NOMOR URUT RESPONDEN	NILAI PER UNSUR HARAPAN KONSUMEN																																				
		A					B																															
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35		
SAKSI	1	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	
	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3	3	3	3	3	3	3	4	4	3	3	3	2	2	2	2	2	2	2	2	2	2	
	4	4	4	4	4	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
	5	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
Jml nilai per unsur		17	17	17	17	17	16	16	16	16	16	16	16	17	16	16	16	16	16	16	16	14	14	13	13	13	12	12	12	12	11	11	11	11	11	11		
NRR per Unsur		3.4	3.4	3.4	3.4	3.4	3.2	3.2	3.2	3.2	3.2	3.2	3.2	3.4	3.2	3.2	3.2	3.2	3.2	3.2	3.2	2.8	2.8	2.6	2.6	2.6	2.4	2.4	2.4	2.4	2.2	2.2	2.2	2.2	2.2	2.2		
NRR tertimbang per unsur		0.04	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0		
IHK Unit Pelayan	72.345																																					

Keterangan:  
 A1 s/d L76 : Unsur Pelayanan  
 NRR : Nilai Rata-rata  
 IHK : Indeks Harapan Konsumen  
 Jumlah responden : 5 orang  
 Ketentuan Nilai : a= 1, b=2, c=3, d= 4

Jakarta, Juli 2017  
 Penanggung Jawab,

1113  
 2.8938

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INDEKS PELAYANAN PUBLIK DAN INDEKS PERSEPSI KORUPSI

NILAI PER UNSUR HARAPAN KONSUMEN																																														
C				D										E		F					G			H			I				J		K					L								
36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76						
3	3	3	3	3	2	2	2	2	2	2	2	2	2	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4	4	4	4	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	4	4	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
13	13	13	13	12	11	11	11	11	11	11	11	11	11	11	12	12	13	13	13	13	13	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12
2.6	2.6	2.6	2.6	2.4	2.2	2.2	2.2	2.2	2.2	2.2	2.2	2.2	2.2	2.2	2.4	2.4	2.6	2.6	2.6	2.6	2.6	2.6	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4
0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

INDEKS PELAYANAN PUBLIK DAN INDEKS PERSEPSI KORUPSI (IPP & IPK)

KLASIFIKASI RESPONDEN	NOMOR URUT RESPONDEN	NILAI PER UNSUR HARAPAN KONSUMEN																																					
		A										B																											
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35			
PENGACARA	1	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
	2	3	3	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
Jml nilai per unsur		10	10	10	11	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	7	7	7	7	7	6	6	6	2	7	7	7	7	7	7	7	7
NRR per Unsur		2.5	2.5	2.5	2.8	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	1.8	1.8	1.8	1.8	1.8	1.5	1.5	1.5	0.5	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	
NRR tertimbang per unsur		0.03	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
IHK Unit Pelayanan	55.25																																						

Keterangan:

A1 s/d L76 : Unsur Pelayanan

NRR : Nilai Rata-rata

IHK : Indeks Harapan Konsumen

Jumah responder : 4 orang

Ketentuan Nilai : a= 1, b=2, c=3, d= 4

Jakarta, Juli 2017

Penanggung Jawab,

680

2.2

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INDEKS PELAYANAN PUBLIK DAN INDEKS PERSEPSI KORUPSI (IPP & IPK)

KLASIFIKASI RESPONDEN	NOMOR URUT RESPONDEN	NILAI PER UNSUR HARAPAN KONSUMEN																																			
		A															B																				
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	
AHLI	1	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
	2	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
Jml nilai per unsur		7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7
NRR per Unsur		3.5	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8
NRR tertimbang per unsur		0.05	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
IHK Unit Pelayan	73.45																																				

Keterangan:

- A1 s/d L76 : Unsur Pelayanan
- NRR : Nilai Rata-rata
- IHK : Indeks Harapan Konsumen
- Jumah responde : 2 orang
- Ketentuan Nilai : a= 1, b=2, c=3, d= 4

Jakarta, Juli 2017  
 Penanggung Jawab,

452  
 2.9

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INDEKS PELAYANAN PUBLIK DAN INDEKS PERSEPSI KORUPSI

NILAI PER UNSUR HARAPAN KONSUMEN																																												
C				D											E		F					G			H			I				J		K					L					
36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76				
4	4	4	4	4	1	1	1	1	1	1	1	1	1	1	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
4	4	4	4	4	1	1	1	1	1	1	1	1	1	1	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
8	8	8	8	8	2	2	2	2	2	2	2	2	2	2	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8
4.0	4.0	4.0	4.0	4.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0
0.1	0.1	0.1	0.1	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1



INDEKS PELAYANAN PUBLIK DAN INDEKS PERSEPSI KORUPSI (IPP & IPK)

KLASIFIKASI RESPONDEN	NOMOR URUT RESPONDEN	NILAI PER UNSUR HARAPAN KONSUMEN																																						
		A										B																												
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35				
JAKSA	1	3	3	3	3	4	3	3	3	3	3	4	3	3	3	3	3	3	3	3	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
	2	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Jml nilai per unsur		7	7	7	7	8	7	7	7	7	7	8	7	7	7	7	7	7	7	7	6	6	6	6	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
NRR per Unsur		1.4	1.4	1.4	1.4	1.6	1.4	1.4	1.4	1.4	1.4	1.6	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.2	1.2	1.2	1.2	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4		
NRR tertimbang per unsur		0.02	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0		
IHK Unit Pelayan	47.01666667																																							

Keterangan:  
 A1 s/d L76 : Unsur Pelayanan  
 NRR : Nilai Rata-rata  
 IHK : Indeks Harapan Konsumen  
 Jumlah responden : 4 orang  
 Ketentuan Nilai : a= 1, b=2, c=3, d= 4

Jakarta, Juli 2017  
 Penanggung Jawab,  
 434  
 1.9  
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INDEKS PELAYANAN PUBLIK DAN INDEKS PERSEPSI KORUPSI

NILAI PER UNSUR HARAPAN KONSUMEN																																																
C				D										E		F					G			H			I		J		K					L												
36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76								
3	3	3	3	3	2	2	2	2	2	2	2	2	2	2	3	3	3	3	3	3	3	3	3	3	4	4	4	4	4	4	3	4	4	3	3	3	4	4	4	4	4	4	4	4	4			
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	7	7	7	4	3	3	3	3	3	3	3	3	3	3	7	7	7	7	7	7	7	7	7	7	8	8	8	7	8	8	7	4	4	8	8	8	8	8	8	8								
1.4	1.4	1.4	1.4	0.8	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.6	1.6	1.6	1.4	1.6	1.6	1.4	0.8	0.8	1.6	1.6	1.6	1.6	1.6	1.6	0.8								
0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0								