



| 5. | PENGUATAN PENGAWASAN                     | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
|----|--|---|---|---|---|---|---|---|---|---|----|----|----|
|    | 1) Pengendalian Gratifikasi              |   |   | X |   |   | X |   |   | X |    |    | X  |
|    | 2) Pengaduan Masyarakat                  |   |   | X |   |   | X |   |   | X |    |    | X  |
|    | 3) Whistle Blowing System                |   |   | X |   |   | X |   |   | X |    |    | X  |
|    | 4) Penanganan Benturan Kepentingan       |   |   | X |   |   | X |   |   | X |    |    | X  |
|    |  |   |   |   |   |   |   |   |   |   |    |    |    |
| 6. | PENINGKATAN KUALITAS PELAYANAN PUBLIK    | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
|    | 1) Standar Pelayanan                     |   |   |   |   |   | X |   |   |   |    |    | X  |
|    | 2) Budaya Pelayanan Prima                | X | X | X | X | X | X | X | X | X | X  | X  | X  |
|    | 3) Penilaian Kepuasan Terhadap Pelayanan |   |   |   |   |   | X |   |   |   |    |    | X  |

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