

# LAPORAN SURVEY KEPUASAN MASYARAKAT PERIODE I TAHUN 2022



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# BAB I

## PENDAHULUAN

### A. Latar Belakang

Tingkat kualitas kinerja pelayanan publik memiliki dampak (*impact*) yang luas dalam berbagai kehidupan, terutama untuk mencapai tingkat kesejahteraan masyarakat. Oleh karena itu upaya penyempurnaan pelayanan publik (*public service*) harus dilakukan secara terus menerus dan berkesinambungan.

Upaya peningkatan kualitas pelayanan harus dilaksanakan secara bersama-sama, terpadu, terprogram, terarah, dan konsisten dengan memperhatikan kebutuhan dan harapan masyarakat, sehingga pelayanan yang diberikan kepada masyarakat (pelanggan) dapat diberikan secara tepat, cepat, murah, terbuka, sederhana dan mudah dilaksanakan serta tidak diskriminatif.

Untuk mengukur kinerja sivitas akademika Poltekkes Kemenkes Surakarta dalam memberikan pelayanan kepada masyarakat dan sekaligus memenuhi janji Direktur kepada Direktorat Jenderal Tenaga Kesehatan dalam bentuk Indeks Kinerja Utama, serta mendengarkan dan menyerap aspirasi masyarakat (*stakeholder*) perihal kebutuhan dan harapan, maka diadakanlah “**Survei Indeks Kepuasan Masyarakat**” di Unit Pelayanan Poltekkes Kemenkes Surakarta Tahun 2022.

### B. Dasar Hukum

1. Undang-Undang Nomor 25 Tahun 2009 tentang Pelayanan Publik (pasal 38 ayat 1);
2. Kepmenpan Nomor 63/KEP/M.PAN/7/2003 tentang Pedoman Umum Penyelenggaraan Pelayanan Publik;
3. Permenpan Nomor 12 Tahun 2009 tentang Pedoman Peningkatan Kualitas Pelayanan Publik dengan Partisipasi Masyarakat;

4. Keputusan Menteri Pendayagunaan Aparatur Negara Nomor 63/KEP/M.PAN/7/2003 tentang Pedoman Umum Penyelenggaraan Pelayanan Publik ;
5. Keputusan Menteri Pendayagunaan Aparatur Negara Nomor KEP/26/M.PAN/2004 tentang Petunjuk Teknis Transparansi dan Akuntabilitas dalam Penyelenggaraan Pelayanan Publik;
6. Peraturan Menteri Pendayagunaan Aparatur Negara dan Reformasi Birokrasi Republik Indonesia Nomor 14 Tahun 2017 tentang Pedoman Penyusunan Survei Kepuasan Masyarakat Unit Penyelenggara Pelayanan Publik

### **C. Maksud dan Tujuan**

Survei penyusunan Indeks Kepuasan Masyarakat ini dilakukan dengan tujuan untuk mengetahui tingkat kinerja Unit Pelayanan masyarakat di Poltekkes Kemenkes Surakarta dan sekaligus sebagai wahana penyerap aspirasi masyarakat baik yang berupa saran, harapan, sekaligus komplain terhadap pelayanan yang telah diberikan, untuk mengetahui tingkat kepuasan masyarakat secara berkala setahun sekali dan mengetahui kecenderungan kinerja pelayanan pada masing-masing Unit Pelayanan di Poltekkes Kemenkes Surakarta dari waktu ke waktu, dan hasilnya dijadikan pedoman kebijakan, program dan strategi guna peningkatan pelayanan.

### **D. Ruang Lingkup**

Kegiatan survei penyusunan Indeks Kepuasan Masyarakat Periode I Tahun 2022 ini dilakukan di Unit Pelayanan di Poltekkes Kemenkes Surakarta sebanyak 1000 responden yang diharapkan mampu memberikan gambaran mengenai kualitas pelayanan yang diberikan oleh pegawai Poltekkes Kemenkes Surakarta kepada pelanggannya yang terdiri dari seluruh sivitas

akademika antara lain tenaga pendidik, tenaga kependidikan, mahasiswa, alumni dan pihak lain yang membutuhkan pelayanan.

Adapun pertanyaan yang disebarkan melalui kuesioner survei kepada masyarakat (pelanggan) terdiri dari 9 unsur yang relevan, valid dan reliabel dengan harapan masyarakat memberikan pendapatnya terhadap empat pilihan jawaban yang tersedia sebagaimana kuesioner terlampir.

## **BAB II**

### **PELAKSANAAN KEGIATAN**

#### **A. Waktu Pelaksanaan**

Kegiatan Survei Indeks Kepuasan Masyarakat Periode I Tahun 2022 ini dilaksanakan Mei sampai dengan bulan Juni Tahun 2022, dengan tahapan-tahapan kegiatan sebagai berikut.

##### **1. Persiapan**

Pusat Penjaminan Mutu bekerja sama dengan unit lain di Poltekkes Kemenkes Surakarta menetapkan strategi pengumpulan data.

##### **2. Penyiapan bahan**

###### **a. Kuesioner**

Dalam survei Indeks Kepuasan Masyarakat digunakan kuesioner sebagai alat bantu pengumpulan data kepuasan masyarakat penerima pelayanan dan menggunakan kuesioner yang dikembangkan berdasarkan Peraturan Menteri Pendayagunaan Aparatur Negara dan Reformasi Birokrasi Republik Indonesia Nomor 14 Tahun 2017 tentang Pedoman Penyusunan Survei Kepuasan Masyarakat Unit Penyelenggara Pelayanan Publik. Kuesioner ini disusun berdasar tujuan survei terhadap tingkat kepuasan masyarakat. Bentuk kuesioner terlampir.

###### **b. Bagian dari kuesioner dibagi atas 2 (dua) bagian yaitu:**

- Bagian I : Identitas responden meliputi jenis kelamin, usia, pendidikan dan pekerjaan.
- Bagian II : Mutu pelayanan publik adalah pendapat penerima pelayanan yang memuat kesimpulan atau pendapat responden terhadap unsur-unsur pelayanan yang dinilai.

c. Bentuk Jawaban

Bentuk jawaban pertanyaan dari setiap unsur pelayanan secara umum mencerminkan tingkat kualitas pelayanan, yaitu dari yang sangat baik sampai dengan tidak baik, dengan persepsi numberik (angka) sebagai berikut.

- Angka 1 adalah nilai persepsi tidak baik
- Angka 2 adalah nilai persepsi kurang baik
- Angka 3 adalah nilai persepsi baik
- Angka 4 adalah nilai persepsi sangat baik

3. Penetapan responden, lokasi dan waktu pengumpulan data.

a. Jumlah Responden

Jumlah responden yang menjadi sasaran kuesioner IKM ditetapkan sebanyak 1000 responden, yang ditentukan secara acak sesuai dengan cakupan unit pelayanan di Poltekkes Kemenkes Surakarta sebagai berikut.

| NO | UNIT KERJA  | JUMLAH RESPONDEN |
|----|---|------------------|
| 1  | ADMINISTRASI AKADEMIK (ADAK)                                      | 100              |
| 2  | ADMINISTRASI KEMAHASISWAAN, ALUMNI DAN KERJASAMA (AKAK) DAN HUMAS | 50               |
| 3  | KEPEGAWAIAN DAN UMUM (KEPEGUM)                                    | 30               |
| 4  | KEUANGAN DAN BMN (KEUBMN)   | 30               |
| 5  | LABORATORIUM TERPADU (LAB)  | 100              |
| 6  | TEKNOLOGI INFORMASI (IT)  | 100              |
| 7  | PENELITIAN DAN PENGABMAS (P2M)                                    | 100              |
| 8  | PERPUSTAKAAN TERPADU (PERPUS)                                     | 50               |
| 9  | JURUSAN AKUPUNKTUR  | 30               |
| 10 | JURUSAN ANAFARMA  | 50               |
| 11 | JURUSAN FARMASI   | 50               |
| 12 | JURUSAN FISIOTERAPI   | 50               |
| 13 | JURUSAN JAMU  | 30               |
| 14 | JURUSAN KEBIDANAN   | 50               |

| NO                     | UNIT KERJA                | JUMLAH RESPONDEN |
|------------------------|---------------------------|------------------|
| 15                     | JURUSAN KEPERAWATAN       | 50               |
| 16                     | JURUSAN ORTOTIK PROSTETIK | 30               |
| 17                     | JURUSAN OKUPASI TERAPI    | 50               |
| 18                     | JURUSAN TERAPI WICARA     | 50               |
| <b>TOTAL RESPONDEN</b> |                           | <b>1000</b>      |

b. Lokasi dan Waktu Pengumpulan Data

- Lokasi pengumpulan data ditetapkan pada 8 unit pelayanan utama antara lain Administrasi Akademik (ADAK), Administrasi Kemahasiswaan, Alumni dan Kerjasama (AKAK) dan Humas, Kepegawaian dan Umum (KEPEGUM), Keuangan dan BMN (KEUBMN), Laboratorium Terpadu (LAB), Teknologi Informasi (IT), Penelitian dan Pengabmas (P2M) serta Perpustakaan Terpadu (PERPUS), selanjutnya pada 10 unit pelayanan pada masing-masing jurusan antara lain Jurusan Akupunktur, Analis Farmasi dan Makanan, Farmasi, Fisioterapi, Jamu, Kebidanan, Keperawatan, Ortotik Prostetik, Okupasi Terapi dan Terapi Wicara.
- Waktu pengumpulan data Survei Indeks Kepuasan Masyarakat Periode I Tahun 2022 dilaksanakan selama bulan Mei sampai dengan Juni Tahun 2022.

4. Pengolahan Data

a. Metode Pengolahan Data

Kuesioner yang masuk diolah dalam data entri komputer untuk mendapat IKM nya. Nilai IKM dihitung dengan menggunakan “*Nilai rata-rata tertimbang*” masing-masing unsur pelayanan, dalam menghitung indeks kepuasan masyarakat terhadap 9 unsur pelayanan yang dikaji, setiap unsur pelayanan memiliki penimbang yang sama dengan memakai rumus sebagai berikut.



$$\text{Bobot nilai rata – rata tertimbang} = \frac{\text{Jumlah bobot}}{\text{Jumlah unsur}} = \frac{1}{9} = 0,11$$

- b. Untuk memperoleh nilai IKM unit pelayanan digunakan pendekatan nilai rata-rata tertimbang (0,11) dengan rumus sebagai berikut.

$$IKM = \frac{\text{Total dari Nilai Persepsi per Unsur} \times \text{Nilai Penimbang}}{\text{Total Unsur yang diisi}}$$

- c. Untuk memudahkan interpretasi terhadap penilai IKM yaitu antara 25 -100 maka hasil penilaian tersebut di atas dikonversikan dengan nilai dasar 25, dengan rumus sebagai berikut.

$$\text{Konversi IKM} = \text{IKM Unit Pelayanan} \times 25$$

## 5. Hasil Penyusunan IKM

Dari 1000 (seribu) responden yang telah diminta pendapat mengenai pengalamannya dalam memperoleh pelayanan dari Poltekkes Kemenkes Surakarta, nilai rata-rata per unsur pelayanan sebagai berikut.

### a. Tabel Nilai rata-rata unsur pelayanan

| NO | UNIT KERJA  | U1          | U2       | U3              | U4          | U5             | U6                   | U7                 | U8                                      | U9                   | NILAI RATA-RATA PER UNIT KERJA | NILAI IKM PER UNIT KERJA |
|----|---|-------------|----------|-----------------|-------------|----------------|----------------------|--------------------|---|----------------------|--------------------------------|--------------------------|
|    |   | Persyaratan | Prosedur | Waktu Pelayanan | Biaya/Tarif | Produk Layanan | Kompetensi Pelaksana | Perilaku Pelaksana | Penanganan Pengaduan, Saran dan Masukan | Sarana dan Prasarana |                                |                          |
| 1  | ADMINISTRASI AKADEMIK (ADAK)                                      | 3,78        | 3,77     | 3,80            | 3,81        | 3,88           | 3,83                 | 3,83               | 3,79                                    | 3,79                 | 3,81                           | 95,22                    |
| 2  | ADMINISTRASI KEMAHASISWAAN, ALUMNI DAN KERJASAMA (AKAK) DAN HUMAS | 3,80        | 3,80     | 3,76            | 3,78        | 3,78           | 3,78                 | 3,78               | 3,78                                    | 3,78                 | 3,78                           | 94,56                    |
| 3  | KEPEGAWAIAN DAN UMUM (KEPEGUM)                                    | 3,73        | 3,80     | 3,77            | 3,80        | 3,77           | 3,83                 | 3,77               | 3,77                                    | 3,80                 | 3,78                           | 94,54                    |
| 4  | KEUANGAN DAN BMN (KEUBMN)   | 3,80        | 3,80     | 3,80            | 3,73        | 3,80           | 3,80                 | 3,80               | 3,83                                    | 3,80                 | 3,80                           | 94,91                    |
| 5  | LABORATORIUM TERPADU (LAB)  | 3,81        | 3,82     | 3,80            | 3,80        | 3,79           | 3,80                 | 3,80               | 3,80                                    | 3,83                 | 3,81                           | 95,14                    |
| 6  | UNIT TEKNOLOGI INFORMASI (IT)                                     | 3,81        | 3,80     | 3,80            | 3,82        | 3,81           | 3,80                 | 3,80               | 3,82                                    | 3,79                 | 3,81                           | 95,14                    |
| 7  | PENELITIAN DAN PENGABMAS (P2M)                                    | 3,82        | 3,78     | 3,81            | 3,79        | 3,77           | 3,81                 | 3,82               | 3,79                                    | 3,81                 | 3,80                           | 95,00                    |
| 8  | PERPUSTAKAAN TERPADU (PERPUS)                                     | 3,80        | 3,82     | 3,82            | 3,82        | 3,80           | 3,80                 | 3,76               | 3,80                                    | 3,84                 | 3,81                           | 95,17                    |
| 9  | JURUSAN AKUPUNKTUR  | 3,80        | 3,77     | 3,80            | 3,77        | 3,73           | 3,77                 | 3,80               | 3,80                                    | 3,77                 | 3,78                           | 94,44                    |
| 10 | JURUSAN ANAFARMA  | 3,78        | 3,72     | 3,80            | 3,74        | 3,76           | 3,76                 | 3,82               | 3,78                                    | 3,82                 | 3,78                           | 94,39                    |

| NO                                 | UNIT KERJA                | U1          | U2       | U3              | U4          | U5             | U6                   | U7                 | U8                                      | U9                   | NILAI RATA-RATA PER UNIT KERJA | NILAI IKM PER UNIT KERJA |
|------------------------------------|---------------------------|-------------|----------|-----------------|-------------|----------------|----------------------|--------------------|---|----------------------|--------------------------------|--------------------------|
|                                    |                           | Persyaratan | Prosedur | Waktu Pelayanan | Biaya/Tarif | Produk Layanan | Kompetensi Pelaksana | Perilaku Pelaksana | Penanganan Pengaduan, Saran dan Masukan | Sarana dan Prasarana |                                |                          |
| 11                                 | JURUSAN FARMASI           | 3,80        | 3,82     | 3,80            | 3,84        | 3,80           | 3,82                 | 3,82               | 3,78                                    | 3,78                 | 3,81                           | 95,17                    |
| 12                                 | JURUSAN FISIOTERAPI       | 3,80        | 3,78     | 3,80            | 3,76        | 3,82           | 3,80                 | 3,84               | 3,74                                    | 3,84                 | 3,80                           | 94,94                    |
| 13                                 | JURUSAN JAMU              | 3,77        | 3,77     | 3,80            | 3,73        | 3,80           | 3,70                 | 3,83               | 3,80                                    | 3,80                 | 3,78                           | 94,44                    |
| 14                                 | JURUSAN KEBIDANAN         | 3,76        | 3,82     | 3,80            | 3,80        | 3,80           | 3,82                 | 3,80               | 3,80                                    | 3,78                 | 3,80                           | 94,94                    |
| 15                                 | JURUSAN KEPERAWATAN       | 3,82        | 3,80     | 3,82            | 3,80        | 3,84           | 3,78                 | 3,80               | 3,82                                    | 3,84                 | 3,81                           | 95,33                    |
| 16                                 | JURUSAN ORTOTIK PROSTETIK | 3,80        | 3,77     | 3,80            | 3,80        | 3,73           | 3,77                 | 3,80               | 3,77                                    | 3,80                 | 3,78                           | 94,54                    |
| 17                                 | JURUSAN OKUPASI TERAPI    | 3,84        | 3,82     | 3,76            | 3,80        | 3,80           | 3,80                 | 3,80               | 3,78                                    | 3,78                 | 3,80                           | 94,94                    |
| 18                                 | JURUSAN TERAPI WICARA     | 3,82        | 3,80     | 3,82            | 3,78        | 3,82           | 3,80                 | 3,82               | 3,76                                    | 3,80                 | 3,80                           | 95,06                    |
| NILAI RATA-RATA SELURUH UNIT KERJA |                           | 3,80        | 3,79     | 3,80            | 3,79        | 3,79           | 3,79                 | 3,81               | 3,79                                    | 3,80                 | 3,80                           | 94,88                    |
| NILAI IKM SELURUH UNIT KERJA       |                           |             |          |                 |             |                |                      |                    |   |                      |                                |                          |

Data selengkapnya pada Lampiran

**Keterangan :**

- U1 s/d U9 : Unsur-unsur pelayanan
- NRR : Nilai rata-rata
- IKM : Indeks Kepuasan Masyarakat
- NRR per unsur : Jumlah nilai per unsur dibagi

Dari tabel tersebut di atas jawaban yang diberikan oleh 1000 (seribu) responden yang telah memberikan pendapatnya terhadap 9 unsur yang menjadi obyek survei IKM, nilai persepsinya di atas angka 3,532. Hal ini berarti pelayanan yang diberikan Poltekkes Kemenkes Surakarta secara umum mencerminkan tingkat kualitas pelayanan yang sangat baik.

Adapun nilai IKM Unit Pelayanan Poltekkes Kemenkes Surakarta diperoleh angka **94.88** equivalent dengan **3.80**. Untuk mengetahui Nilai Persepsi, Nilai Interval IKM, Nilai Interval Konversi IKM, Mutu Pelayanan dan Kinerja Unit Pelayanan, dapat berpedoman pada Peraturan Menteri Pendayagunaan Aparatur Negara dan Reformasi Birokrasi Republik Indonesia Nomor 14 Tahun 2017 tentang Pedoman Penyusunan Survei Kepuasan Masyarakat Unit Penyelenggara Pelayanan Publik sebagaimana tabel di bawah ini.

- b. Tabel Nilai Persepsi, Interval IKM, Interval Konversi IKM, Mutu Pelayanan dan Kinerja Unit Pelayanan

| Nilai Persepsi | Nilai Interval IKM | Nilai Interval Konversi IKM | Mutu Pelayanan | Kinerja Unit Pelayanan |
|----------------|--------------------|-----------------------------|----------------|------------------------|
| 1              | 1,00 – 2,5996      | 25,00 – 64,99               | D              | Tidak baik             |
| 2              | 2,60 – 3,064       | 65,00 – 76,60               | C              | Kurang baik            |
| 3              | 3,0644 – 3,532     | 76,61 – 88,30               | B              | Baik                   |
| 4              | 3,532 – 4,00       | <b>88,31 – 100,00</b>       | A              | Sangat baik            |

Dengan nilai IKM Unit Pelayanan (Nilai Interval Konversi IKM) **94.88 atau 3.80**. Apabila dilihat tabel di atas, maka dapat dikatakan Kinerja Unit Pelayanan dan Mutu Pelayanan Poltekkes Kemenkes Surakarta adalah **“SANGAT BAIK”**.

## **B. Permasalahan**

Berdasarkan pengalaman di lapangan (studi empiris) pelaksanaan survei IKM di Unit Pelayanan Poltekkes Kemenkes Surakarta ada beberapa masalah sebagai berikut.

1. Pada Jurusan Jamu memiliki nilai paling rendah pada unsur kompetensi pelaksana (U6) dengan nilai rata-rata per unsur yaitu 3.70
2. Pada Jurusan Analisis Farmasi dan Makanan memiliki nilai paling rendah pada unsur prosedur (U2) dengan masing-masing nilai rata-rata per unsur yaitu 3.72
3. Pada Unit Kepegawaian dan Umum memiliki nilai paling rendah pada unsur persyaratan (U1) dengan nilai rata-rata per unsur yaitu 3.73
4. Pada Unit Keuangan dan BMN memiliki nilai paling rendah pada unsur biaya/tarif (U4) dengan masing-masing nilai rata-rata per unsur yaitu 3.73
5. Pada Jurusan Akupunktur dan Ortotik Prostetik memiliki nilai paling rendah pada unsur produk layanan (U5) dengan nilai rata-rata per unsur yaitu 3.73

### **BAB III**

#### **ANALISA DAN PEMECAHAN MASALAH**

##### **A. Analisa Masalah**

Faktor timbulnya berbagai masalah yang ada di lapangan dalam kegiatan survei IKM dapat bermacam-macam. Namun berdasarkan pengamatan dan evaluasi yang diperoleh, penyebab yang dianggap paling dominan terhadap timbulnya masalah tersebut dapat disajikan uraian sebagai berikut.

1. Hasil survey kepuasan masyarakat ini dapat dijadikan dasar dan bahan melakukan evaluasi kinerja oleh semua pegawai di Poltekkes Kemenkes Surakarta dan bermanfaat untuk mengambil tindakan serta kebijakan yang berorientasi kepada peningkatan pelayanan kepada masyarakat.

##### **B. Pemecahan Masalah**

Berdasarkan analisa permasalahan tersebut di atas maka alternatif pemecahan permasalahannya adalah sebagai berikut.

1. Diperlukannya konsistensi para penyelenggara pelayanan publik di semua sektor untuk terus menerus meningkatkan kemampuannya, ketrampilan, kenyamanan, keamanan, dan kelengkapan sarana prasarana pendukung dan mau serta mampu melaksanakan pelayanan publik secara transparan dan akuntabel sekalipun telah memberikan kepuasan yang sangat baik bagi pelanggan
2. Survei kepuasan masyarakat ini, untuk tahun ke depannya hendaknya dilakukan secara periodik satu tahun 2 kali dengan jumlah responden yang semakin banyak, agar lebih representatif mewakili penilaian masyarakat dan juga dapat mengukur perkembangan kinerja Poltekkes Kemenkes Surakarta.

## BAB IV

### KESIMPULAN DAN SARAN

#### A. Kesimpulan

Dalam melaksanakan Survei Indeks Kepuasan Masyarakat (IKM) Periode I Tahun 2022 dari bulan Mei sampai dengan bulan Juni 2022 dapat disimpulkan hal-hal sebagai berikut.

1. Pelaksanaan pelayanan publik (*public service*) di Poltekkes Kemenkes Surakarta, secara umum mencerminkan tingkat kualitas yang sangat baik. Hal ini terbukti ke-9 unsur pelayanan semua nilai rata-rata di atas nilai persepsi 3,5324.
2. Nilai IKM Unit Pelayanan Poltekkes Kemenkes Surakarta setelah dikonversikan **94.88** atau nilai indeks rata-rata **3.80** berada pada interval 3,5324 – 4,00 (88,31 – 100,00). Sehingga dapat disimpulkan bahwa Kinerja Unit Pelayanan Poltekkes Kemenkes Surakarta adalah Sangat Baik.
3. Untuk bisa mewujudkan pelaksanaan pelayanan prima diperlukan komitmen untuk melaksanakan transparansi dan akuntabilitas, baik oleh pengambilan keputusan (*top manager*), pimpinan unit pelaksana dan pelaksana pelayanan publik untuk selalu berupaya memberikan pelayanan secara cepat, tepat, murah, terbuka, sederhana, dan mudah dilaksanakan serta tidak diskriminatif. Di sisi lain pelanggan (masyarakat) diharapkan ikut membantu dalam arti melengkapi syarat berkas-berkas layanan serta tidak bersifat apatis terhadap upaya-upaya peningkatan pelayanan.

#### B. Saran

Poltekkes Kemenkes Surakarta perlu melaksanakan survei kepuasan masyarakat di seluruh unit yang ada di Poltekkes Kemenkes Surakarta melalui tim survei yang independen. Dengan adanya tim yang benar-benar independen, kapabel dan mempunyai kredibilitas akan menjamin hasil survei IKM yang betul-betul valid dan akuntabel.

## LAMPIRAN

### Lampiran 1 Kuesioner Survei Kepuasan Masyarakat



#### SURVEI KEPUASAN MASYARAKAT TERHADAP UNIT PELAYANAN PUBLIK

Bapak/Ibu/Saudara yang terhormat,

Poltekkes Kemenkes Surakarta sangat membutuhkan informasi tentang pelayanan di departemen/unit dalam naungan Poltekkes Kemenkes Surakarta. Untuk itu kami berupaya menyajikan Indeks Kepuasan Masyarakat (IKM) secara rutin, yang diharapkan mampu memberikan gambaran mengenai kualitas pelayanan di Poltekkes Kemenkes Surakarta kepada masyarakat. Indeks tersebut diperoleh berdasarkan pendapat masyarakat, yang dikumpulkan melalui Survey Kepuasan Masyarakat terhadap Unit Pelayanan Publik.

Survey Kepuasan Masyarakat ini dilakukan dengan tujuan untuk mengetahui tingkat kinerja sivitas akademika Poltekkes Kemenkes Surakarta dalam memberikan pelayanan kepada masyarakat dan sekaligus sebagai wahana menampung aspirasi masyarakat baik yang berupa saran, harapan, sekaligus komplain terhadap pelayanan yang telah diberikan selama ini untuk dijadikan pedoman kebijakan, program dan strategi guna peningkatan pelayanan. Kuesioner ini terdiri dari 9 unsur yang relevan, valid dan reliabel yang dilengkapi dengan empat pilihan jawaban yang tersedia dalam kuesioner ini.

Bapak/Ibu/Saudara diharapkan memberikan tanggapan, pendapat terhadap kinerja pelayanan di Poltekkes Kemenkes Surakarta. Jawaban hanya dipergunakan untuk kepentingan survey. Atas perhatian dan partisipasinya, disampaikan terima kasih.

UNIT/BAGIAN : .....

#### A. Identitas Responden

1. No. Responden : .....
2. Jenis Kelamin : ☐ Laki-laki ☐ Perempuan
3. Usia : ..... tahun
4. Pendidikan :  
☐ SMA/SMK/Sederajat ☐ D3 ☐ S1 ☐ S2 ☐ S3
5. Pekerjaan :  
☐ Mahasiswa ☐ Alumni ☐ PNS/TNI/Polri ☐ Swasta/Wirausaha ☐ Lainnya



## B. Pendapat Responden tentang Pelayanan Masyarakat

Petunjuk :

Lingkarilah angka 1, 2, 3, atau 4 pada pertanyaan no 1 s/d 9 sesuai dengan pendapat Saudara!

- Angka 1 adalah nilai persepsi tidak baik
- Angka 2 adalah nilai persepsi kurang baik
- Angka 3 adalah nilai persepsi baik
- Angka 4 adalah nilai persepsi sangat baik

| NO | PERTANYAAN  | NILAI            |
|----|---|------------------|
| 1  | <b>Bagaimana pendapat Saudara tentang kesesuaian persyaratan pelayanan dengan jenis pelayanannya?</b><br>a. Tidak sesuai<br>b. Kurang sesuai<br>c. Sesuai<br>d. Sangat sesuai | 1<br>2<br>3<br>4 |
| 2  | <b>Bagaimana pemahaman Saudara tentang kemudahan prosedur pelayanan di unit ini?</b><br>a. Tidak mudah<br>b. Kurang mudah<br>c. Mudah<br>d. Sangat mudah                      | 1<br>2<br>3<br>4 |
| 3  | <b>Bagaimana pendapat Saudara tentang kecepatan waktu dalam memberikan pelayanan.</b><br>a. Tidak cepat<br>b. Kurang cepat<br>c. Cepat<br>d. Sangat cepat                     | 1<br>2<br>3<br>4 |
| 4  | <b>Bagaimana pendapat Saudara tentang kewajaran biaya/tarif dalam pelayanan</b><br>a. Sangat mahal<br>b. Cukup mahal<br>c. Murah<br>d. Gratis                                 | 1<br>2<br>3<br>4 |
| 5  | <b>Bagaimana pendapat Saudara tentang kesesuaian produk pelayanan antara yang tercantum dalam standar pelayanan dengan hasil yang diberikan?</b>                              |                  |

| NO | PERTANYAAN  | NILAI            |
|----|---|------------------|
|    | a. Tidak sesuai<br>b. Kurang sesuai<br>c. Sesuai<br>d. Sangat sesuai  | 1<br>2<br>3<br>4 |
| 6  | <b>Bagaimana pendapat Saudara tentang kompetensi/kemampuan petugas dalam pelayanan?</b><br>a. Tidak kompeten<br>b. Kurang kompeten<br>c. Kompeten<br>d. Sangat kompeten   | 1<br>2<br>3<br>4 |
| 7  | <b>Bagaimana pendapat saudara perilaku petugas dalam pelayanan terkait kesopanan dan keramahan?</b><br>a. Tidak sopan dan ramah<br>b. Kurang sopan dan ramah<br>c. Sopan dan ramah<br>d. Sangat sopan dan ramah | 1<br>2<br>3<br>4 |
| 8  | <b>Bagaimana pendapat Saudara tentang kualitas sarana dan prasarana?</b><br>a. Buruk<br>b. Cukup<br>c. Baik<br>d. Sangat baik   | 1<br>2<br>3<br>4 |
| 9  | <b>Bagaimana pendapat Saudara tentang penanganan pengaduan pengguna layanan?</b><br>a. Tidak ada<br>b. Ada tetapi tidak berfungsi<br>c. Berfungsi kurang maksimal<br>d. Dikelola dengan baik                    | 1<br>2<br>3<br>4 |

Lampiran 2 Karakteristik Responden Survei Kepuasan Masyarakat

**KARAKTERISTIK RESPONDEN  
SURVEI KEPUASAN MASYARAKAT (SKM) TERHADAP UNIT PELAYANAN PUBLIK  
POLTEKKES KEMENKES SURAKARTA  
PERIODE I TAHUN 2022**

| NO              | KARAKTERISTIK RESPONDEN |                   | JUMLAH RESPONDEN | PERSENTASE |
|-----------------|-------------------------|-------------------|------------------|------------|
| 1               | JENIS KELAMIN           | LAKI-LAKI         | 250              | 25%        |
|                 |                         | PEREMPUAN         | 750              | 75%        |
| 2               | USIA                    | < 15 TAHUN        | 100              | 10%        |
|                 |                         | 16 - 30 TAHUN     | 550              | 55%        |
|                 |                         | 30 - 45 TAHUN     | 250              | 25%        |
|                 |                         | > 45 TAHUN        | 100              | 10%        |
| 3               | PENDIDIKAN              | SMA/SMK/SEDERAJAT | 100              | 10%        |
|                 |                         | D3                | 250              | 25%        |
|                 |                         | S1                | 500              | 50%        |
|                 |                         | S2                | 100              | 10%        |
|                 |                         | S3                | 50               | 5%         |
| 4               | PEKERJAAN               | MAHASISWA         | 500              | 50%        |
|                 |                         | ALUMNI            | 100              | 10%        |
|                 |                         | PNS               | 100              | 10%        |
|                 |                         | TNI               | 20               | 2%         |
|                 |                         | POLRI             | 10               | 1%         |
|                 |                         | SWASTA            | 150              | 15%        |
|                 |                         | WIRUSAHA          | 100              | 10%        |
|                 |                         | LAINNYA           | 20               | 2%         |
| TOTAL RESPONDEN |                         |                   | 1000             |            |

Lampiran 3 Pengolahan Data Survei Kepuasan Masyarakat pada Unit ADAK

PENGOLAHAN DATA SURVEI KEPUASAN MASYARAKAT (SKM) PADA UNIT ADAK  
POLTEKKES KEMENKES SURAKARTA  
PERIODE I TAHUN 2022

JUMLAH RESPONDEN = 100 RESPONDEN

| NOMOR URUT<br>RESPONDEN | NILAI PER UNSUR PELAYANAN DI BAGIAN ADAK |    |    |    |    |    |    |    |    | JUMLAH |
|-------------------------|--|----|----|----|----|----|----|----|----|--------|
|                         | U1                                       | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |        |
| 1                       | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 2                       | 3  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 34     |
| 3                       | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 35     |
| 4                       | 3  | 4  | 3  | 4  | 4  | 3  | 4  | 4  | 4  | 33     |
| 5                       | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 3  | 33     |
| 6                       | 4  | 3  | 4  | 3  | 4  | 4  | 4  | 3  | 4  | 33     |
| 7                       | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 8                       | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 34     |
| 9                       | 4  | 3  | 4  | 3  | 4  | 4  | 4  | 3  | 4  | 33     |
| 10                      | 3  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 33     |
| 11                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 35     |
| 12                      | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 35     |
| 13                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 35     |
| 14                      | 3  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 34     |
| 15                      | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 3  | 34     |
| 16                      | 3  | 4  | 3  | 4  | 4  | 4  | 4  | 3  | 4  | 33     |
| 17                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 18                      | 4  | 3  | 4  | 3  | 4  | 3  | 4  | 4  | 4  | 33     |
| 19                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 34     |
| 20                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 21                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 22                      | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 3  | 4  | 34     |
| 23                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 24                      | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 25                      | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 35     |
| 26                      | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 3  | 4  | 34     |
| 27                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 28                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 29                      | 4  | 3  | 3  | 3  | 3  | 4  | 3  | 4  | 4  | 31     |
| 30                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 31                      | 4  | 4  | 3  | 4  | 4  | 3  | 4  | 4  | 4  | 34     |
| 32                      | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 34     |
| 33                      | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |

|    |   |   |   |   |   |   |   |   |   |    |
|----|---|---|---|---|---|---|---|---|---|----|
| 34 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 35 |
| 35 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 34 |
| 36 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 35 |
| 37 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 34 |
| 38 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 39 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 31 |
| 40 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 34 |
| 41 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 34 |
| 42 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 33 |
| 43 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 35 |
| 44 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 33 |
| 45 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 33 |
| 46 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 35 |
| 47 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 35 |
| 48 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 49 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 50 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 35 |
| 51 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 34 |
| 52 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 33 |
| 53 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 34 |
| 54 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 33 |
| 55 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 32 |
| 56 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 31 |
| 57 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 33 |
| 58 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 35 |
| 59 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 35 |
| 60 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 34 |
| 61 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 35 |
| 62 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 34 |
| 63 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 34 |
| 64 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 34 |
| 65 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 35 |
| 66 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 67 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 68 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 35 |
| 69 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 35 |
| 70 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 34 |
| 71 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 34 |
| 72 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 31 |

|                           |      |      |      |      |      |      |      |      |      |      |
|---------------------------|------|------|------|------|------|------|------|------|------|------|
| 73                        | 4    | 4    | 4    | 4    | 3    | 4    | 3    | 4    | 3    | 33   |
| 74                        | 3    | 3    | 4    | 4    | 4    | 3    | 4    | 4    | 3    | 32   |
| 75                        | 4    | 3    | 4    | 3    | 4    | 4    | 4    | 4    | 4    | 34   |
| 76                        | 3    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 35   |
| 77                        | 4    | 3    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 35   |
| 78                        | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 3    | 4    | 35   |
| 79                        | 4    | 3    | 4    | 4    | 4    | 4    | 4    | 3    | 3    | 33   |
| 80                        | 3    | 3    | 4    | 4    | 4    | 4    | 3    | 4    | 3    | 32   |
| 81                        | 3    | 4    | 4    | 4    | 4    | 4    | 4    | 3    | 4    | 34   |
| 82                        | 4    | 4    | 4    | 4    | 3    | 4    | 4    | 4    | 4    | 35   |
| 83                        | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 36   |
| 84                        | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 36   |
| 85                        | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 36   |
| 86                        | 4    | 4    | 4    | 3    | 4    | 3    | 4    | 4    | 4    | 34   |
| 87                        | 4    | 3    | 4    | 3    | 4    | 3    | 4    | 4    | 4    | 33   |
| 88                        | 4    | 4    | 4    | 4    | 4    | 4    | 3    | 4    | 3    | 34   |
| 89                        | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 36   |
| 90                        | 4    | 4    | 4    | 4    | 3    | 4    | 3    | 4    | 4    | 34   |
| 91                        | 3    | 4    | 4    | 4    | 4    | 3    | 4    | 4    | 3    | 33   |
| 92                        | 4    | 3    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 35   |
| 93                        | 3    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 35   |
| 94                        | 4    | 3    | 4    | 3    | 4    | 4    | 4    | 4    | 4    | 34   |
| 95                        | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 36   |
| 96                        | 4    | 3    | 4    | 4    | 4    | 4    | 4    | 3    | 3    | 33   |
| 97                        | 4    | 3    | 4    | 4    | 4    | 4    | 3    | 4    | 3    | 33   |
| 98                        | 4    | 4    | 4    | 3    | 4    | 4    | 4    | 4    | 4    | 35   |
| 99                        | 4    | 4    | 4    | 4    | 3    | 4    | 4    | 4    | 4    | 35   |
| 100                       | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 36   |
| JML NILAI PER UNSUR       | 378  | 377  | 380  | 381  | 388  | 383  | 383  | 379  | 379  | 3428 |
| NILAI RATA-RATA PER UNSUR | 3,78 | 3,77 | 3,80 | 3,81 | 3,88 | 3,83 | 3,83 | 3,79 | 3,79 | 3,81 |
| NILAI TERTIMBANG = 1/9    | 0,11 | 0,11 | 0,11 | 0,11 | 0,11 | 0,11 | 0,11 | 0,11 | 0,11 | 0,11 |
| NRR TERTIMBANG            | 0,42 | 0,42 | 0,42 | 0,42 | 0,43 | 0,43 | 0,43 | 0,42 | 0,42 | 0,42 |

$$\text{IKM} = \frac{\text{JML NRR}}{\text{TERTIMBANG} * 25} = 95,22$$

Lampiran 4 Pengolahan Data Survei Kepuasan Masyarakat pada Unit AKAK dan Humas

**PENGOLAHAN DATA SURVEI KEPUASAN MASYARAKAT (SKM) PADA UNIT AKAK DAN HUMAS  
POLTEKKES KEMENKES SURAKARTA  
PERIODE I TAHUN 2022**

**JUMLAH RESPONDEN = 50 RESPONDEN**

| NOMOR URUT<br>RESPONDEN | NILAI PER UNSUR PELAYANAN DI<br>BAGIAN AKAK DAN HUMAS |    |    |    |    |    |    |    |    | JUMLAH |
|-------------------------|---|----|----|----|----|----|----|----|----|--------|
|                         | U1  | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |        |
| 1                       | 4   | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 35     |
| 2                       | 4   | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 34     |
| 3                       | 3   | 3  | 4  | 4  | 3  | 3  | 3  | 3  | 3  | 29     |
| 4                       | 4   | 4  | 3  | 3  | 3  | 4  | 4  | 4  | 4  | 33     |
| 5                       | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 35     |
| 6                       | 4   | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 7                       | 3   | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 3  | 33     |
| 8                       | 3   | 4  | 4  | 4  | 3  | 3  | 4  | 3  | 4  | 32     |
| 9                       | 3   | 4  | 4  | 4  | 4  | 3  | 3  | 4  | 3  | 32     |
| 10                      | 4   | 3  | 4  | 3  | 4  | 3  | 4  | 4  | 4  | 33     |
| 11                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 35     |
| 12                      | 4   | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 33     |
| 13                      | 3   | 3  | 4  | 4  | 3  | 4  | 4  | 4  | 3  | 32     |
| 14                      | 3   | 4  | 4  | 3  | 4  | 4  | 4  | 3  | 4  | 33     |
| 15                      | 4   | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 35     |
| 16                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 17                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 18                      | 3   | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 34     |
| 19                      | 3   | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 33     |
| 20                      | 4   | 3  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 33     |
| 21                      | 4   | 4  | 4  | 3  | 3  | 4  | 4  | 4  | 3  | 33     |
| 22                      | 4   | 4  | 4  | 4  | 3  | 4  | 3  | 4  | 3  | 33     |
| 23                      | 4   | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 24                      | 3   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 25                      | 4   | 3  | 4  | 4  | 3  | 3  | 3  | 4  | 4  | 32     |
| 26                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 34     |
| 27                      | 4   | 4  | 4  | 3  | 4  | 3  | 3  | 4  | 4  | 33     |
| 28                      | 3   | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 34     |
| 29                      | 4   | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 30                      | 4   | 4  | 4  | 3  | 4  | 4  | 3  | 4  | 3  | 33     |
| 31                      | 4   | 3  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 34     |
| 32                      | 4   | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |

|                                  |             |             |             |             |             |             |             |             |             |             |
|----------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 33                               | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 35          |
| 34                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 35          |
| 35                               | 4           | 4           | 4           | 4           | 3           | 3           | 3           | 3           | 3           | 31          |
| 36                               | 4           | 4           | 3           | 3           | 3           | 4           | 4           | 4           | 4           | 33          |
| 37                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 38                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 39                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 40                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 35          |
| 41                               | 4           | 4           | 4           | 4           | 4           | 3           | 3           | 4           | 4           | 34          |
| 42                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 43                               | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 35          |
| 44                               | 4           | 3           | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 34          |
| 45                               | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 35          |
| 46                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 35          |
| 47                               | 4           | 4           | 3           | 4           | 3           | 4           | 4           | 4           | 4           | 34          |
| 48                               | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 35          |
| 49                               | 4           | 4           | 3           | 4           | 4           | 4           | 3           | 4           | 4           | 34          |
| 50                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| <b>JML NILAI PER UNSUR</b>       | <b>190</b>  | <b>190</b>  | <b>188</b>  | <b>189</b>  | <b>189</b>  | <b>189</b>  | <b>189</b>  | <b>189</b>  | <b>189</b>  | <b>1702</b> |
| <b>NILAI RATA-RATA PER UNSUR</b> | <b>3,80</b> | <b>3,80</b> | <b>3,76</b> | <b>3,78</b> | <b>3,78</b> | <b>3,78</b> | <b>3,78</b> | <b>3,78</b> | <b>3,78</b> | <b>3,78</b> |
| <b>NILAI TERTIMBANG = 1/9</b>    | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> |
| <b>NRR TERTIMBANG</b>            | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> |

$$\text{IKM} = \frac{\text{JML NRR}}{\text{TERTIMBANG *25}} = 94,56$$



**Lampiran 5 Pengolahan Data Survei Kepuasan Masyarakat pada Unit KEPEGUM**

**PENGOLAHAN DATA SURVEI KEPUASAN MASYARAKAT (SKM) PADA UNIT KEPEGUM  
POLTEKKES KEMENKES SURAKARTA  
PERIODE I TAHUN 2022**

**JUMLAH RESPONDEN = 30 RESPONDEN**

| NOMOR URUT<br>RESPONDEN | NILAI PER UNSUR PELAYANAN DI BAGIAN KEPEGUM |    |    |    |    |    |    |    |    | JUMLAH |
|-------------------------|---|----|----|----|----|----|----|----|----|--------|
|                         | U1  | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |        |
| 1                       | 4   | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 33     |
| 2                       | 3   | 3  | 4  | 4  | 4  | 4  | 3  | 4  | 3  | 32     |
| 3                       | 3   | 4  | 4  | 3  | 4  | 4  | 4  | 3  | 4  | 33     |
| 4                       | 4   | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 35     |
| 5                       | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 6                       | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 7                       | 4   | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 8                       | 4   | 4  | 4  | 3  | 4  | 3  | 4  | 4  | 4  | 34     |
| 9                       | 4   | 3  | 4  | 3  | 4  | 3  | 4  | 4  | 4  | 33     |
| 10                      | 4   | 4  | 4  | 3  | 4  | 4  | 3  | 4  | 4  | 34     |
| 11                      | 4   | 4  | 4  | 4  | 4  | 3  | 3  | 3  | 4  | 33     |
| 12                      | 4   | 4  | 4  | 3  | 3  | 4  | 3  | 4  | 4  | 33     |
| 13                      | 3   | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 34     |
| 14                      | 4   | 4  | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 34     |
| 15                      | 3   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 16                      | 4   | 3  | 3  | 4  | 3  | 4  | 4  | 4  | 4  | 33     |
| 17                      | 4   | 4  | 4  | 4  | 3  | 4  | 4  | 3  | 4  | 34     |
| 18                      | 4   | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 33     |
| 19                      | 3   | 3  | 4  | 4  | 3  | 4  | 3  | 4  | 3  | 31     |
| 20                      | 3   | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 34     |
| 21                      | 4   | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 35     |
| 22                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 23                      | 4   | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 24                      | 4   | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 25                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 35     |
| 26                      | 4   | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 27                      | 4   | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 3  | 34     |
| 28                      | 3   | 4  | 3  | 4  | 4  | 4  | 4  | 3  | 4  | 33     |

|                           |      |      |      |      |      |      |      |      |      |      |
|---------------------------|------|------|------|------|------|------|------|------|------|------|
| 29                        | 4    | 4    | 3    | 4    | 4    | 4    | 3    | 4    | 4    | 34   |
| 30                        | 3    | 4    | 4    | 4    | 4    | 3    | 4    | 4    | 4    | 34   |
| JML NILAI PER UNSUR       | 112  | 114  | 113  | 114  | 113  | 115  | 113  | 113  | 114  | 1021 |
| NILAI RATA-RATA PER UNSUR | 3,73 | 3,80 | 3,77 | 3,80 | 3,77 | 3,83 | 3,77 | 3,77 | 3,80 | 3,78 |
| NILAI TERTIMBANG = 1/9    | 0,11 | 0,11 | 0,11 | 0,11 | 0,11 | 0,11 | 0,11 | 0,11 | 0,11 | 0,11 |
| NRR TERTIMBANG            | 0,41 | 0,42 | 0,42 | 0,42 | 0,42 | 0,43 | 0,42 | 0,42 | 0,42 | 0,42 |

|  |
|--|
| $\text{IKM} = \frac{\text{JML NRR}}{\text{TERTIMBANG} * 25} = 94,54$ |
|--|

Lampiran 6 Pengolahan Data Survei Kepuasan Masyarakat pada Unit KEUBMN

**PENGOLAHAN DATA SURVEI KEPUASAN MASYARAKAT (SKM) PADA UNIT KEUBMN  
POLTEKKES KEMENKES SURAKARTA  
PERIODE I TAHUN 2022**

**JUMLAH RESPONDEN = 30 RESPONDEN**

| NOMOR URUT<br>RESPONDEN | NILAI PER UNSUR PELAYANAN DI BAGIAN KEUBMN |    |    |    |    |    |    |    |    | JUMLAH |
|-------------------------|--|----|----|----|----|----|----|----|----|--------|
|                         | U1   | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |        |
| 1                       | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 2                       | 3  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 34     |
| 3                       | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 35     |
| 4                       | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 35     |
| 5                       | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 3  | 4  | 33     |
| 6                       | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 3  | 34     |
| 7                       | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 8                       | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 4  | 34     |
| 9                       | 4  | 4  | 3  | 4  | 4  | 3  | 4  | 4  | 3  | 33     |
| 10                      | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 35     |
| 11                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 12                      | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 13                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 14                      | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 34     |
| 15                      | 4  | 3  | 3  | 4  | 4  | 4  | 3  | 4  | 4  | 33     |
| 16                      | 3  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 34     |
| 17                      | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 35     |
| 18                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 19                      | 4  | 4  | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 34     |
| 20                      | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 34     |
| 21                      | 3  | 4  | 4  | 4  | 3  | 3  | 4  | 4  | 3  | 32     |
| 22                      | 4  | 4  | 4  | 3  | 4  | 3  | 4  | 3  | 4  | 33     |
| 23                      | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 34     |
| 24                      | 3  | 4  | 3  | 3  | 3  | 4  | 4  | 4  | 4  | 32     |
| 25                      | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 3  | 34     |
| 26                      | 4  | 3  | 4  | 4  | 3  | 4  | 4  | 3  | 4  | 33     |
| 27                      | 4  | 3  | 4  | 3  | 4  | 4  | 4  | 3  | 4  | 33     |
| 28                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |

|                                  |             |             |             |             |             |             |             |             |             |             |
|----------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 29                               | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 35          |
| 30                               | 3           | 4           | 4           | 3           | 3           | 4           | 3           | 4           | 4           | 32          |
| <b>JML NILAI PER UNSUR</b>       | <b>114</b>  | <b>114</b>  | <b>114</b>  | <b>112</b>  | <b>114</b>  | <b>114</b>  | <b>114</b>  | <b>115</b>  | <b>114</b>  | <b>1025</b> |
| <b>NILAI RATA-RATA PER UNSUR</b> | <b>3,80</b> | <b>3,80</b> | <b>3,80</b> | <b>3,73</b> | <b>3,80</b> | <b>3,80</b> | <b>3,80</b> | <b>3,83</b> | <b>3,80</b> | <b>3,80</b> |
| <b>NILAI TERTIMBANG = 1/9</b>    | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> |
| <b>NRR TERTIMBANG</b>            | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,41</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,43</b> | <b>0,42</b> | <b>0,42</b> |

|  |
|--|
| $\text{IKM} = \frac{\text{JML NRR}}{\text{TERTIMBANG} * 25} = 94,91$ |
|--|

Lampiran 7 Pengolahan Data Survei Kepuasan Masyarakat pada Unit LAB

**PENGOLAHAN DATA SURVEI KEPUASAN MASYARAKAT (SKM) PADA UNIT LAB  
POLTEKKES KEMENKES SURAKARTA  
PERIODE I TAHUN 2022**

JUMLAH RESPONDEN = 100 RESPONDEN

| NOMOR URUT<br>RESPONDEN | NILAI PER UNSUR PELAYANAN DI BAGIAN LAB |    |    |    |    |    |    |    |    | JUMLAH |
|-------------------------|---|----|----|----|----|----|----|----|----|--------|
|                         | U1                                      | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |        |
| 1                       | 4                                       | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 35     |
| 2                       | 4                                       | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 3                       | 4                                       | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 4                       | 4                                       | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 5                       | 4                                       | 4  | 4  | 4  | 3  | 3  | 4  | 4  | 4  | 34     |
| 6                       | 4                                       | 4  | 4  | 4  | 3  | 3  | 4  | 4  | 4  | 34     |
| 7                       | 4                                       | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 8                       | 4                                       | 4  | 4  | 4  | 4  | 3  | 4  | 3  | 4  | 34     |
| 9                       | 4                                       | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 35     |
| 10                      | 3                                       | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 34     |
| 11                      | 4                                       | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 12                      | 3                                       | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 13                      | 4                                       | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 34     |
| 14                      | 4                                       | 4  | 4  | 4  | 3  | 4  | 4  | 3  | 4  | 34     |
| 15                      | 4                                       | 3  | 4  | 4  | 3  | 4  | 4  | 3  | 3  | 32     |
| 16                      | 3                                       | 3  | 4  | 4  | 4  | 4  | 3  | 4  | 3  | 32     |
| 17                      | 3                                       | 4  | 4  | 3  | 4  | 4  | 4  | 3  | 4  | 33     |
| 18                      | 4                                       | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 35     |
| 19                      | 4                                       | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 20                      | 4                                       | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 21                      | 3                                       | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 22                      | 3                                       | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 34     |
| 23                      | 4                                       | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 35     |
| 24                      | 4                                       | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 25                      | 4                                       | 4  | 4  | 4  | 4  | 3  | 4  | 3  | 4  | 34     |
| 26                      | 4                                       | 4  | 3  | 4  | 3  | 4  | 4  | 4  | 3  | 33     |
| 27                      | 4                                       | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 28                      | 4                                       | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 35     |
| 29                      | 4                                       | 4  | 4  | 4  | 3  | 3  | 4  | 4  | 3  | 33     |
| 30                      | 4                                       | 3  | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 33     |
| 31                      | 4                                       | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 3  | 34     |
| 32                      | 4                                       | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 3  | 34     |
| 33                      | 4                                       | 4  | 4  | 4  | 3  | 4  | 4  | 3  | 3  | 33     |

|    |   |   |   |   |   |   |   |   |   |    |
|----|---|---|---|---|---|---|---|---|---|----|
| 34 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 34 |
| 35 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 36 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 33 |
| 37 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 38 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 35 |
| 39 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 40 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 34 |
| 41 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 35 |
| 42 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 43 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 35 |
| 44 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 35 |
| 45 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 35 |
| 46 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 35 |
| 47 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 35 |
| 48 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 35 |
| 49 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 35 |
| 50 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 34 |
| 51 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 52 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 53 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 34 |
| 54 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 33 |
| 55 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 33 |
| 56 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 34 |
| 57 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 32 |
| 58 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 32 |
| 59 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 33 |
| 60 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 35 |
| 61 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 34 |
| 62 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 34 |
| 63 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 35 |
| 64 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 33 |
| 65 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 32 |
| 66 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 34 |
| 67 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 35 |
| 68 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 69 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 70 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 35 |
| 71 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 34 |
| 72 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 33 |

|                                  |             |             |             |             |             |             |             |             |             |             |
|----------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 73                               | 4           | 4           | 4           | 3           | 4           | 4           | 3           | 4           | 3           | 33          |
| 74                               | 4           | 3           | 3           | 4           | 4           | 3           | 3           | 3           | 4           | 31          |
| 75                               | 4           | 4           | 3           | 3           | 3           | 4           | 3           | 4           | 3           | 31          |
| 76                               | 3           | 3           | 3           | 4           | 4           | 3           | 4           | 4           | 3           | 31          |
| 77                               | 4           | 3           | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 34          |
| 78                               | 3           | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 34          |
| 79                               | 4           | 3           | 3           | 3           | 4           | 4           | 4           | 4           | 4           | 33          |
| 80                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 35          |
| 81                               | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 3           | 3           | 33          |
| 82                               | 3           | 3           | 4           | 4           | 4           | 4           | 3           | 4           | 3           | 32          |
| 83                               | 3           | 4           | 4           | 3           | 4           | 4           | 4           | 3           | 4           | 33          |
| 84                               | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 35          |
| 85                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 86                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 87                               | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 35          |
| 88                               | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 35          |
| 89                               | 4           | 3           | 4           | 3           | 4           | 3           | 4           | 4           | 4           | 33          |
| 90                               | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 35          |
| 91                               | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 3           | 4           | 34          |
| 92                               | 4           | 4           | 4           | 4           | 3           | 4           | 3           | 4           | 4           | 34          |
| 93                               | 3           | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 34          |
| 94                               | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 35          |
| 95                               | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 35          |
| 96                               | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 35          |
| 97                               | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 35          |
| 98                               | 4           | 3           | 4           | 4           | 3           | 4           | 4           | 3           | 4           | 33          |
| 99                               | 4           | 3           | 4           | 4           | 3           | 4           | 3           | 4           | 3           | 32          |
| 100                              | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 34          |
| <b>JML NILAI PER UNSUR</b>       | <b>381</b>  | <b>382</b>  | <b>380</b>  | <b>380</b>  | <b>379</b>  | <b>380</b>  | <b>380</b>  | <b>380</b>  | <b>383</b>  | <b>1695</b> |
| <b>NILAI RATA-RATA PER UNSUR</b> | <b>3,81</b> | <b>3,82</b> | <b>3,80</b> | <b>3,80</b> | <b>3,79</b> | <b>3,80</b> | <b>3,80</b> | <b>3,80</b> | <b>3,83</b> | <b>3,81</b> |
| <b>NILAI TERTIMBANG = 1/9</b>    | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> |
| <b>NRR TERTIMBANG</b>            | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,43</b> | <b>0,42</b> |

$$\text{IKM} = \frac{\text{JML NRR}}{\text{TERTIMBANG} * 25} = 95,14$$

Lampiran 8 Pengolahan Data Survei Kepuasan Masyarakat pada Unit IT

**PENGOLAHAN DATA SURVEI KEPUASAN MASYARAKAT (SKM) PADA UNIT IT  
POLTEKKES KEMENKES SURAKARTA  
PERIODE I TAHUN 2022**

JUMLAH RESPONDEN = 100 RESPONDEN

| NOMOR URUT<br>RESPONDEN | NILAI PER UNSUR PELAYANAN DI BAGIAN IT |    |    |    |    |    |    |    |    | JUMLAH |
|-------------------------|--|----|----|----|----|----|----|----|----|--------|
|                         | U1                                     | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |        |
| 1                       | 3                                      | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 34     |
| 2                       | 3                                      | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 33     |
| 3                       | 4                                      | 3  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 33     |
| 4                       | 4                                      | 4  | 4  | 4  | 3  | 4  | 3  | 4  | 4  | 34     |
| 5                       | 4                                      | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 6                       | 3                                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 7                       | 4                                      | 4  | 4  | 3  | 4  | 3  | 4  | 4  | 4  | 34     |
| 8                       | 4                                      | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 35     |
| 9                       | 4                                      | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 34     |
| 10                      | 3                                      | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 34     |
| 11                      | 3                                      | 4  | 4  | 3  | 4  | 4  | 4  | 3  | 4  | 33     |
| 12                      | 4                                      | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 35     |
| 13                      | 4                                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 14                      | 4                                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 15                      | 4                                      | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 35     |
| 16                      | 4                                      | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 34     |
| 17                      | 4                                      | 3  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 33     |
| 18                      | 4                                      | 4  | 4  | 4  | 3  | 4  | 3  | 4  | 3  | 33     |
| 19                      | 4                                      | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 20                      | 3                                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 34     |
| 21                      | 4                                      | 3  | 4  | 3  | 4  | 3  | 4  | 4  | 3  | 32     |
| 22                      | 4                                      | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 35     |
| 23                      | 4                                      | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 34     |
| 24                      | 4                                      | 3  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 34     |
| 25                      | 4                                      | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 34     |
| 26                      | 4                                      | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 35     |
| 27                      | 4                                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 35     |
| 28                      | 4                                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 29                      | 4                                      | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 35     |
| 30                      | 4                                      | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 31                      | 4                                      | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 32                      | 4                                      | 4  | 4  | 4  | 3  | 4  | 3  | 4  | 3  | 33     |
| 33                      | 4                                      | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |



|    |   |   |   |   |   |   |   |   |   |    |
|----|---|---|---|---|---|---|---|---|---|----|
| 34 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 34 |
| 35 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 34 |
| 36 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 35 |
| 37 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 35 |
| 38 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 33 |
| 39 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 33 |
| 40 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 34 |
| 41 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 34 |
| 42 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 35 |
| 43 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 34 |
| 44 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 33 |
| 45 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 31 |
| 46 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 32 |
| 47 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 32 |
| 48 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 34 |
| 49 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 33 |
| 50 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 33 |
| 51 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 33 |
| 52 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 35 |
| 53 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 35 |
| 54 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 33 |
| 55 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 34 |
| 56 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 57 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 58 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 59 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 35 |
| 60 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 34 |
| 61 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 33 |
| 62 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 34 |
| 63 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 35 |
| 64 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 65 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 33 |
| 66 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 35 |
| 67 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 34 |
| 68 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 33 |
| 69 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 33 |
| 70 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 35 |
| 71 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 72 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |

|                                  |             |             |             |             |             |             |             |             |             |             |
|----------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 73                               | 3           | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 34          |
| 74                               | 3           | 4           | 3           | 3           | 4           | 4           | 4           | 4           | 4           | 33          |
| 75                               | 4           | 3           | 3           | 3           | 4           | 4           | 4           | 4           | 4           | 33          |
| 76                               | 4           | 4           | 4           | 4           | 3           | 4           | 3           | 4           | 4           | 34          |
| 77                               | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 35          |
| 78                               | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 35          |
| 79                               | 4           | 3           | 4           | 3           | 4           | 3           | 4           | 4           | 4           | 33          |
| 80                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 35          |
| 81                               | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 34          |
| 82                               | 3           | 3           | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 33          |
| 83                               | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 3           | 4           | 34          |
| 84                               | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 35          |
| 85                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 86                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 87                               | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 35          |
| 88                               | 4           | 4           | 3           | 3           | 4           | 4           | 4           | 4           | 4           | 34          |
| 89                               | 4           | 3           | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 34          |
| 90                               | 4           | 4           | 4           | 4           | 3           | 4           | 3           | 4           | 4           | 34          |
| 91                               | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 35          |
| 92                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 93                               | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 3           | 34          |
| 94                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 35          |
| 95                               | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 3           | 3           | 33          |
| 96                               | 4           | 3           | 4           | 4           | 3           | 4           | 4           | 4           | 3           | 33          |
| 97                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 35          |
| 98                               | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 3           | 34          |
| 99                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 100                              | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 35          |
| <b>JML NILAI PER UNSUR</b>       | <b>381</b>  | <b>380</b>  | <b>380</b>  | <b>382</b>  | <b>381</b>  | <b>380</b>  | <b>380</b>  | <b>382</b>  | <b>379</b>  | <b>1723</b> |
| <b>NILAI RATA-RATA PER UNSUR</b> | <b>3,81</b> | <b>3,80</b> | <b>3,80</b> | <b>3,82</b> | <b>3,81</b> | <b>3,80</b> | <b>3,80</b> | <b>3,82</b> | <b>3,79</b> | <b>3,81</b> |
| <b>NILAI TERTIMBANG = 1/9</b>    | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> |
| <b>NRR TERTIMBANG</b>            | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> |

$$\text{IKM} = \frac{\text{JML NRR}}{\text{TERTIMBANG} * 25} = 95,14$$

Lampiran 9 Pengolahan Data Survei Kepuasan Masyarakat pada Unit P2M

**PENGOLAHAN DATA SURVEI KEPUASAN MASYARAKAT (SKM) PADA UNIT P2M  
POLTEKKES KEMENKES SURAKARTA  
PERIODE I TAHUN 2022**

JUMLAH RESPONDEN = 100 RESPONDEN

| NOMOR URUT<br>RESPONDEN | NILAI PER UNSUR PELAYANAN DI BAGIAN P2M |    |    |    |    |    |    |    |    | JUMLAH |
|-------------------------|---|----|----|----|----|----|----|----|----|--------|
|                         | U1                                      | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |        |
| 1                       | 4                                       | 3  | 4  | 3  | 4  | 3  | 4  | 4  | 4  | 33     |
| 2                       | 4                                       | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 35     |
| 3                       | 4                                       | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 4                       | 3                                       | 3  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 33     |
| 5                       | 3                                       | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 34     |
| 6                       | 4                                       | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 7                       | 4                                       | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 8                       | 4                                       | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 9                       | 4                                       | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 35     |
| 10                      | 4                                       | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 34     |
| 11                      | 4                                       | 3  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 33     |
| 12                      | 4                                       | 4  | 4  | 4  | 3  | 4  | 3  | 4  | 4  | 34     |
| 13                      | 4                                       | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 14                      | 4                                       | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 15                      | 4                                       | 3  | 4  | 3  | 4  | 3  | 4  | 4  | 4  | 33     |
| 16                      | 4                                       | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 35     |
| 17                      | 4                                       | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 34     |
| 18                      | 3                                       | 3  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 33     |
| 19                      | 3                                       | 4  | 4  | 3  | 4  | 4  | 4  | 3  | 4  | 33     |
| 20                      | 4                                       | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 35     |
| 21                      | 4                                       | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 22                      | 4                                       | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 23                      | 3                                       | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 34     |
| 24                      | 3                                       | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 33     |
| 25                      | 4                                       | 3  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 33     |
| 26                      | 4                                       | 4  | 4  | 4  | 3  | 4  | 3  | 4  | 4  | 34     |
| 27                      | 4                                       | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 28                      | 3                                       | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 29                      | 4                                       | 3  | 4  | 3  | 4  | 3  | 4  | 4  | 4  | 33     |
| 30                      | 4                                       | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 35     |
| 31                      | 4                                       | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 34     |
| 32                      | 3                                       | 3  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 33     |

|    |   |   |   |   |   |   |   |   |   |    |
|----|---|---|---|---|---|---|---|---|---|----|
| 33 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 34 |
| 34 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 35 |
| 35 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 36 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 37 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 35 |
| 38 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 34 |
| 39 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 34 |
| 40 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 34 |
| 41 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 35 |
| 42 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 43 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 34 |
| 44 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 35 |
| 45 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 33 |
| 46 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 33 |
| 47 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 35 |
| 48 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 34 |
| 49 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 50 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 35 |
| 51 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 34 |
| 52 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 33 |
| 53 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 34 |
| 54 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 33 |
| 55 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 32 |
| 56 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 32 |
| 57 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 34 |
| 58 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 35 |
| 59 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 35 |
| 60 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 34 |
| 61 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 35 |
| 62 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 34 |
| 63 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 34 |
| 64 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 34 |
| 65 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 35 |
| 66 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 67 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 68 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 69 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 35 |
| 70 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 34 |
| 71 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 34 |

|                                  |             |             |             |             |             |             |             |             |             |             |
|----------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 72                               | 4           | 3           | 3           | 4           | 4           | 3           | 3           | 3           | 4           | 31          |
| 73                               | 4           | 4           | 3           | 4           | 3           | 4           | 3           | 4           | 3           | 32          |
| 74                               | 3           | 3           | 3           | 4           | 4           | 3           | 4           | 4           | 3           | 31          |
| 75                               | 4           | 3           | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 34          |
| 76                               | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 35          |
| 77                               | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 35          |
| 78                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 35          |
| 79                               | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 3           | 3           | 33          |
| 80                               | 3           | 3           | 4           | 4           | 4           | 4           | 3           | 4           | 3           | 32          |
| 81                               | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 34          |
| 82                               | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 35          |
| 83                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 84                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 85                               | 3           | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 34          |
| 86                               | 3           | 4           | 4           | 3           | 4           | 3           | 4           | 4           | 4           | 33          |
| 87                               | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 35          |
| 88                               | 4           | 4           | 4           | 4           | 3           | 4           | 3           | 4           | 4           | 34          |
| 89                               | 4           | 4           | 4           | 4           | 4           | 3           | 3           | 3           | 4           | 33          |
| 90                               | 4           | 4           | 4           | 4           | 3           | 4           | 3           | 4           | 4           | 34          |
| 91                               | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 3           | 34          |
| 92                               | 3           | 3           | 3           | 4           | 3           | 4           | 4           | 4           | 4           | 32          |
| 93                               | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 35          |
| 94                               | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 35          |
| 95                               | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 3           | 4           | 34          |
| 96                               | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 3           | 34          |
| 97                               | 3           | 4           | 3           | 4           | 3           | 3           | 4           | 4           | 4           | 32          |
| 98                               | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 3           | 4           | 34          |
| 99                               | 4           | 4           | 4           | 4           | 3           | 3           | 3           | 3           | 3           | 31          |
| 100                              | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 35          |
| <b>JML NILAI PER UNSUR</b>       | <b>382</b>  | <b>378</b>  | <b>381</b>  | <b>379</b>  | <b>377</b>  | <b>381</b>  | <b>382</b>  | <b>379</b>  | <b>381</b>  | <b>1697</b> |
| <b>NILAI RATA-RATA PER UNSUR</b> | <b>3,82</b> | <b>3,78</b> | <b>3,81</b> | <b>3,79</b> | <b>3,77</b> | <b>3,81</b> | <b>3,82</b> | <b>3,79</b> | <b>3,81</b> | <b>3,80</b> |
| <b>NILAI TERTIMBANG = 1/9</b>    | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> |
| <b>NRR TERTIMBANG</b>            | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> |

$$\text{IKM} = \frac{\text{JML NRR}}{\text{TERTIMBANG} * 25} = 95,00$$

Lampiran 10 Pengolahan Data Survei Kepuasan Masyarakat pada Unit PERPUS

**PENGOLAHAN DATA SURVEI KEPUASAN MASYARAKAT (SKM) PADA UNIT PERPUS  
POLTEKKES KEMENKES SURAKARTA  
PERIODE I TAHUN 2022**

**JUMLAH RESPONDEN = 50 RESPONDEN**

| NOMOR URUT<br>RESPONDEN | NILAI PER UNSUR PELAYANAN DI BAGIAN PERPUS |    |    |    |    |    |    |    |    | JUMLAH |
|-------------------------|--|----|----|----|----|----|----|----|----|--------|
|                         | U1   | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |        |
| 1                       | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 2                       | 3  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 3  | 33     |
| 3                       | 3  | 4  | 4  | 4  | 3  | 3  | 4  | 3  | 4  | 32     |
| 4                       | 3  | 4  | 4  | 4  | 4  | 3  | 3  | 4  | 3  | 32     |
| 5                       | 4  | 4  | 4  | 4  | 3  | 4  | 3  | 4  | 3  | 33     |
| 6                       | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 7                       | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 8                       | 4  | 3  | 4  | 4  | 3  | 3  | 3  | 4  | 4  | 32     |
| 9                       | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 35     |
| 10                      | 4  | 4  | 4  | 3  | 4  | 3  | 3  | 4  | 4  | 33     |
| 11                      | 3  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 34     |
| 12                      | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 13                      | 4  | 4  | 4  | 3  | 4  | 4  | 3  | 4  | 4  | 34     |
| 14                      | 4  | 3  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 34     |
| 15                      | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 16                      | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 35     |
| 17                      | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 34     |
| 18                      | 3  | 3  | 4  | 4  | 3  | 3  | 3  | 3  | 4  | 30     |
| 19                      | 4  | 4  | 3  | 3  | 3  | 4  | 4  | 4  | 4  | 33     |
| 20                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 21                      | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 22                      | 3  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 34     |
| 23                      | 3  | 4  | 4  | 4  | 3  | 3  | 4  | 3  | 4  | 32     |
| 24                      | 3  | 4  | 4  | 4  | 4  | 3  | 3  | 4  | 4  | 33     |
| 25                      | 4  | 4  | 4  | 4  | 3  | 4  | 3  | 4  | 3  | 33     |
| 26                      | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 27                      | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 28                      | 4  | 3  | 4  | 4  | 3  | 3  | 3  | 4  | 4  | 32     |
| 29                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 34     |
| 30                      | 4  | 4  | 4  | 3  | 4  | 4  | 3  | 4  | 4  | 34     |
| 31                      | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 35     |
| 32                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 33                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |

|                                  |             |             |             |             |             |             |             |             |             |             |
|----------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 34                               | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 35          |
| 35                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 36                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 37                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 38                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 35          |
| 39                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 40                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 41                               | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 35          |
| 42                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 43                               | 4           | 3           | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 34          |
| 44                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 35          |
| 45                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 3           | 34          |
| 46                               | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 35          |
| 47                               | 4           | 4           | 4           | 3           | 4           | 4           | 3           | 3           | 4           | 33          |
| 48                               | 4           | 4           | 3           | 3           | 4           | 4           | 4           | 4           | 3           | 33          |
| 49                               | 4           | 4           | 3           | 3           | 4           | 4           | 4           | 4           | 3           | 33          |
| 50                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| <b>JML NILAI PER UNSUR</b>       | <b>190</b>  | <b>191</b>  | <b>191</b>  | <b>191</b>  | <b>190</b>  | <b>190</b>  | <b>188</b>  | <b>190</b>  | <b>192</b>  | <b>1713</b> |
| <b>NILAI RATA-RATA PER UNSUR</b> | <b>3,80</b> | <b>3,82</b> | <b>3,82</b> | <b>3,82</b> | <b>3,80</b> | <b>3,80</b> | <b>3,76</b> | <b>3,80</b> | <b>3,84</b> | <b>3,81</b> |
| <b>NILAI TERTIMBANG = 1/9</b>    | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> |
| <b>NRR TERTIMBANG</b>            | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,43</b> | <b>0,42</b> |

$$\text{IKM} = \frac{\text{JML NRR}}{\text{TERTIMBANG} * 25} = 95,17$$

Lampiran 11 Pengolahan Data Survei Kepuasan Masyarakat pada JURUSAN AKUPUNKTUR

PENGOLAHAN DATA SURVEI KEPUASAN MASYARAKAT (SKM) PADA JURUSAN AKUPUNKTUR  
POLTEKKES KEMENKES SURAKARTA  
PERIODE I TAHUN 2022

JUMLAH RESPONDEN = 30 RESPONDEN

| NOMOR URUT<br>RESPONDEN | NILAI PER UNSUR PELAYANAN DI<br>JURUSAN AKUPUNKTUR |    |    |    |    |    |    |    |    | JUMLAH |
|-------------------------|--|----|----|----|----|----|----|----|----|--------|
|                         | U1   | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |        |
| 1                       | 4  | 4  | 4  | 3  | 4  | 4  | 3  | 4  | 3  | 33     |
| 2                       | 4  | 3  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 34     |
| 3                       | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 4                       | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 35     |
| 5                       | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 34     |
| 6                       | 3  | 3  | 4  | 4  | 3  | 3  | 3  | 3  | 3  | 29     |
| 7                       | 4  | 4  | 3  | 3  | 3  | 4  | 4  | 4  | 4  | 33     |
| 8                       | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 35     |
| 9                       | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 10                      | 3  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 3  | 33     |
| 11                      | 3  | 4  | 4  | 4  | 3  | 3  | 4  | 3  | 4  | 32     |
| 12                      | 3  | 4  | 4  | 4  | 4  | 3  | 3  | 4  | 3  | 32     |
| 13                      | 4  | 3  | 3  | 4  | 3  | 3  | 4  | 3  | 4  | 31     |
| 14                      | 4  | 4  | 4  | 3  | 3  | 3  | 3  | 4  | 3  | 31     |
| 15                      | 3  | 3  | 3  | 4  | 4  | 3  | 4  | 4  | 3  | 31     |
| 16                      | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 35     |
| 17                      | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 18                      | 4  | 3  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 34     |
| 19                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 35     |
| 20                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 21                      | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 35     |
| 22                      | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 3  | 4  | 34     |
| 23                      | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 35     |
| 24                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 25                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 26                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 27                      | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |



|                                  |             |             |             |             |             |             |             |             |             |             |
|----------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 28                               | 4           | 4           | 3           | 4           | 3           | 4           | 4           | 4           | 4           | 34          |
| 29                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 30                               | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 35          |
| <b>JML NILAI PER UNSUR</b>       | <b>114</b>  | <b>113</b>  | <b>114</b>  | <b>113</b>  | <b>112</b>  | <b>113</b>  | <b>114</b>  | <b>114</b>  | <b>113</b>  | <b>1020</b> |
| <b>NILAI RATA-RATA PER UNSUR</b> | <b>3,80</b> | <b>3,77</b> | <b>3,80</b> | <b>3,77</b> | <b>3,73</b> | <b>3,77</b> | <b>3,80</b> | <b>3,80</b> | <b>3,77</b> | <b>3,78</b> |
| <b>NILAI TERTIMBANG = 1/9</b>    | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> |
| <b>NRR TERTIMBANG</b>            | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,41</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> |

|  |
|--|
| $\text{IKM} = \frac{\text{JML NRR}}{\text{TERTIMBANG} * 25} = 94,44$ |
|--|

Lampiran 12 Pengolahan Data Survei Kepuasan Masyarakat pada JURUSAN ANAFARMA

PENGOLAHAN DATA SURVEI KEPUASAN MASYARAKAT (SKM) PADA JURUSAN ANAFARMA  
POLTEKKES KEMENKES SURAKARTA  
PERIODE I TAHUN 2022

JUMLAH RESPONDEN = 50 RESPONDEN

| NOMOR URUT<br>RESPONDEN | NILAI PER UNSUR PELAYANAN DI<br>JURUSAN ANAFARMA |    |    |    |    |    |    |    |    | JUMLAH |
|-------------------------|--|----|----|----|----|----|----|----|----|--------|
|                         | U1   | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |        |
| 1                       | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 33     |
| 2                       | 3  | 3  | 4  | 4  | 4  | 4  | 3  | 4  | 3  | 32     |
| 3                       | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 3  | 4  | 34     |
| 4                       | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 35     |
| 5                       | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 6                       | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 7                       | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 8                       | 4  | 4  | 4  | 3  | 4  | 3  | 4  | 4  | 4  | 34     |
| 9                       | 4  | 3  | 4  | 3  | 4  | 3  | 4  | 4  | 4  | 33     |
| 10                      | 4  | 4  | 4  | 3  | 4  | 4  | 3  | 4  | 3  | 33     |
| 11                      | 4  | 3  | 3  | 4  | 4  | 3  | 3  | 3  | 4  | 31     |
| 12                      | 4  | 4  | 3  | 3  | 3  | 4  | 3  | 4  | 3  | 31     |
| 13                      | 3  | 3  | 3  | 4  | 4  | 3  | 4  | 4  | 3  | 31     |
| 14                      | 4  | 3  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 34     |
| 15                      | 3  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 34     |
| 16                      | 4  | 3  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 33     |
| 17                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 35     |
| 18                      | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 33     |
| 19                      | 3  | 3  | 4  | 4  | 4  | 4  | 3  | 4  | 3  | 32     |
| 20                      | 3  | 4  | 4  | 3  | 4  | 4  | 4  | 3  | 4  | 33     |
| 21                      | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 35     |
| 22                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 23                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 24                      | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 25                      | 4  | 4  | 4  | 3  | 4  | 3  | 4  | 4  | 4  | 34     |
| 26                      | 4  | 3  | 4  | 3  | 4  | 3  | 4  | 4  | 4  | 33     |
| 27                      | 4  | 4  | 4  | 3  | 4  | 4  | 3  | 4  | 4  | 34     |
| 28                      | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 3  | 4  | 33     |
| 29                      | 4  | 4  | 4  | 3  | 3  | 4  | 3  | 4  | 4  | 33     |
| 30                      | 3  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 34     |
| 31                      | 4  | 4  | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 34     |
| 32                      | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |

|                                  |             |             |             |             |             |             |             |             |             |             |
|----------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 33                               | 4           | 3           | 3           | 4           | 3           | 4           | 4           | 4           | 4           | 33          |
| 34                               | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 3           | 4           | 34          |
| 35                               | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 3           | 3           | 33          |
| 36                               | 3           | 3           | 4           | 4           | 3           | 4           | 3           | 4           | 3           | 31          |
| 37                               | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 34          |
| 38                               | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 35          |
| 39                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 40                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 41                               | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 35          |
| 42                               | 4           | 4           | 4           | 4           | 3           | 3           | 4           | 4           | 4           | 34          |
| 43                               | 4           | 4           | 4           | 4           | 3           | 3           | 4           | 4           | 4           | 34          |
| 44                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 45                               | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 3           | 4           | 34          |
| 46                               | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 35          |
| 47                               | 3           | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 34          |
| 48                               | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 35          |
| 49                               | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 35          |
| 50                               | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 35          |
| <b>JML NILAI PER UNSUR</b>       | <b>189</b>  | <b>186</b>  | <b>190</b>  | <b>187</b>  | <b>188</b>  | <b>188</b>  | <b>191</b>  | <b>189</b>  | <b>191</b>  | <b>1699</b> |
| <b>NILAI RATA-RATA PER UNSUR</b> | <b>3,78</b> | <b>3,72</b> | <b>3,80</b> | <b>3,74</b> | <b>3,76</b> | <b>3,76</b> | <b>3,82</b> | <b>3,78</b> | <b>3,82</b> | <b>3,78</b> |
| <b>NILAI TERTIMBANG = 1/9</b>    | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> |
| <b>NRR TERTIMBANG</b>            | <b>0,42</b> | <b>0,41</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> |

$$\text{IKM} = \frac{\text{JML NRR}}{\text{TERTIMBANG *25}} = 94,39$$

Lampiran 13 Pengolahan Data Survei Kepuasan Masyarakat pada JURUSAN FARMASI

PENGOLAHAN DATA SURVEI KEPUASAN MASYARAKAT (SKM) PADA JURUSAN FARMASI  
POLTEKKES KEMENKES SURAKARTA  
PERIODE I TAHUN 2022

JUMLAH RESPONDEN = 50 RESPONDEN

| NOMOR URUT<br>RESPONDEN | NILAI PER UNSUR PELAYANAN DI JURUSAN FARMASI |    |    |    |    |    |    |    |    | JUMLAH |
|-------------------------|--|----|----|----|----|----|----|----|----|--------|
|                         | U1   | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |        |
| 1                       | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 34     |
| 2                       | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 3                       | 4  | 4  | 4  | 3  | 4  | 3  | 3  | 4  | 4  | 33     |
| 4                       | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 34     |
| 5                       | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 6                       | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 7                       | 4  | 4  | 3  | 4  | 3  | 4  | 3  | 4  | 4  | 33     |
| 8                       | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 9                       | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 10                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 11                      | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 3  | 4  | 34     |
| 12                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 13                      | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 14                      | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 35     |
| 15                      | 3  | 4  | 4  | 4  | 3  | 4  | 4  | 3  | 4  | 33     |
| 16                      | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 17                      | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 18                      | 3  | 3  | 3  | 3  | 3  | 4  | 3  | 4  | 4  | 30     |
| 19                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 20                      | 3  | 4  | 4  | 4  | 3  | 3  | 4  | 3  | 4  | 32     |
| 21                      | 4  | 3  | 3  | 3  | 4  | 4  | 3  | 4  | 4  | 32     |
| 22                      | 4  | 2  | 4  | 4  | 4  | 3  | 4  | 3  | 4  | 32     |
| 23                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 24                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 35     |
| 25                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 35     |
| 26                      | 4  | 4  | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 34     |
| 27                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 28                      | 4  | 4  | 3  | 3  | 3  | 3  | 4  | 4  | 3  | 31     |
| 29                      | 4  | 4  | 4  | 3  | 4  | 4  | 3  | 4  | 4  | 34     |
| 30                      | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 3  | 4  | 34     |
| 31                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 32                      | 4  | 4  | 4  | 4  | 3  | 3  | 4  | 4  | 4  | 34     |
| 33                      | 3  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 34     |

|                                  |             |             |             |             |             |             |             |             |             |             |
|----------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 34                               | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 3           | 4           | 34          |
| 35                               | 3           | 4           | 3           | 4           | 4           | 4           | 4           | 3           | 4           | 33          |
| 36                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 37                               | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 3           | 4           | 34          |
| 38                               | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 35          |
| 39                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 40                               | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 35          |
| 41                               | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 35          |
| 42                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 43                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 44                               | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 34          |
| 45                               | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 34          |
| 46                               | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 3           | 34          |
| 47                               | 4           | 4           | 4           | 3           | 4           | 4           | 3           | 4           | 3           | 33          |
| 48                               | 3           | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 33          |
| 49                               | 4           | 3           | 4           | 3           | 4           | 4           | 3           | 4           | 3           | 32          |
| 50                               | 4           | 3           | 4           | 4           | 3           | 4           | 3           | 4           | 3           | 32          |
| <b>JML NILAI PER UNSUR</b>       | <b>190</b>  | <b>191</b>  | <b>190</b>  | <b>192</b>  | <b>190</b>  | <b>191</b>  | <b>191</b>  | <b>189</b>  | <b>189</b>  | <b>1713</b> |
| <b>NILAI RATA-RATA PER UNSUR</b> | <b>3,80</b> | <b>3,82</b> | <b>3,80</b> | <b>3,84</b> | <b>3,80</b> | <b>3,82</b> | <b>3,82</b> | <b>3,78</b> | <b>3,78</b> | <b>3,81</b> |
| <b>NILAI TERTIMBANG = 1/9</b>    | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> |
| <b>NRR TERTIMBANG</b>            | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,43</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> |

$$\text{IKM} = \frac{\text{JML NRR}}{\text{TERTIMBANG *25}} = 95,17$$

Lampiran 14 Pengolahan Data Survei Kepuasan Masyarakat pada JURUSAN FISIOTERAPI

PENGOLAHAN DATA SURVEI KEPUASAN MASYARAKAT (SKM) PADA JURUSAN FISIOTERAPI  
POLTEKKES KEMENKES SURAKARTA  
PERIODE I TAHUN 2022

JUMLAH RESPONDEN = 50 RESPONDEN

| NOMOR URUT<br>RESPONDEN | NILAI PER UNSUR PELAYANAN DI<br>JURUSAN FISIOTERAPI |    |    |    |    |    |    |    |    | JUMLAH |
|-------------------------|---|----|----|----|----|----|----|----|----|--------|
|                         | U1  | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |        |
| 1                       | 4   | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 34     |
| 2                       | 3   | 3  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 33     |
| 3                       | 4   | 4  | 4  | 3  | 4  | 4  | 4  | 3  | 4  | 34     |
| 4                       | 4   | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 35     |
| 5                       | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 6                       | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 7                       | 4   | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 35     |
| 8                       | 4   | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 34     |
| 9                       | 4   | 3  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 33     |
| 10                      | 4   | 4  | 4  | 4  | 3  | 4  | 3  | 4  | 4  | 34     |
| 11                      | 4   | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 12                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 13                      | 4   | 3  | 4  | 3  | 4  | 3  | 4  | 4  | 4  | 33     |
| 14                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 35     |
| 15                      | 4   | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 33     |
| 16                      | 4   | 3  | 4  | 4  | 3  | 4  | 4  | 4  | 3  | 33     |
| 17                      | 4   | 4  | 4  | 3  | 4  | 4  | 4  | 3  | 4  | 34     |
| 18                      | 4   | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 35     |
| 19                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 20                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 21                      | 3   | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 34     |
| 22                      | 3   | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 33     |
| 23                      | 4   | 3  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 33     |
| 24                      | 4   | 4  | 4  | 4  | 3  | 4  | 3  | 4  | 4  | 34     |
| 25                      | 4   | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 26                      | 3   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 27                      | 4   | 3  | 4  | 3  | 4  | 3  | 4  | 4  | 4  | 33     |
| 28                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 35     |
| 29                      | 4   | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 34     |
| 30                      | 3   | 3  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 33     |
| 31                      | 3   | 4  | 4  | 3  | 4  | 4  | 4  | 3  | 4  | 33     |
| 32                      | 4   | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 35     |

|                                  |             |             |             |             |             |             |             |             |             |             |
|----------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 33                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 34                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 35                               | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 35          |
| 36                               | 4           | 4           | 3           | 3           | 4           | 4           | 4           | 4           | 4           | 34          |
| 37                               | 4           | 3           | 3           | 3           | 4           | 4           | 4           | 4           | 4           | 33          |
| 38                               | 4           | 4           | 4           | 4           | 3           | 4           | 3           | 4           | 3           | 33          |
| 39                               | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 35          |
| 40                               | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 35          |
| 41                               | 4           | 4           | 4           | 3           | 4           | 3           | 4           | 4           | 4           | 34          |
| 42                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 35          |
| 43                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 35          |
| 44                               | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 35          |
| 45                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 3           | 34          |
| 46                               | 4           | 4           | 4           | 4           | 4           | 3           | 3           | 4           | 4           | 34          |
| 47                               | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 34          |
| 48                               | 4           | 4           | 4           | 4           | 3           | 3           | 4           | 4           | 3           | 33          |
| 49                               | 3           | 4           | 4           | 4           | 4           | 3           | 4           | 3           | 3           | 32          |
| 50                               | 3           | 4           | 3           | 4           | 3           | 3           | 3           | 3           | 3           | 29          |
| <b>JML NILAI PER UNSUR</b>       | <b>190</b>  | <b>189</b>  | <b>190</b>  | <b>188</b>  | <b>191</b>  | <b>190</b>  | <b>192</b>  | <b>187</b>  | <b>192</b>  | <b>1709</b> |
| <b>NILAI RATA-RATA PER UNSUR</b> | <b>3,80</b> | <b>3,78</b> | <b>3,80</b> | <b>3,76</b> | <b>3,82</b> | <b>3,80</b> | <b>3,84</b> | <b>3,74</b> | <b>3,84</b> | <b>3,80</b> |
| <b>NILAI TERTIMBANG = 1/9</b>    | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> |
| <b>NRR TERTIMBANG</b>            | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,43</b> | <b>0,42</b> | <b>0,43</b> | <b>0,42</b> |

$$\text{IKM} = \frac{\text{JML NRR}}{\text{TERTIMBANG *25}} = 94,94$$

Lampiran 15 Pengolahan Data Survei Kepuasan Masyarakat pada JURUSAN JAMU

**PENGOLAHAN DATA SURVEI KEPUASAN MASYARAKAT (SKM) PADA JURUSAN JAMU  
POLTEKKES KEMENKES SURAKARTA  
PERIODE I TAHUN 2022**

**JUMLAH RESPONDEN = 30 RESPONDEN**

| NOMOR URUT<br>RESPONDEN | NILAI PER UNSUR PELAYANAN DI JURUSAN JAMU |    |    |    |    |    |    |    |    | JUMLAH |
|-------------------------|---|----|----|----|----|----|----|----|----|--------|
|                         | U1  | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |        |
| 1                       | 4   | 4  | 3  | 4  | 4  | 4  | 3  | 4  | 4  | 34     |
| 2                       | 4   | 4  | 4  | 3  | 3  | 4  | 3  | 4  | 4  | 33     |
| 3                       | 4   | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 4                       | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 5                       | 4   | 3  | 4  | 3  | 4  | 3  | 4  | 4  | 4  | 33     |
| 6                       | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 35     |
| 7                       | 4   | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 34     |
| 8                       | 3   | 3  | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 32     |
| 9                       | 3   | 4  | 4  | 3  | 4  | 4  | 4  | 3  | 4  | 33     |
| 10                      | 4   | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 35     |
| 11                      | 4   | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 12                      | 4   | 4  | 4  | 4  | 3  | 4  | 3  | 4  | 3  | 33     |
| 13                      | 4   | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 14                      | 3   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 34     |
| 15                      | 4   | 4  | 4  | 3  | 4  | 3  | 4  | 4  | 3  | 33     |
| 16                      | 4   | 4  | 4  | 3  | 4  | 4  | 4  | 3  | 4  | 34     |
| 17                      | 4   | 4  | 4  | 3  | 4  | 4  | 4  | 3  | 4  | 34     |
| 18                      | 3   | 3  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 33     |
| 19                      | 3   | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 34     |
| 20                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 21                      | 3   | 3  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 33     |
| 22                      | 3   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 23                      | 4   | 3  | 4  | 4  | 4  | 3  | 4  | 4  | 3  | 33     |
| 24                      | 4   | 4  | 4  | 4  | 3  | 3  | 4  | 4  | 4  | 34     |
| 25                      | 4   | 3  | 3  | 4  | 4  | 3  | 4  | 4  | 4  | 33     |
| 26                      | 4   | 4  | 4  | 4  | 3  | 3  | 4  | 4  | 3  | 33     |
| 27                      | 4   | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 35     |
| 28                      | 4   | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 35     |



|                           |      |      |      |      |      |      |      |      |      |      |
|---------------------------|------|------|------|------|------|------|------|------|------|------|
| 29                        | 4    | 4    | 4    | 4    | 4    | 4    | 3    | 4    | 4    | 35   |
| 30                        | 4    | 4    | 3    | 4    | 4    | 3    | 4    | 4    | 3    | 33   |
| JML NILAI PER UNSUR       | 113  | 113  | 114  | 112  | 114  | 111  | 115  | 114  | 114  | 1020 |
| NILAI RATA-RATA PER UNSUR | 3,77 | 3,77 | 3,80 | 3,73 | 3,80 | 3,70 | 3,83 | 3,80 | 3,80 | 3,78 |
| NILAI TERTIMBANG = 1/9    | 0,11 | 0,11 | 0,11 | 0,11 | 0,11 | 0,11 | 0,11 | 0,11 | 0,11 | 0,11 |
| NRR TERTIMBANG            | 0,42 | 0,42 | 0,42 | 0,41 | 0,42 | 0,41 | 0,43 | 0,42 | 0,42 | 0,42 |

|  |
|--|
| $\text{IKM} = \frac{\text{JML NRR}}{\text{TERTIMBANG} * 25} = 94,44$ |
|--|

Lampiran 16 Pengolahan Data Survei Kepuasan Masyarakat pada JURUSAN KEBIDANAN

PENGOLAHAN DATA SURVEI KEPUASAN MASYARAKAT (SKM) PADA JURUSAN KEBIDANAN  
POLTEKKES KEMENKES SURAKARTA  
PERIODE I TAHUN 2022

JUMLAH RESPONDEN = 50 RESPONDEN

| NOMOR URUT<br>RESPONDEN | NILAI PER UNSUR PELAYANAN DI<br>JURUSAN KEBIDANAN |    |    |    |    |    |    |    |    | JUMLAH |
|-------------------------|---|----|----|----|----|----|----|----|----|--------|
|                         | U1  | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |        |
| 1                       | 4   | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 35     |
| 2                       | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 35     |
| 3                       | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 35     |
| 4                       | 3   | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 3  | 33     |
| 5                       | 3   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 6                       | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 7                       | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 8                       | 4   | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 35     |
| 9                       | 4   | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 10                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 11                      | 4   | 3  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 34     |
| 12                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 13                      | 4   | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 35     |
| 14                      | 4   | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 35     |
| 15                      | 4   | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 16                      | 4   | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 35     |
| 17                      | 4   | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 35     |
| 18                      | 4   | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 19                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 35     |
| 20                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 34     |
| 21                      | 4   | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 3  | 33     |
| 22                      | 4   | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 34     |
| 23                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 24                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 35     |
| 25                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 26                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 34     |
| 27                      | 4   | 4  | 4  | 4  | 4  | 3  | 3  | 4  | 3  | 33     |
| 28                      | 4   | 4  | 4  | 4  | 3  | 4  | 4  | 3  | 4  | 34     |
| 29                      | 4   | 4  | 3  | 4  | 4  | 3  | 4  | 4  | 3  | 33     |
| 30                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 31                      | 4   | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 35     |
| 32                      | 4   | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 35     |

|                                  |             |             |             |             |             |             |             |             |             |             |
|----------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 33                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 34                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 35                               | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 35          |
| 36                               | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 3           | 4           | 34          |
| 37                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 35          |
| 38                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 35          |
| 39                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 35          |
| 40                               | 3           | 4           | 4           | 4           | 3           | 3           | 4           | 3           | 4           | 32          |
| 41                               | 3           | 3           | 3           | 3           | 3           | 4           | 3           | 3           | 4           | 29          |
| 42                               | 3           | 3           | 3           | 4           | 3           | 4           | 3           | 4           | 4           | 31          |
| 43                               | 3           | 3           | 4           | 3           | 3           | 3           | 3           | 3           | 4           | 29          |
| 44                               | 4           | 4           | 3           | 3           | 3           | 4           | 4           | 4           | 4           | 33          |
| 45                               | 3           | 3           | 4           | 3           | 3           | 4           | 3           | 4           | 4           | 31          |
| 46                               | 3           | 3           | 3           | 3           | 4           | 4           | 4           | 4           | 4           | 32          |
| 47                               | 3           | 3           | 3           | 4           | 4           | 3           | 4           | 4           | 4           | 32          |
| 48                               | 3           | 3           | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 33          |
| 49                               | 3           | 3           | 4           | 3           | 4           | 3           | 4           | 4           | 4           | 32          |
| 50                               | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 35          |
| <b>JML NILAI PER UNSUR</b>       | <b>188</b>  | <b>191</b>  | <b>190</b>  | <b>190</b>  | <b>190</b>  | <b>191</b>  | <b>190</b>  | <b>190</b>  | <b>189</b>  | <b>1709</b> |
| <b>NILAI RATA-RATA PER UNSUR</b> | <b>3,76</b> | <b>3,82</b> | <b>3,80</b> | <b>3,80</b> | <b>3,80</b> | <b>3,82</b> | <b>3,80</b> | <b>3,80</b> | <b>3,78</b> | <b>3,80</b> |
| <b>NILAI TERTIMBANG = 1/9</b>    | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> |
| <b>NRR TERTIMBANG</b>            | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> |

$$\text{IKM} = \frac{\text{JML NRR}}{\text{TERTIMBANG *25}} = 94,94$$

Lampiran 17 Pengolahan Data Survei Kepuasan Masyarakat pada JURUSAN KEPERAWATAN

PENGOLAHAN DATA SURVEI KEPUASAN MASYARAKAT (SKM) PADA JURUSAN KEPERAWATAN  
POLTEKKES KEMENKES SURAKARTA  
PERIODE I TAHUN 2022

JUMLAH RESPONDEN = 50 RESPONDEN

| NOMOR URUT<br>RESPONDEN | NILAI PER UNSUR PELAYANAN DI<br>JURUSAN KEPERAWATAN |    |    |    |    |    |    |    |    | JUMLAH |
|-------------------------|---|----|----|----|----|----|----|----|----|--------|
|                         | U1  | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |        |
| 1                       | 3   | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 34     |
| 2                       | 3   | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 33     |
| 3                       | 4   | 3  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 33     |
| 4                       | 4   | 4  | 4  | 4  | 3  | 4  | 3  | 4  | 4  | 34     |
| 5                       | 4   | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 6                       | 3   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 7                       | 4   | 3  | 4  | 3  | 4  | 3  | 4  | 4  | 4  | 33     |
| 8                       | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 35     |
| 9                       | 4   | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 34     |
| 10                      | 3   | 3  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 33     |
| 11                      | 3   | 4  | 4  | 3  | 4  | 4  | 4  | 3  | 4  | 33     |
| 12                      | 4   | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 3  | 34     |
| 13                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 35     |
| 14                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 35     |
| 15                      | 4   | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 35     |
| 16                      | 4   | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 3  | 33     |
| 17                      | 4   | 3  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 33     |
| 18                      | 4   | 4  | 4  | 4  | 3  | 4  | 3  | 4  | 3  | 33     |
| 19                      | 4   | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 20                      | 3   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 21                      | 4   | 3  | 4  | 3  | 4  | 3  | 4  | 4  | 3  | 32     |
| 22                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 34     |
| 23                      | 4   | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 33     |
| 24                      | 4   | 3  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 34     |
| 25                      | 4   | 4  | 4  | 3  | 4  | 4  | 4  | 3  | 4  | 34     |
| 26                      | 4   | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 35     |
| 27                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 28                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 29                      | 4   | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 35     |
| 30                      | 4   | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 31                      | 4   | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 34     |
| 32                      | 4   | 4  | 4  | 4  | 3  | 4  | 3  | 4  | 4  | 34     |

|                           |      |      |      |      |      |      |      |      |      |      |
|---------------------------|------|------|------|------|------|------|------|------|------|------|
| 33                        | 4    | 4    | 3    | 4    | 4    | 4    | 4    | 4    | 4    | 35   |
| 34                        | 3    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 35   |
| 35                        | 4    | 4    | 4    | 4    | 4    | 3    | 3    | 4    | 4    | 34   |
| 36                        | 3    | 4    | 4    | 4    | 4    | 3    | 3    | 3    | 4    | 32   |
| 37                        | 4    | 4    | 4    | 4    | 4    | 3    | 3    | 3    | 4    | 33   |
| 38                        | 3    | 3    | 4    | 4    | 3    | 3    | 3    | 4    | 4    | 31   |
| 39                        | 4    | 4    | 4    | 3    | 4    | 4    | 4    | 3    | 4    | 34   |
| 40                        | 4    | 4    | 4    | 4    | 4    | 3    | 3    | 4    | 4    | 34   |
| 41                        | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 36   |
| 42                        | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 36   |
| 43                        | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 36   |
| 44                        | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 36   |
| 45                        | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 36   |
| 46                        | 4    | 4    | 4    | 4    | 3    | 4    | 4    | 4    | 4    | 35   |
| 47                        | 4    | 4    | 4    | 4    | 4    | 3    | 4    | 4    | 4    | 35   |
| 48                        | 4    | 4    | 4    | 3    | 4    | 4    | 4    | 4    | 4    | 35   |
| 49                        | 4    | 4    | 4    | 4    | 3    | 4    | 4    | 4    | 4    | 35   |
| 50                        | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 36   |
| JML NILAI PER UNSUR       | 191  | 190  | 191  | 190  | 192  | 189  | 190  | 191  | 192  | 1716 |
| NILAI RATA-RATA PER UNSUR | 3,82 | 3,80 | 3,82 | 3,80 | 3,84 | 3,78 | 3,80 | 3,82 | 3,84 | 3,81 |
| NILAI TERTIMBANG = 1/9    | 0,11 | 0,11 | 0,11 | 0,11 | 0,11 | 0,11 | 0,11 | 0,11 | 0,11 | 0,11 |
| NRR TERTIMBANG            | 0,42 | 0,42 | 0,42 | 0,42 | 0,43 | 0,42 | 0,42 | 0,42 | 0,43 | 0,42 |

$$\text{IKM} = \frac{\text{JML NRR}}{\text{TERTIMBANG *25}} = 95,33$$

Lampiran 18 Pengolahan Data Survei Kepuasan Masyarakat pada JURUSAN ORTOTIK PROSTETIK

PENGOLAHAN DATA SURVEI KEPUASAN MASYARAKAT (SKM) PADA JURUSAN ORTOTIK PROSTETIK  
POLTEKKES KEMENKES SURAKARTA  
PERIODE I TAHUN 2022

JUMLAH RESPONDEN = 30 RESPONDEN

| NOMOR URUT<br>RESPONDEN | NILAI PER UNSUR PELAYANAN DI<br>JURUSAN ORTOTIK PROSTETIK |    |    |    |    |    |    |    |    | JUMLAH |
|-------------------------|---|----|----|----|----|----|----|----|----|--------|
|                         | U1  | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |        |
| 1                       | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 35     |
| 2                       | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 35     |
| 3                       | 3   | 3  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 33     |
| 4                       | 3   | 4  | 4  | 3  | 4  | 4  | 4  | 3  | 4  | 33     |
| 5                       | 4   | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 35     |
| 6                       | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 7                       | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 8                       | 4   | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 35     |
| 9                       | 4   | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 10                      | 4   | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 34     |
| 11                      | 4   | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 35     |
| 12                      | 4   | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 13                      | 3   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 14                      | 4   | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 35     |
| 15                      | 4   | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 34     |
| 16                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 34     |
| 17                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 35     |
| 18                      | 3   | 3  | 4  | 4  | 3  | 4  | 4  | 4  | 3  | 32     |
| 19                      | 3   | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 33     |
| 20                      | 4   | 4  | 4  | 4  | 3  | 4  | 3  | 4  | 4  | 34     |
| 21                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 35     |
| 22                      | 4   | 4  | 4  | 3  | 4  | 4  | 3  | 4  | 4  | 34     |
| 23                      | 4   | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 35     |
| 24                      | 4   | 3  | 4  | 4  | 3  | 3  | 4  | 4  | 4  | 33     |
| 25                      | 4   | 4  | 3  | 3  | 3  | 3  | 4  | 4  | 4  | 32     |
| 26                      | 4   | 3  | 4  | 4  | 4  | 3  | 3  | 4  | 4  | 33     |
| 27                      | 4   | 4  | 3  | 3  | 4  | 3  | 4  | 4  | 4  | 33     |

|                                  |             |             |             |             |             |             |             |             |             |             |
|----------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 28                               | 4           | 3           | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 34          |
| 29                               | 4           | 4           | 4           | 3           | 3           | 4           | 3           | 3           | 3           | 31          |
| 30                               | 3           | 3           | 4           | 3           | 4           | 3           | 4           | 4           | 4           | 32          |
| <b>JML NILAI PER UNSUR</b>       | <b>114</b>  | <b>113</b>  | <b>114</b>  | <b>114</b>  | <b>112</b>  | <b>113</b>  | <b>114</b>  | <b>113</b>  | <b>114</b>  | <b>1021</b> |
| <b>NILAI RATA-RATA PER UNSUR</b> | <b>3,80</b> | <b>3,77</b> | <b>3,80</b> | <b>3,80</b> | <b>3,73</b> | <b>3,77</b> | <b>3,80</b> | <b>3,77</b> | <b>3,80</b> | <b>3,78</b> |
| <b>NILAI TERTIMBANG = 1/9</b>    | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> |
| <b>NRR TERTIMBANG</b>            | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,41</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> |

|  |
|--|
| $\text{IKM} = \frac{\text{JML NRR}}{\text{TERTIMBANG} * 25} = 94,54$ |
|--|

Lampiran 19 Pengolahan Data Survei Kepuasan Masyarakat pada JURUSAN OKUPASI TERAPI

PENGOLAHAN DATA SURVEI KEPUASAN MASYARAKAT (SKM) PADA JURUSAN OKUPASI TERAPI  
POLTEKKES KEMENKES SURAKARTA  
PERIODE I TAHUN 2022

JUMLAH RESPONDEN = 50 RESPONDEN

| NOMOR URUT<br>RESPONDEN | NILAI PER UNSUR PELAYANAN DI<br>JURUSAN OKUPASI TERAPI |    |    |    |    |    |    |    |    | JUMLAH |
|-------------------------|--|----|----|----|----|----|----|----|----|--------|
|                         | U1   | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |        |
| 1                       | 4  | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 34     |
| 2                       | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 34     |
| 3                       | 4  | 4  | 4  | 4  | 3  | 4  | 3  | 4  | 3  | 33     |
| 4                       | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 5                       | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 34     |
| 6                       | 4  | 3  | 4  | 3  | 4  | 3  | 4  | 4  | 4  | 33     |
| 7                       | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 35     |
| 8                       | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 33     |
| 9                       | 4  | 3  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 34     |
| 10                      | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 3  | 4  | 34     |
| 11                      | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 35     |
| 12                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 13                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 14                      | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 35     |
| 15                      | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 16                      | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 34     |
| 17                      | 4  | 4  | 4  | 4  | 3  | 4  | 3  | 4  | 3  | 33     |
| 18                      | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 19                      | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 20                      | 4  | 3  | 4  | 4  | 4  | 3  | 4  | 4  | 3  | 33     |
| 21                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 34     |
| 22                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 34     |
| 23                      | 3  | 3  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 33     |
| 24                      | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 34     |
| 25                      | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 35     |
| 26                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 27                      | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 35     |
| 28                      | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 3  | 34     |
| 29                      | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 30                      | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 34     |
| 31                      | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 35     |
| 32                      | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |



|                                  |             |             |             |             |             |             |             |             |             |             |
|----------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 33                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 34                               | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 35          |
| 35                               | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 3           | 34          |
| 36                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 3           | 34          |
| 37                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 35          |
| 38                               | 4           | 3           | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 34          |
| 39                               | 3           | 4           | 4           | 3           | 4           | 3           | 4           | 3           | 4           | 32          |
| 40                               | 4           | 4           | 4           | 4           | 3           | 4           | 3           | 4           | 4           | 34          |
| 41                               | 4           | 4           | 4           | 3           | 4           | 4           | 3           | 4           | 4           | 34          |
| 42                               | 4           | 4           | 4           | 3           | 4           | 4           | 3           | 4           | 4           | 34          |
| 43                               | 4           | 4           | 4           | 4           | 4           | 3           | 3           | 4           | 4           | 34          |
| 44                               | 4           | 4           | 4           | 4           | 3           | 3           | 4           | 4           | 4           | 34          |
| 45                               | 4           | 4           | 3           | 4           | 3           | 3           | 3           | 4           | 4           | 32          |
| 46                               | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 36          |
| 47                               | 3           | 4           | 3           | 3           | 4           | 3           | 3           | 3           | 4           | 30          |
| 48                               | 3           | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 34          |
| 49                               | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 3           | 4           | 34          |
| 50                               | 3           | 4           | 4           | 3           | 4           | 3           | 4           | 4           | 4           | 33          |
| <b>JML NILAI PER UNSUR</b>       | <b>192</b>  | <b>191</b>  | <b>188</b>  | <b>190</b>  | <b>190</b>  | <b>190</b>  | <b>190</b>  | <b>189</b>  | <b>189</b>  | <b>1709</b> |
| <b>NILAI RATA-RATA PER UNSUR</b> | <b>3,84</b> | <b>3,82</b> | <b>3,76</b> | <b>3,80</b> | <b>3,80</b> | <b>3,80</b> | <b>3,80</b> | <b>3,78</b> | <b>3,78</b> | <b>3,80</b> |
| <b>NILAI TERTIMBANG = 1/9</b>    | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> | <b>0,11</b> |
| <b>NRR TERTIMBANG</b>            | <b>0,43</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> | <b>0,42</b> |

$$\text{IKM} = \frac{\text{JML NRR}}{\text{TERTIMBANG *25}} = 94,94$$

Lampiran 20 Pengolahan Data Survei Kepuasan Masyarakat pada JURUSAN TERAPI WICARA

PENGOLAHAN DATA SURVEI KEPUASAN MASYARAKAT (SKM) PADA JURUSAN TERAPI WICARA  
POLTEKKES KEMENKES SURAKARTA  
PERIODE I TAHUN 2022

JUMLAH RESPONDEN = 50 RESPONDEN

| NOMOR URUT<br>RESPONDEN | NILAI PER UNSUR PELAYANAN DI<br>JURUSAN TERAPI WICARA |    |    |    |    |    |    |    |    | JUMLAH |
|-------------------------|---|----|----|----|----|----|----|----|----|--------|
|                         | U1  | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |        |
| 1                       | 4   | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 34     |
| 2                       | 4   | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 34     |
| 3                       | 4   | 4  | 4  | 4  | 3  | 4  | 3  | 4  | 3  | 33     |
| 4                       | 4   | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 5                       | 3   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 34     |
| 6                       | 4   | 3  | 4  | 3  | 4  | 3  | 4  | 4  | 4  | 33     |
| 7                       | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 35     |
| 8                       | 4   | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 33     |
| 9                       | 4   | 3  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 34     |
| 10                      | 4   | 4  | 4  | 3  | 4  | 4  | 4  | 3  | 4  | 34     |
| 11                      | 4   | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 35     |
| 12                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 13                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 14                      | 4   | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 35     |
| 15                      | 4   | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 16                      | 4   | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 34     |
| 17                      | 4   | 4  | 4  | 4  | 3  | 4  | 3  | 4  | 4  | 34     |
| 18                      | 4   | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 19                      | 3   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |
| 20                      | 4   | 3  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 34     |
| 21                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 35     |
| 22                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 34     |
| 23                      | 3   | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 34     |
| 24                      | 3   | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 34     |
| 25                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 26                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 27                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 28                      | 4   | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 35     |
| 29                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 30                      | 4   | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 36     |
| 31                      | 4   | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 35     |
| 32                      | 4   | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 35     |

|                           |      |      |      |      |      |      |      |      |      |      |
|---------------------------|------|------|------|------|------|------|------|------|------|------|
| 33                        | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 36   |
| 34                        | 4    | 4    | 4    | 4    | 3    | 4    | 4    | 4    | 4    | 35   |
| 35                        | 4    | 4    | 3    | 4    | 4    | 4    | 4    | 4    | 4    | 35   |
| 36                        | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 3    | 4    | 35   |
| 37                        | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 36   |
| 38                        | 4    | 4    | 4    | 3    | 3    | 4    | 4    | 4    | 4    | 34   |
| 39                        | 3    | 4    | 4    | 4    | 4    | 3    | 4    | 3    | 4    | 33   |
| 40                        | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 36   |
| 41                        | 4    | 4    | 4    | 3    | 4    | 4    | 4    | 4    | 3    | 34   |
| 42                        | 4    | 4    | 4    | 3    | 4    | 4    | 4    | 4    | 4    | 35   |
| 43                        | 4    | 3    | 4    | 4    | 4    | 3    | 4    | 4    | 3    | 33   |
| 44                        | 4    | 4    | 4    | 3    | 4    | 3    | 4    | 3    | 4    | 33   |
| 45                        | 4    | 3    | 4    | 4    | 4    | 3    | 3    | 4    | 3    | 32   |
| 46                        | 3    | 4    | 4    | 4    | 4    | 4    | 3    | 4    | 4    | 34   |
| 47                        | 4    | 4    | 3    | 3    | 4    | 4    | 3    | 3    | 3    | 31   |
| 48                        | 3    | 3    | 4    | 3    | 3    | 3    | 3    | 3    | 3    | 28   |
| 49                        | 3    | 3    | 4    | 3    | 4    | 3    | 3    | 4    | 4    | 31   |
| 50                        | 3    | 4    | 4    | 3    | 3    | 4    | 3    | 3    | 3    | 30   |
| JML NILAI PER UNSUR       | 191  | 190  | 191  | 189  | 191  | 190  | 191  | 188  | 190  | 1711 |
| NILAI RATA-RATA PER UNSUR | 3,82 | 3,80 | 3,82 | 3,78 | 3,82 | 3,80 | 3,82 | 3,76 | 3,80 | 3,80 |
| NILAI TERTIMBANG = 1/9    | 0,11 | 0,11 | 0,11 | 0,11 | 0,11 | 0,11 | 0,11 | 0,11 | 0,11 | 0,11 |
| NRR TERTIMBANG            | 0,42 | 0,42 | 0,42 | 0,42 | 0,42 | 0,42 | 0,42 | 0,42 | 0,42 | 0,42 |

$$\text{IKM} = \frac{\text{JML NRR}}{\text{TERTIMBANG *25}} = 95,06$$

Surakarta, 30 Juni 2022

Kepala Pusat Penjaminan Mutu



Insiyah, MN

NIP. 197205021998032002