**SURVEI KEPUASAN MASYARAKAT**

**UNIT PENDIDIKAN SMK-SMAK MAKASSAR**

**T.A. 2016/2017**

Hasil Data Entry

1. Tabulasi Data

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Responden** | **Data Responden** | | | **Data Persepsi** | | | | | | | | | | | | | | |
| **Umur** | **Jenis Kelamin** | **Kelas** | **V1** | **V2** | **V3** | **V4** | **V5** | **V6** | **V7** | **V8** | **V9** | **V10** | **V11** | **V12** | **V13** | **V14** | **V15** |
| 1 | 15 | 2 | XA | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 2 | 16 | 2 | XA | 1 | 1 | 3 | 4 | 1 | 2 | 3 | 2 | 3 | 4 | 2 | 3 | 4 | 2 | 3 |
| 3 | 16 | 2 | XA | 3 | 2 | 3 | 3 | 1 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 |
| 4 | 15 | 2 | XA | 3 | 2 | 4 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 2 | 4 | 4 | 2 | 3 |
| 5 | 15 | 2 | XA | 3 | 2 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 2 | 3 | 3 |
| 6 | 16 | 2 | XA | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 |
| 7 | 15 | 2 | XA | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 |
| 8 | 16 | 2 | XA | 3 | 1 | 3 | 3 | 1 | 2 | 3 | 2 | 3 | 4 | 2 | 3 | 4 | 2 | 3 |
| 9 | 15 | 2 | XA | 1 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 10 | 16 | 2 | XA | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | 4 | 4 | 2 | 4 |
| 11 | 15 | 2 | XA | 2 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 1 |
| 12 | 15 | 2 | XA | 1 | 1 | 3 | 3 | 1 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 2 |
| 13 | 15 | 2 | XA | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 14 | 16 | 2 | XA | 3 | 2 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 2 |
| 15 | 16 | 2 | XA | 3 | 1 | 4 | 3 | 1 | 2 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 2 |
| 16 | 15 | 2 | XA | 4 | 1 | 3 | 3 | 1 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 3 |
| 17 | 15 | 2 | XA | 4 | 1 | 3 | 3 | 1 | 1 | 3 | 3 | 3 | 3 | 1 | 3 | 3 | 2 | 3 |
| 18 | 15 | 2 | XA | 3 | 1 | 4 | 3 | 1 | 1 | 3 | 4 | 3 | 4 | 2 | 3 | 3 | 2 | 3 |
| 19 | 15 | 2 | XA | 1 | 1 | 4 | 3 | 1 | 1 | 3 | 2 | 3 | 3 | 4 | 3 | 4 | 1 | 2 |
| 20 | 15 | 2 | XA | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 |
| 21 | 15 | 2 | XA | 3 | 2 | 4 | 3 | 1 | 2 | 4 | 3 | 4 | 4 | 2 | 3 | 4 | 1 | 1 |
| 22 | 15 | 2 | XA | 3 | 2 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 |
| 23 | 15 | 2 | XA | 3 | 1 | 4 | 3 | 1 | 1 | 3 | 4 | 3 | 4 | 2 | 3 | 3 | 2 | 3 |
| 24 | 14 | 2 | XA | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 |
| 25 | 15 | 2 | XA | 1 | 2 | 3 | 3 | 2 | 2 | 4 | 3 | 3 | 4 | 2 | 3 | 3 | 2 | 3 |
| 26 | 15 | 2 | XA | 1 | 2 | 3 | 3 | 2 | 2 | 4 | 2 | 2 | 3 | 3 | 3 | 3 | 2 | 3 |
| 27 | 16 | 2 | XA | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 |
| 28 | 15 | 1 | XA | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 1 | 2 |
| 29 | 15 | 2 | XA | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 |
| 30 | 15 | 1 | XA | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 1 | 3 |
| 31 | 15 | 2 | XA | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 2 | 3 |
| 32 | 16 | 2 | XA | 3 | 2 | 4 | 3 | 2 | 2 | 3 | 3 | 3 | 2 | 4 | 3 | 2 | 2 | 3 |
| 33 | 15 | 1 | XA | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 3 |
| 34 | 15 | 1 | XA | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 1 | 3 |
| 35 | 15 | 1 | XA | 1 | 1 | 4 | 3 | 1 | 3 | 2 | 3 | 3 | 3 | 3 | 4 | 3 | 2 | 4 |
| 36 | 15 | 1 | XA | 1 | 4 | 3 | 3 | 2 | 2 | 3 | 2 | 3 | 3 | 2 | 2 | 3 | 2 | 3 |
| 37 | 15 | 1 | XA | 3 | 3 | 4 | 3 | 3 | 2 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 2 | 2 |
| 38 | 15 | 1 | XA | 3 | 3 | 4 | 3 | 3 | 2 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 2 | 2 |
| 39 | 15 | 1 | XA | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 2 | 3 |
| 40 | 15 | 1 | XA | 3 | 2 | 3 | 3 | 2 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 3 |
| 41 | 15 | 1 | XA | 3 | 3 | 4 | 3 | 3 | 2 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 2 | 2 |
| 42 | 16 | 1 | XA | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 |
| 43 | 16 | 1 | XA | 2 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 1 | 1 |
| 44 | 14 | 1 | XA | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 2 | 2 |
| 45 | 15 | 1 | XA | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 |
| 46 | 16 | 1 | XA | 1 | 4 | 3 | 4 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 1 | 3 |
| 47 | 15 | 1 | XA | 1 | 1 | 2 | 3 | 1 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 2 | 3 |
| 48 | 15 | 2 | XD | 3 | 3 | 4 | 3 | 2 | 2 | 3 | 3 | 4 | 2 | 4 | 3 | 1 | 3 | 3 |
| 49 | 15 | 2 | XD | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 |
| 50 | 15 | 2 | XD | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 |
| 51 | 15 | 2 | XD | 3 | 2 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 1 | 1 |
| 52 | 16 | 2 | XD | 1 | 1 | 3 | 3 | 1 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 3 |
| 53 | 16 | 2 | XD | 3 | 1 | 4 | 3 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 2 | 3 |
| 54 | 14 | 2 | XD | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 1 |
| 55 | 15 | 2 | XD | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 |
| 56 | 15 | 2 | XD | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 |
| 57 | 15 | 2 | XD | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 1 | 3 |
| 58 | 15 | 2 | XD | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 |
| 59 | 15 | 2 | XD | 2 | 2 | 3 | 3 | 2 | 2 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 2 | 2 |
| 60 | 16 | 2 | XD | 3 | 3 | 3 | 4 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 |
| 61 | 16 | 2 | XD | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 |
| 62 | 15 | 1 | XD | 3 | 2 | 4 | 3 | 2 | 2 | 4 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 |
| 63 | 16 | 1 | XD | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 1 | 2 |
| 64 | 15 | 1 | XD | 3 | 2 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 |
| 65 | 15 | 1 | XD | 3 | 2 | 4 | 3 | 2 | 2 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 2 | 3 |
| 66 | 15 | 2 | XD | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 2 | 3 | 4 | 3 | 4 |
| 67 | 16 | 1 | XD | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 2 | 2 |
| 68 | 15 | 1 | XD | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 1 | 1 |
| 69 | 15 | 1 | XD | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 70 | 15 | 1 | XD | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 |
| 71 | 16 | 1 | XD | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 1 | 3 |
| 72 | 15 | 1 | XC | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 73 | 16 | 2 | XC | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 74 | 16 | 2 | XC | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 75 | 15 | 2 | XC | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 |
| 76 | 15 | 2 | XC | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 |
| 77 | 16 | 2 | XC | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 78 | 15 | 2 | XC | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 79 | 15 | 2 | XC | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 80 | 16 | 2 | XC | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 81 | 16 | 2 | XC | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 82 | 16 | 2 | XC | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 |
| 83 | 15 | 2 | XC | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 84 | 14 | 2 | XC | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 3 |
| 85 | 16 | 2 | XC | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 86 | 14 | 2 | XC | 3 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 87 | 16 | 2 | XC | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 88 | 16 | 1 | XC | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 89 | 16 | 2 | XC | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 90 | 16 | 2 | XC | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 91 | 14 | 2 | XC | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 92 | 15 | 1 | XC | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 93 | 15 | 2 | XC | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 94 | 15 | 2 | XC | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 95 | 16 | 2 | XC | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 96 | 15 | 2 | XC | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 97 | 15 | 2 | XC | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 4 |
| 98 | 15 | 1 | XC | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 |
| 99 | 15 | 1 | XC | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 100 | 15 | 1 | XC | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 |
| **Nilai per variabel** | | | | **2,76** | **2,80** | **3,26** | **3,17** | **1,91** | **2,72** | **2,48** | **2,95** | **3,08** | **3,15** | **3,01** | **3,07** | **3,10** | **2,36** | **2,81** |
| **Bobot** | | | | **0,18** | **0,19** | **0,22** | **0,21** | **0,13** | **0,18** | **0,17** | **0,20** | **0,21** | **0,21** | **0,20** | **0,21** | **0,21** | **0,16** | **0,19** |

1. Hasil Pengolahan Data
   1. Karakteristik Responden

|  |  |  |  |
| --- | --- | --- | --- |
| No | Karakteristik | | Persentase |
| 1 | Umur | 14 tahun | 6 % |
|  |  | 15 tahun | 63 % |
|  |  | 16 tahun | 31 % |
| 2 | Jenis Kelamin | Laki-laki | 32 % |
|  |  | Perempuan | 68 % |
| 3 | Kelas | XA | 47 % |
|  |  | XC | 18 % |
|  |  | XD | 35 % |

* 1. Rata-rata Tertimbang per Variabel

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | **Variabel Pelayanan** | **Nilai Variabel Pelayanan** | **Kualitas Pelayanan** |
| 1 | Kemudahan prosedur pendaftaran siswa di sekolah | 2,76 | Baik |
| 2 | Kemudahan pendaftaran secara online di sekolah | 2,80 | Baik |
| 3 | Persyaratan pendaftaran yang harus dipenuhi, sesuai dengan informasi yang diperoleh | 3,26 | Baik |
| 4 | TIM Pelayanan Publik berlaku adil (tidak pilih kasih) dalam memberikan pelayanan | 3,17 | Baik |
| 5 | Alur proses pendaftaran secara online | 1,91 | Kurang Baik |
| 6 | Proses akses masuk dan upload data | 2,72 | Baik |
| 7 | Keramahan dan kepedulian TIM Pelayanan Publik dalam memberikan pelayanan kepada siswa baru | 2,48 | Baik |
| 8 | Kecepatan TIM Pelayanan Publik dalam memberikan pelayanan | 2,95 | Baik |
| 9 | Kenyamanan yang diberikan TIM Pelayanan Publik dalam melayani calon siswa baru | 3,08 | Baik |
| 10 | Penampilan/kerapian TIM Pelayanan Publik dalam memberikan pelayanan penerimaan siswa baru | 3,15 | Baik |
| 11 | Kualitas pelayanan penerimaan siswa baru secara online | 3,01 | Baik |
| 12 | Biaya penerimaan siswa baru yang ditawarkan sekolah | 3,07 | Baik |
| 13 | Informasi yang diberikan oleh TIM Pelayanan Publik dalam penerimaan siswa baru | 3,10 | Baik |
| 14 | Mengetahui adanya maklumat/janji pelayanan di Unit Pelayanan ini | 2,36 | Kurang Baik |
| 15 | Mengetahui adanya sarana pengaduan/keluhan dan saran | 2,81 | Baik |
|  | **Rata-rata Tertimbang** | **2,86** | **Baik** |

* 1. Kesimpulan Hasil Survei Kepuasan Masyarakat

|  |  |  |
| --- | --- | --- |
| **Hasil Survey Kepuasan Masyarakat** | | |
| Nilai kepuasan masyarakat rata-rata tertimbang | : | 2,86 |
| Mutu pelayanan | : | B |
| Kinerja unit pelayanan | : | Baik |