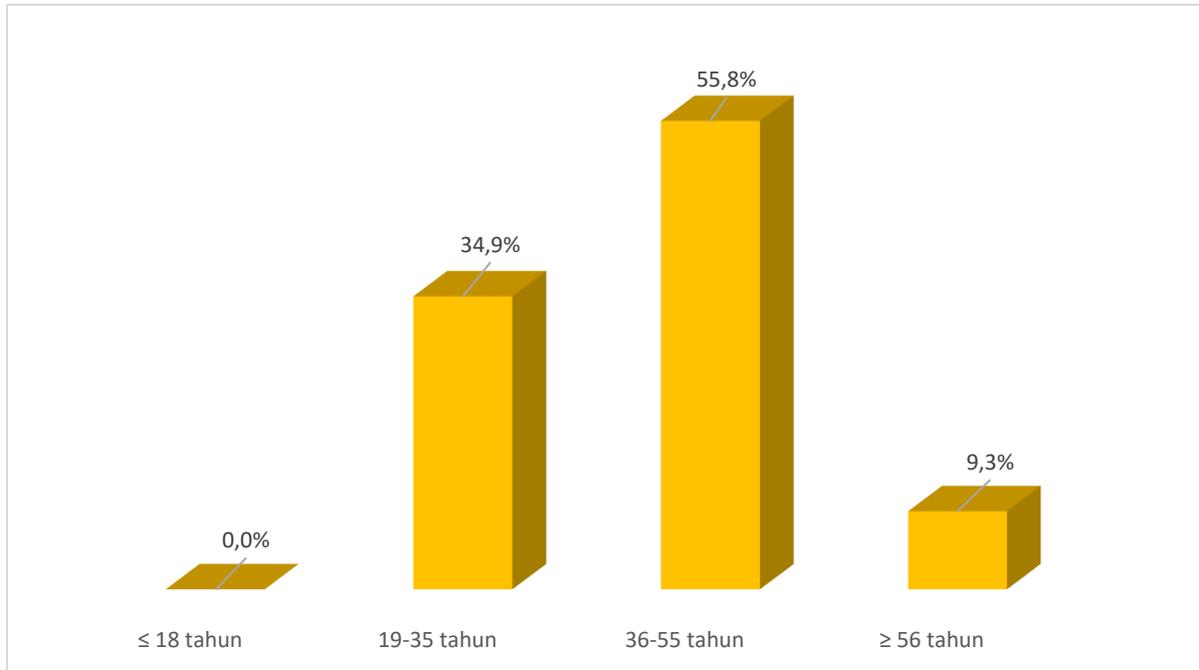
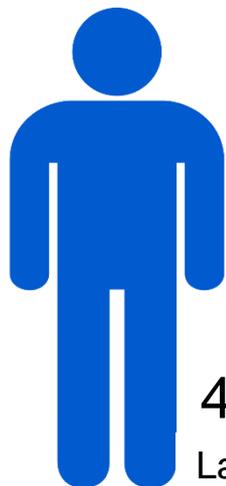


**SURVEI KEPUASAN MASYARAKAT TERHADAP  
PELAYANAN PUBLIK DI KPU PROVINSI KALIMANTAN BARAT TAHUN 2021**

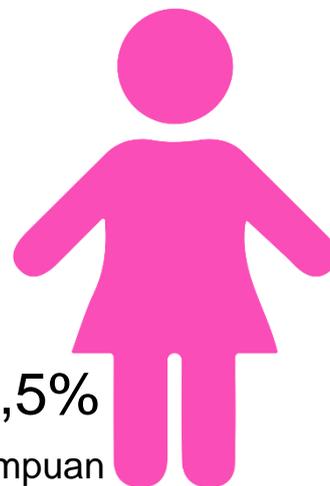
**USIA RESPONDEN**



**JENIS KELAMIN RESPONDEN**

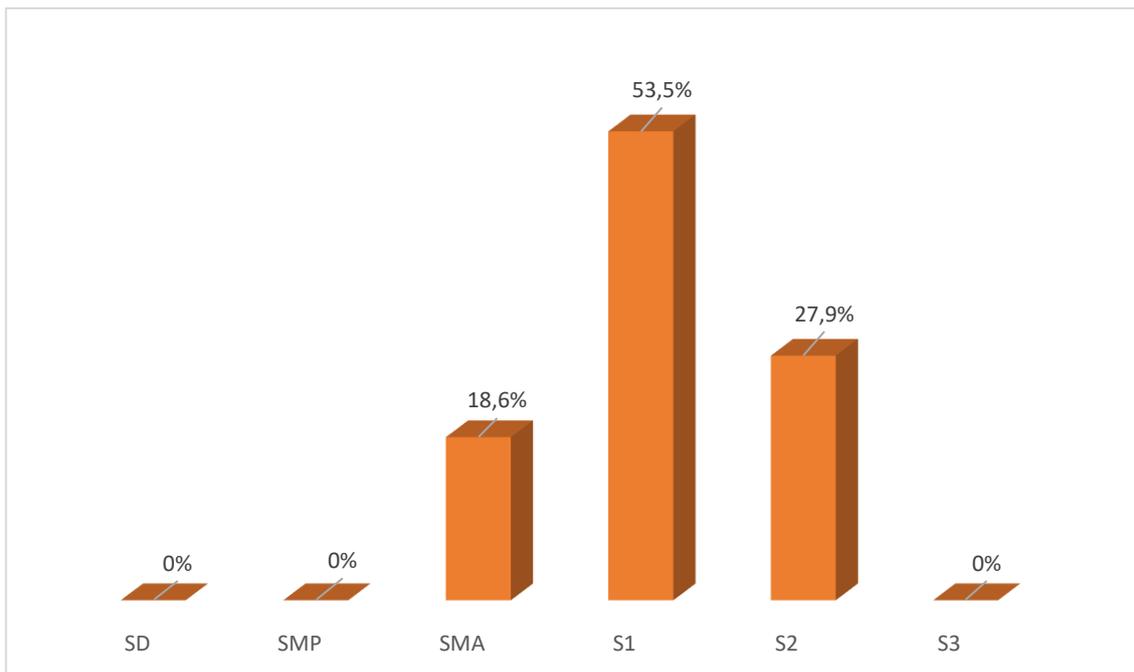


**46,5%**  
Laki-Laki

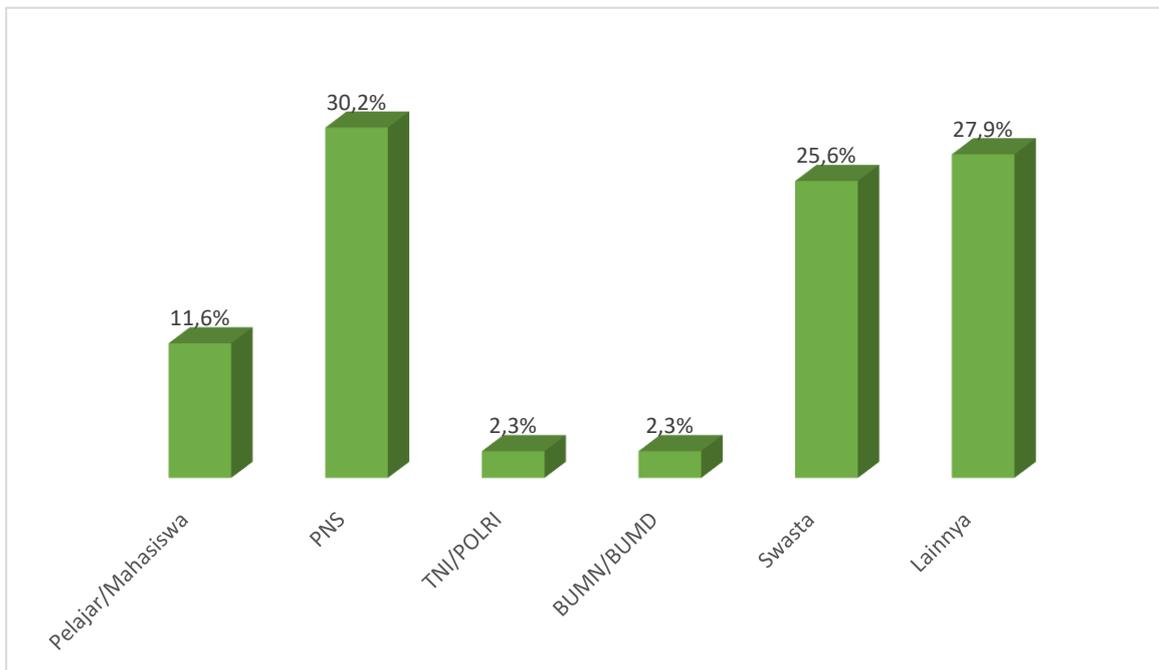


**53,5%**  
Perempuan

## PENDIDIKAN TERAKHIR RESPONDEN

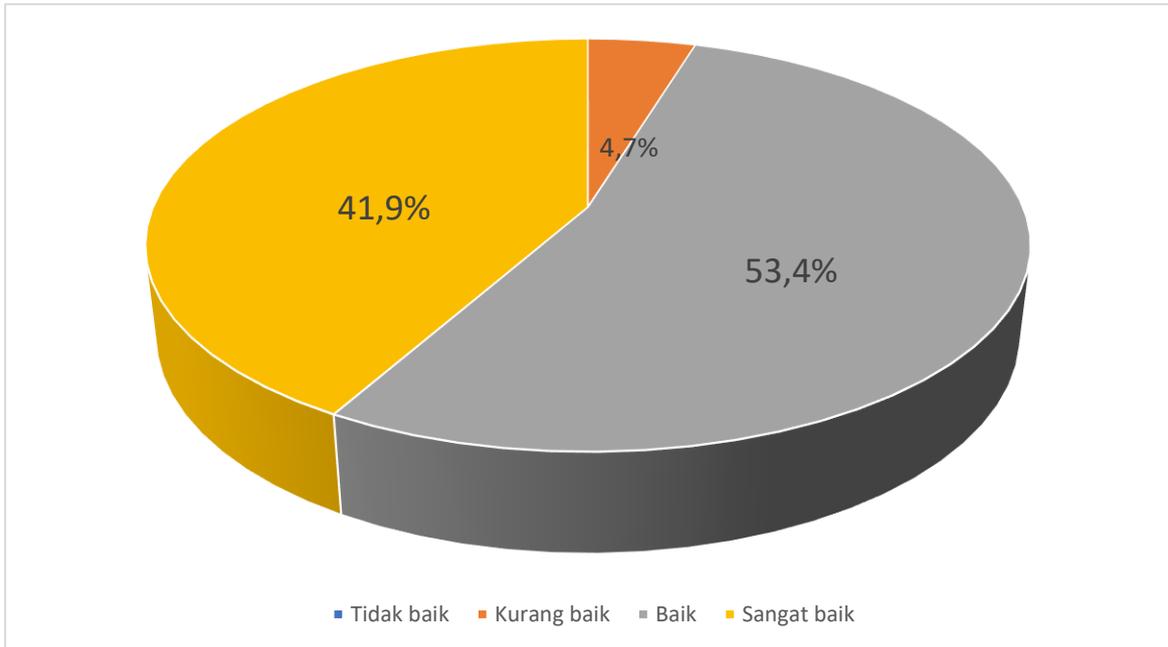


## PEKERJAAN RESPONDEN

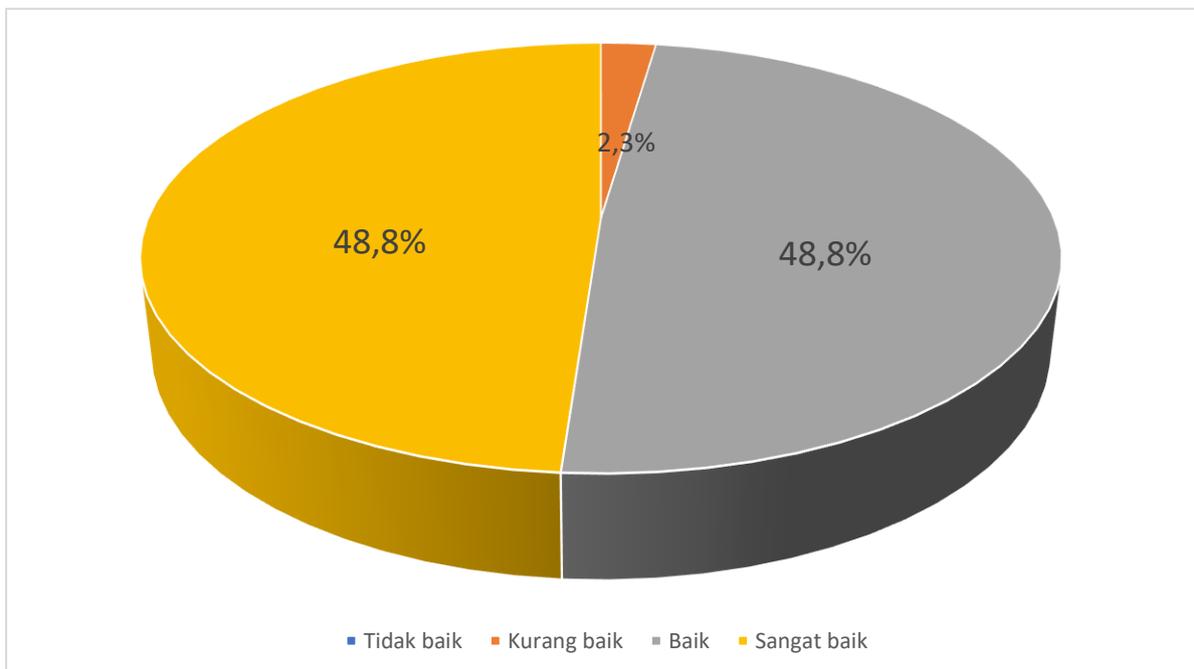


## HASIL SURVEI

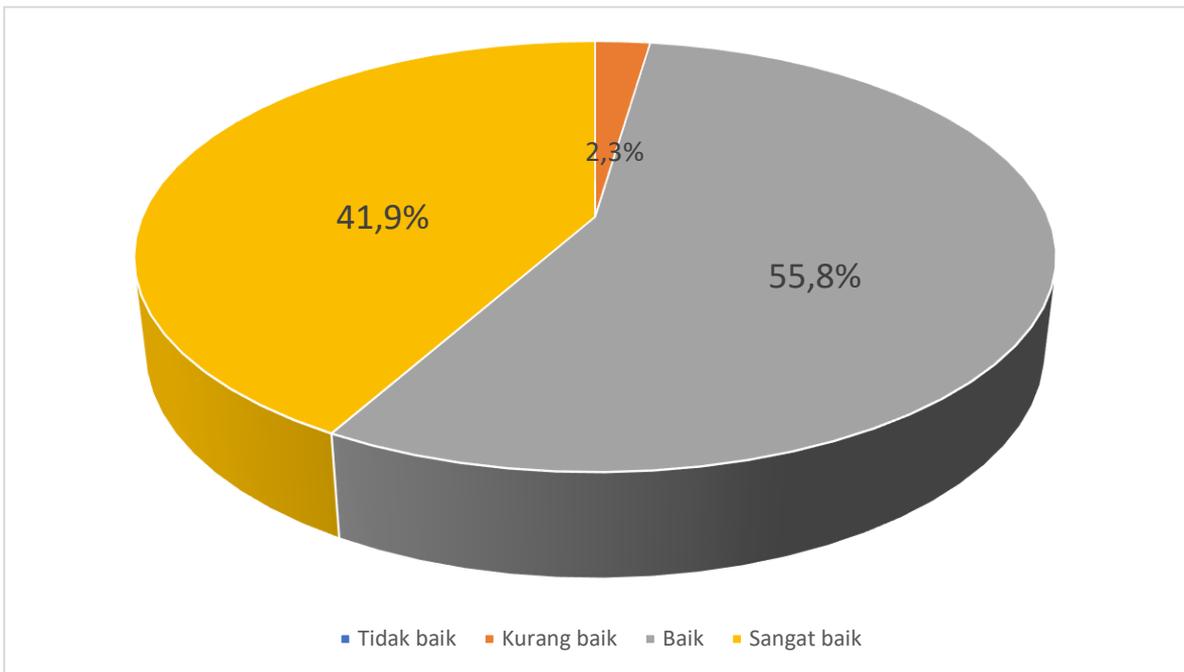
### 1. Kesesuaian persyaratan pelayanan dengan jenis pelayanannya.



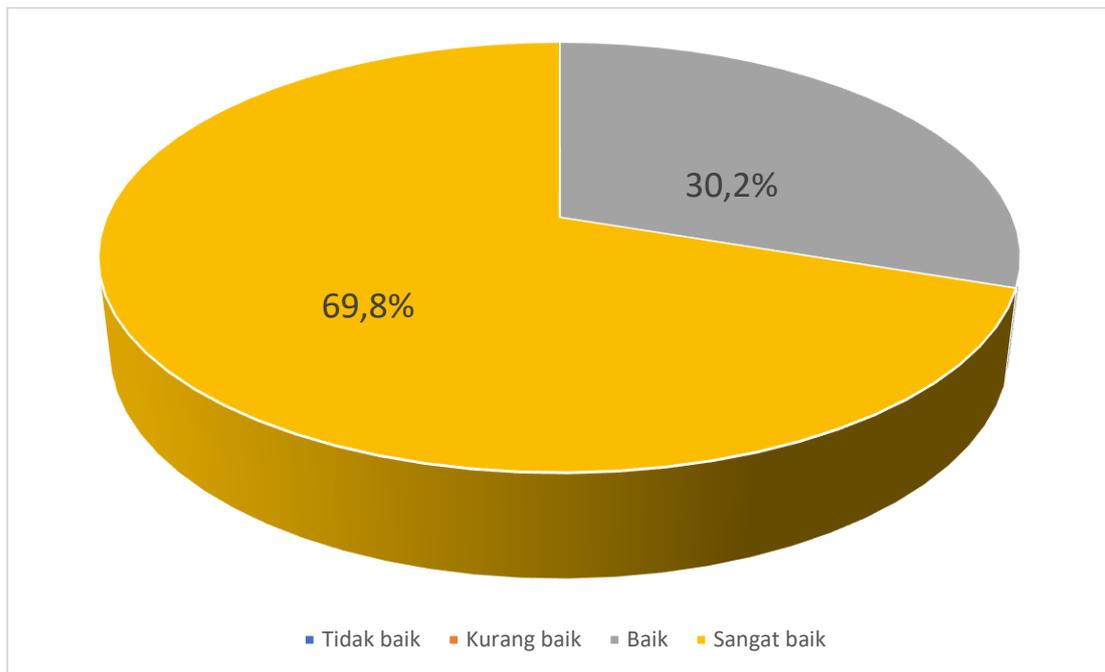
### 2. Kemudahan prosedur pelayanan.



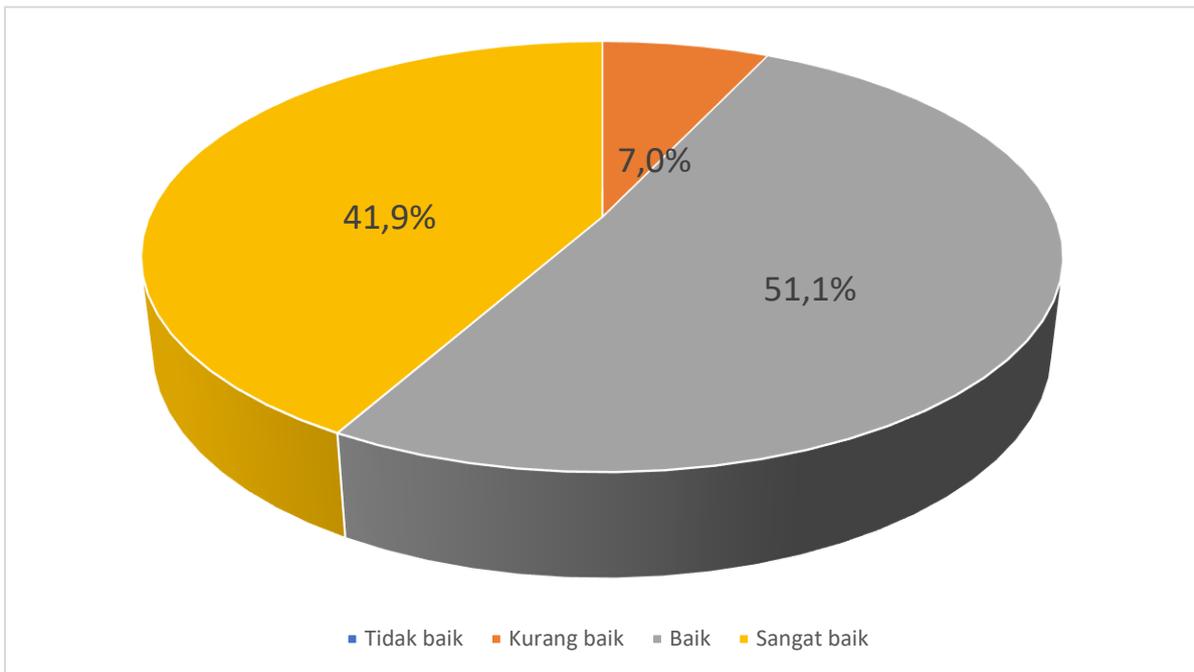
3. Kecepatan waktu dalam memberikan pelayanan.



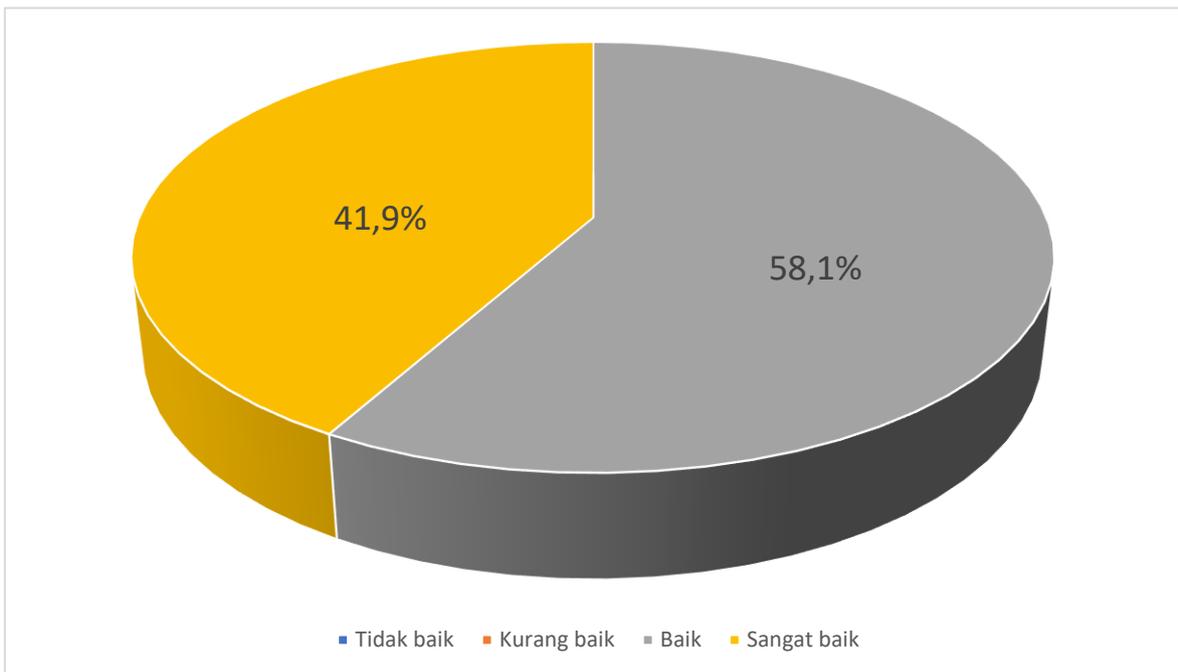
4. Kejelasan pelayanan tidak dipungut biaya



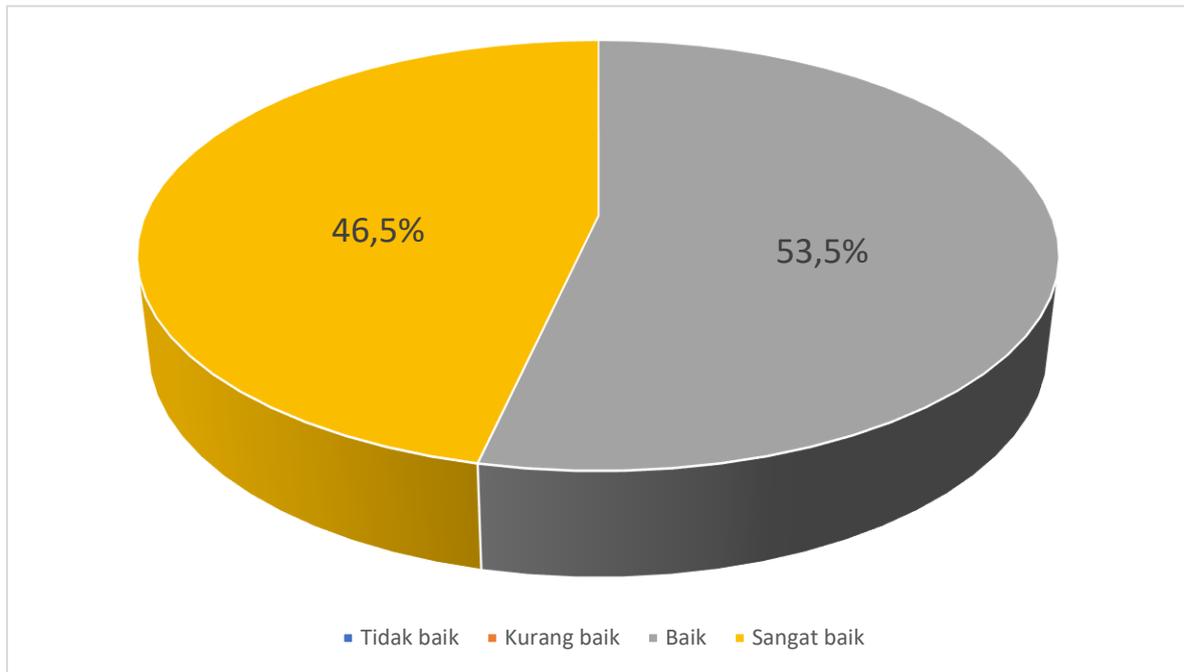
5. Kesesuaian layanan yang diminta dengan hasil yang diberikan.



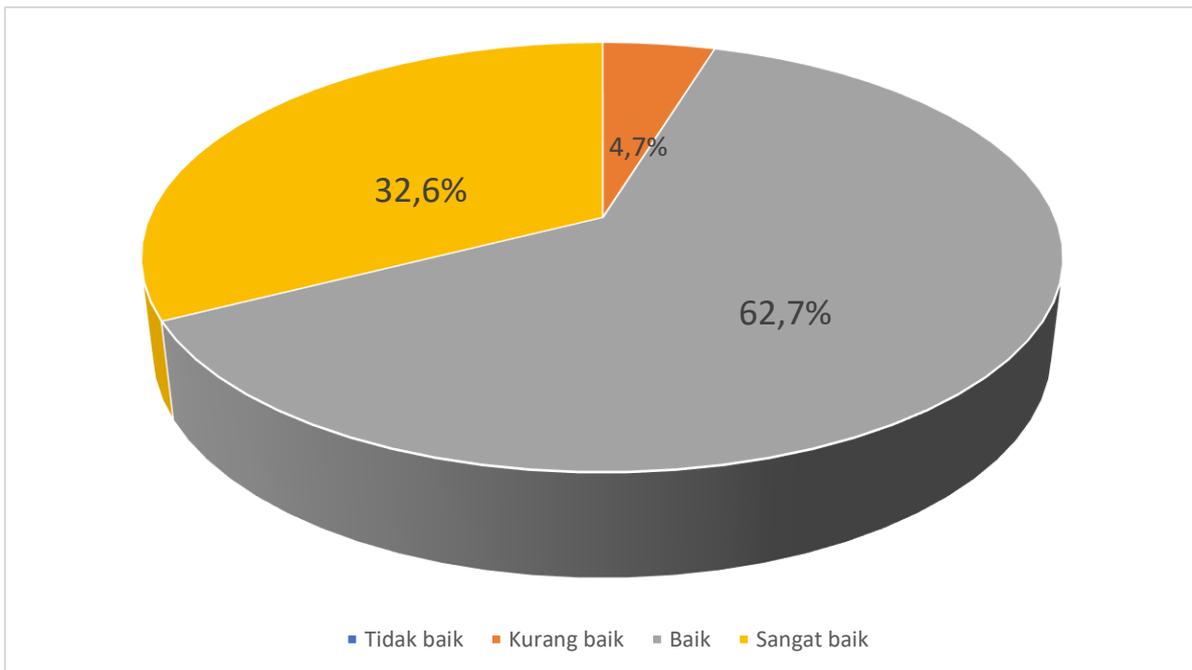
6. Kompetensi/kemampuan petugas pelayanan.



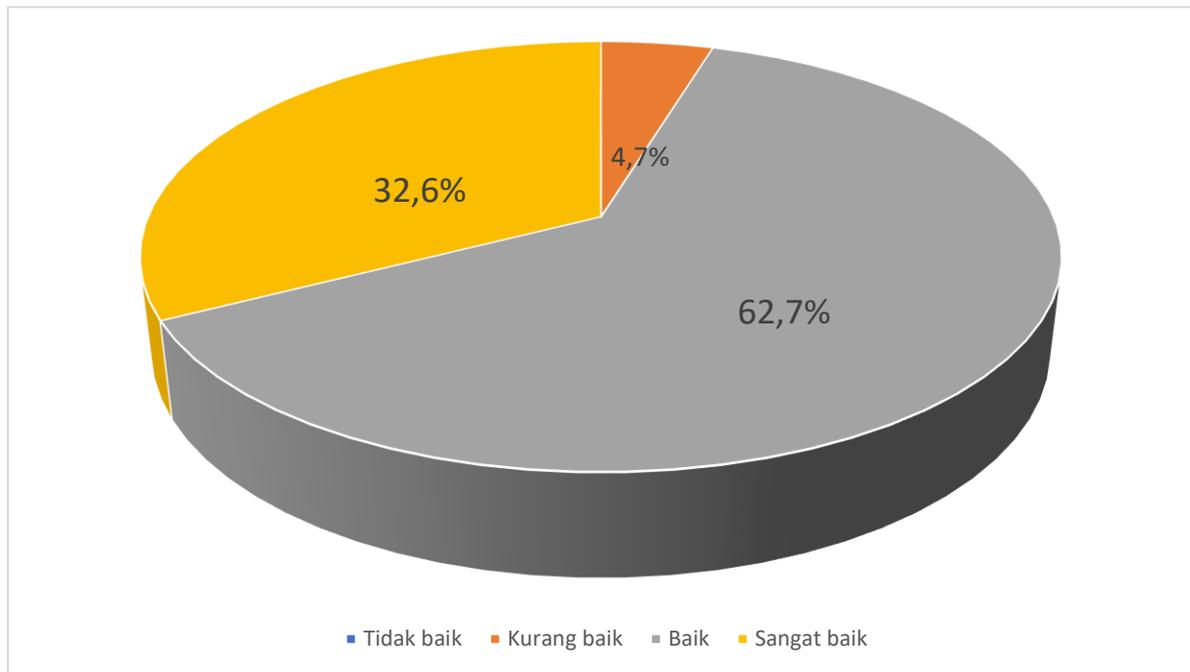
7. Perilaku petugas pelayanan.



8. Kualitas sarana dan prasarana pelayanan.



9. Kenyamanan dan keamanan lingkungan pelayanan.



10. Penanganan pengaduan pengguna layanan.

