

**SURVEY KEPUASAN PELAYANAN PUBLIK PENGADILAN TATA USAHA NEGARA DENPASAR  
MASA SURVEY TRI WULAN I DARI BULAN JULI SAMPAI DENGAN SEPTEMBER 2022**

| NO | Aspek Layanan                  | Sub-Aspek Layanan              | R1 | R2 | R3 | R4 | R5 | R6 | R7 | R8 | R9 | R10 | R11 | R12 | R13 | R14 | R15 | R16 | R17 | R18  | RATA-RATA | RATA-RATA SELURUHNYA |      |
|----|--------------------------------|--------------------------------|----|----|----|----|----|----|----|----|----|-----|-----|-----|-----|-----|-----|-----|-----|------|-----------|----------------------|------|
| 1  | Fasilitas Pengadilan           | Fasilitas Informasi            | 3  | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 3   | 2   | 4   | 4   | 4   | 4   | 3   | 3   | 3    | 4         | 3,56                 | 3,46 |
|    |                                | Fasilitas Toilet               | 3  | 4  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3   | 3   | 3   | 3   | 3   | 4   | 3   | 3   | 3    | 3         | 3,11                 |      |
|    |                                | Parkir Kendaraan               | 1  | 4  | 3  | 3  | 2  | 2  | 3  | 2  | 2  | 3   | 2   | 3   | 3   | 4   | 3   | 3   | 3   | 3    | 2         | 2,67                 |      |
|    |                                | Kebersihan                     | 3  | 3  | 3  | 2  | 3  | 4  | 4  | 4  | 4  | 4   | 2   | 3   | 4   | 3   | 4   | 3   | 3   | 3    | 4         | 3,28                 |      |
|    |                                | Taman                          | 3  | 4  | 3  | 3  | 3  | 4  | 4  | 4  | 4  | 4   | 3   | 3   | 4   | 3   | 4   | 3   | 2   | 3    | 4         | 3,39                 |      |
|    |                                | Sarana Ibadah                  | 3  | 4  | 3  | 3  | 3  | 4  | 4  | 4  | 4  | 4   | 3   | 3   | 4   | 3   | 4   | 3   | 2   | 3    | 4         | 3,39                 |      |
|    |                                | Ruang Tunggu                   | 3  | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 4   | 3   | 2   | 4   | 2   | 4   | 4   | 3   | 3    | 4         | 3,39                 |      |
| 2  | Pendaftaran                    | Prosedur Pendaftaran           | 3  | 4  | 4  | 3  | 3  | 4  | 4  | 3  | 4  | 2   | 2   | 4   | 3   | 4   | 4   | 4   | 3   | 4    | 3,44      |                      |      |
|    |                                | Sistem Pembayaran              | 3  | 3  | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 4   | 2   | 2   | 4   | 4   | 4   | 4   | 4   | 3    | 4         | 3,56                 |      |
|    |                                | Pelayanan Pendaftaran          | 3  | 4  | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 3   | 2   | 4   | 4   | 4   | 4   | 4   | 3   | 3    | 4         | 3,50                 |      |
| 3  | Persidangan                    | Persiapan Persidangan          | 3  | 4  | 3  | 2  | 3  | 4  | 4  | 4  | 4  | 3   | 3   | 4   | 4   | 3   | 4   | 3   | 3   | 4    | 3,56      |                      |      |
|    |                                | Fasilitas Ruang Sidang         | 3  | 4  | 4  | 2  | 3  | 4  | 4  | 4  | 4  | 3   | 3   | 4   | 4   | 4   | 4   | 4   | 3   | 3    | 4         | 3,44                 |      |
|    |                                | Proses Persidangan             | 3  | 4  | 3  | 3  | 3  | 4  | 4  | 4  | 4  | 3   | 3   | 4   | 4   | 4   | 4   | 4   | 3   | 3    | 4         | 3,56                 |      |
|    |                                | Pemeriksaan Setempat           | 3  | 3  | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 4   | 3   | 3   | 4   | 4   | 4   | 4   | 3   | 3    | 4         | 3,56                 |      |
|    |                                | Waktu Persidangan              | 3  | 4  | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 4   | 3   | 3   | 4   | 4   | 4   | 4   | 3   | 3    | 4         | 3,50                 |      |
| 4  | Hakim                          | Profesional Hakim              | 3  | 3  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 2   | 3   | 4   | 4   | 4   | 4   | 3   | 3   | 4    | 3,56      |                      |      |
| 5  | Pemberian Salinan Putusan      | Pemberian salinan putusan      | 3  | 3  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 3   | 2   | 4   | 4   | 4   | 4   | 4   | 3   | 4    | 3,61      |                      |      |
| 6  | Pelayanan informasi            | Pelayanan Informasi            | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 2   | 4   | 4   | 4   | 4   | 3   | 3   | 4   | 3,56 |           |                      |      |
| 7  | Pelayanan Pengaduan            | Pelayanan Pengaduan            | 3  | 3  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 3   | 2   | 4   | 4   | 4   | 4   | 3   | 3   | 4    | 3,61      |                      |      |
| 8  | Pelayanan Persuratan           | Pelayanan Persuratan           | 3  | 3  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 3   | 2   | 4   | 3   | 4   | 4   | 3   | 3   | 4    | 3,50      |                      |      |
| 9  | Pengembalian Sisa Biaya Panjar | Pengembalian Sisa Biaya Panjar | 3  | 3  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 3   | 2   | 4   | 4   | 4   | 4   | 3   | 3   | 4    | 3,56      |                      |      |
| 10 | Permohonan Eksekusi            | Eksekusi                       | 3  | 3  | 4  | 3  | 3  | 4  | 3  | 4  | 3  | 2   | 4   | 4   | 4   | 4   | 4   | 3   | 4   | 4    | 3,50      |                      |      |
| 11 | Aparatur Pengadilan            | Sikapnya Petugas               | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4   | 3   | 4   | 4   | 3   | 4   | 3   | 3   | 3    | 3,39      |                      |      |
|    |                                | Kemampuan Pengetahuan Petugas  | 3  | 3  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 3   | 3   | 4   | 4   | 4   | 4   | 4   | 3   | 3    | 4         | 3,67                 |      |
|    |                                | Penampilan Petugas             | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3   | 3   | 3   | 4   | 4   | 4   | 4   | 3   | 3    | 4         | 3,56                 |      |
|    |                                |                                |    |    |    |    |    |    |    |    |    |     |     |     |     |     |     |     |     |      | 3,61      |                      |      |

KETERANGAN :  
R : RESPONDEN  
4 : SANGAT PUAS  
3 : PUAS  
2 : CUKUP PUAS  
1 : KURANG PUAS

Denpasar, 30 SEPTEMBER 2022  
**PENGADILAN TATA USAHA NEGARA DENPASAR**

KETUA  
  
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