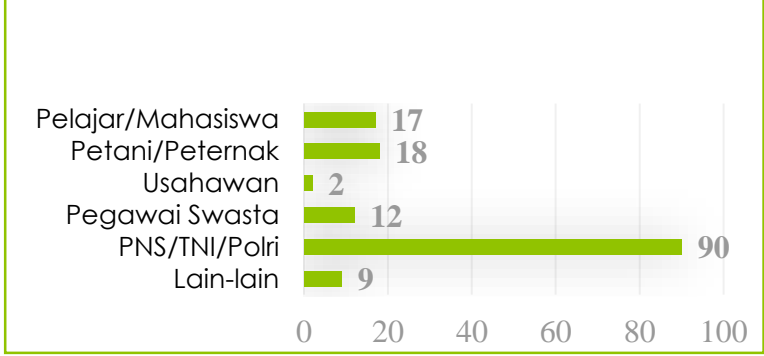


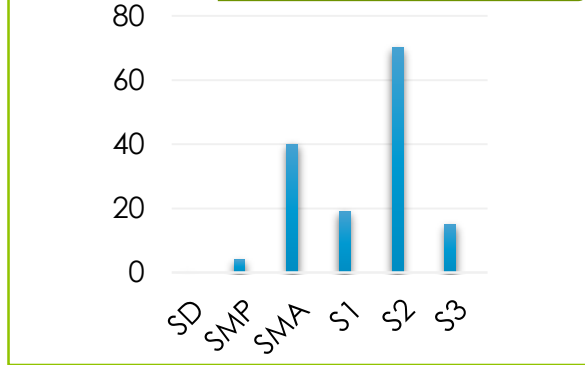
INDEKS KEPUASAN MASYARAKAT DI BBVET WATES TAHUN 2017 PERIODE II

DATA RESPONDEN

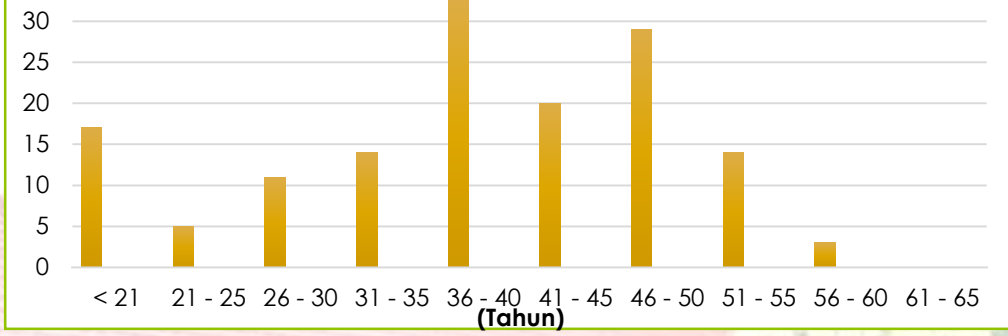
PEKERJAAN



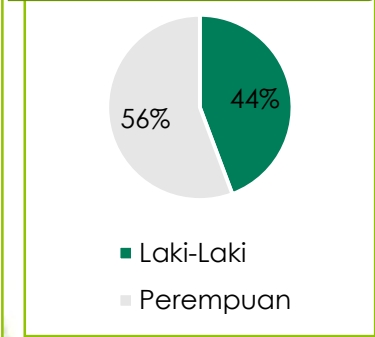
PENDIDIKAN



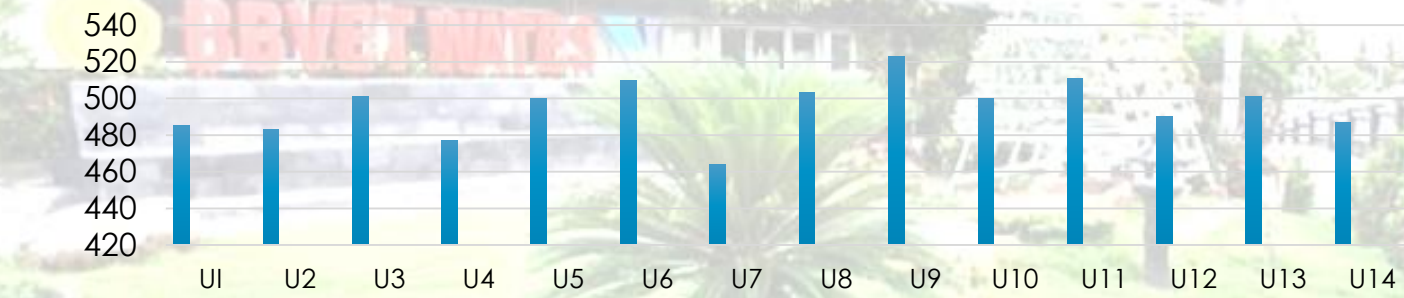
UMUR



JENIS KELAMIN



NILAI IKM



- KETERANGAN:**
- U1 = Prosedur Pelayanan
 - U2 = Persyaratan Pelayanan
 - U3 = Kejelasan Petugas Pelayanan
 - U4 = Kedisiplinan Petugas Pelayanan
 - U5 = Tanggung Jawab Petugas Pelayanan
 - U6 = Kemampuan Petugas Pelayanan
 - U7 = Kecepatan Pelayanan
 - U8 = Keadilan Mendapatkan Pelayanan
 - U9 = Kesopanan dan Keramahan Petugas
 - U10 = Kepastian Biaya Pelayanan
 - U11 = Kewajaran Biaya Pelayanan
 - U12 = Kepastian Jadwal Pelayanan
 - U13 = Kenyamanan Lingkungan
 - U14 = Keamanan Pelayanan

NILAI IKM 81,137
MUTU PELAYANAN "B"
KINERJA UNIT PELAYANAN "BAIK"