



**MAHKAMAH AGUNG REPUBLIK INDONESIA**  
**DIREKTORAT JENDERAL BADAN PERADILAN UMUM**  
Gedung Sekretariat Mahkamah Agung RI Lantai 3,4 dan 5  
Jalan Jenderal Ahmad Yani Kav. 58 ByPass, Cempaka Putih Timur Jakarta Pusat  
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**PUBLIKASI SURVEY HARIAN**  
**PELAYANAN PENGADILAN NEGERI PALANGKARAYA**

**Rekapitulasi Survei Harian Kepuasan Masyarakat**  
**Periode : November Tahun 2024**

| No                                                                          | Layanan | Sangat Puas<br>(A)                 | Puas<br>(B)         | Kurang Puas<br>(C)         | Tidak Puas<br>(D)         | Sub Total                  |
|-----------------------------------------------------------------------------|---------|------------------------------------|---------------------|----------------------------|---------------------------|----------------------------|
| 1                                                                           | Perdata | 64                                 | 29                  | -                          | -                         | 93                         |
| 2                                                                           | Pidana  | 19                                 | 2                   | -                          | -                         | 21                         |
| 3                                                                           | Hukum   | 32                                 | 4                   | -                          | -                         | 36                         |
| 4                                                                           | Umum    | 7                                  | -                   | -                          | -                         | 7                          |
| 5                                                                           | Tipikor | 14                                 | -                   | -                          | -                         | 14                         |
| 6                                                                           | PHI     | 7                                  | 1                   | -                          | -                         | 8                          |
| 7                                                                           | Inzage  | -                                  | -                   | -                          | -                         | -                          |
| 8                                                                           | Ecourt  | 26                                 | 2                   | -                          | -                         | 28                         |
| Total                                                                       |         | 169                                | 38                  | -                          | -                         | 207                        |
| <b>Skor Likert</b><br>(Likert : Kriteria<br>Survei)                         |         | <b>Sangat Puas<br/>X 4</b>         | <b>Puas x<br/>3</b> | <b>Kurang Puas<br/>X 2</b> | <b>Tidak Puas x<br/>1</b> | <b>Total<br/>(A+B+C+D)</b> |
|                                                                             |         | 676                                | 114                 | -                          | -                         | 790                        |
| <b>Skor Maksimum</b><br>(Jumlah<br>Responden x<br>Skor Tertinggi<br>Likert) |         | Sub Total x 4<br><br>207 x 4 = 828 |                     |                            |                           |                            |
| Indeks (%)<br>(Total Skor/Skor<br>Maksimum) x<br>100%                       |         | (790/828) x 100%                   |                     | <b>95,41%</b>              |                           |                            |