



**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  
Telp. (021) 29079176 Ext.1521, Fax. (021) 29079201



**PUBLIKASI SURVEY HARIAN**  
**PELAYANAN PENGADILAN NEGERI PALANGKARAYA**

**Rekapitulasi Survei Harian Kepuasan Masyarakat**  
**Periode : November Tahun 2025**

| No                                                                          | Layanan | Sangat Puas<br>(A)            | Puas<br>(B)         | Kurang Puas<br>(C)         | Tidak Puas<br>(D)         | Sub Total                  |
|-----------------------------------------------------------------------------|---------|-------------------------------|---------------------|----------------------------|---------------------------|----------------------------|
| 1                                                                           | Perdata | 27                            | -                   | -                          | -                         | 27                         |
| 2                                                                           | Pidana  | 11                            | -                   | -                          | -                         | 11                         |
| 3                                                                           | Hukum   | 28                            | -                   | -                          | -                         | 28                         |
| 4                                                                           | Umum    | 16                            | -                   | -                          | -                         | 16                         |
| 5                                                                           | Tipikor | 2                             | -                   | -                          | -                         | 2                          |
| 6                                                                           | PHI     | 5                             | -                   | -                          | -                         | 5                          |
| 7                                                                           | Inzage  | -                             | -                   | -                          | -                         | -                          |
| 8                                                                           | Ecourt  | 1                             | -                   | -                          | -                         | 1                          |
| Total                                                                       |         | 90                            | -                   | -                          | -                         | 90                         |
| <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> |
|                                                                             |         | 360                           | -                   | -                          | -                         | 360                        |
| <b>Skor Maksimum</b><br>(Jumlah<br>Responden x<br>Skor Tertinggi<br>Likert) |         | Sub Total x 4<br>90 x 4 = 360 |                     |                            |                           |                            |
| Indeks (%)<br>(Total Skor/Skor<br>Maksimum) x<br>100%                       |         | (360/360) x 100%              |                     | <b>100%</b>                |                           |                            |