



**BPK Perwakilan
Provinsi Kalimantan Utara**



HASIL SURVEI INDEKS PERSEPSI KUALITAS PELAYANAN

Periode April 2025

* Responden : 46 *

Nilai Indeks

3.64

*Skala 4

Nilai Persentase

91,08%

G
Giat

E
Empati

N
Netral

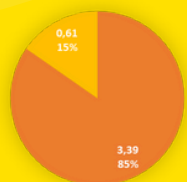
T
Tegas

A
Asertif

M
Mandiri

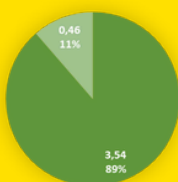
U
Unggul

Informasi Layanan



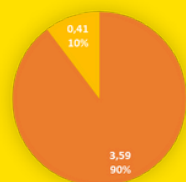
■ 3,39 ■ 0,61

Persyaratan Layanan



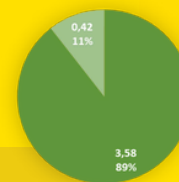
■ 3,54 ■ 0,46

Prosedur Layanan



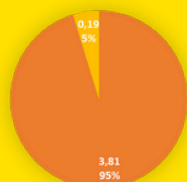
■ 3,59 ■ 0,41

Jangka Waktu Layanan



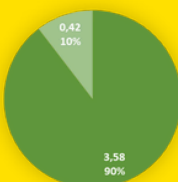
■ 3,58 ■ 0,42

Tarif/Biaya



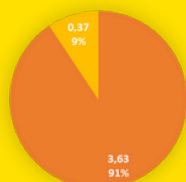
■ 3,81 ■ 0,19

Sarana Prasarana



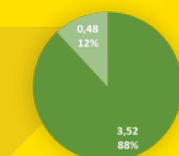
■ 3,58 ■ 0,42

Profesionalisme Petugas



■ 3,63 ■ 0,37

Sarana Pengaduan dan Respon Pengaduan



■ 3,52 ■ 0,48





BPK Perwakilan
Provinsi Kalimantan Utara



HASIL SURVEI INDEKS PERSEPSI ANTI KORUPSI Periode April 2025

* Responden : 46 *

Nilai Indeks

3.79

Nilai Persentase

94,78%

*Skala 4

G
Giat

E
Empati

N
Netral

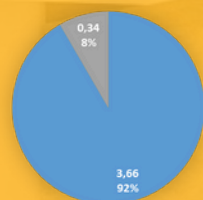
T
Tegas

A
Asertif

M
Mandiri

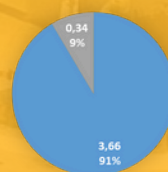
U
Unggul

Diskriminasi Layanan



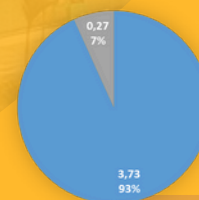
■ 3,66 ■ 0,34

Pelayanan sesuai dengan
Prosedur



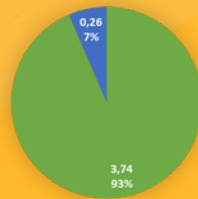
■ 3,66 ■ 0,34

Penerimaan Imbalan



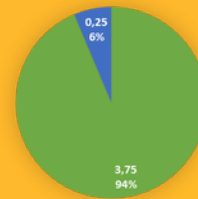
■ 3,73 ■ 0,27

Pungutan Liar



■ 3,74 ■ 0,26

Percaloan



■ 3,75 ■ 0,25

