

SURVEY KEPUASAN TERHADAP LAYANAN ANTAR UNIT

TAHUN 2022

PENDAHULUAN

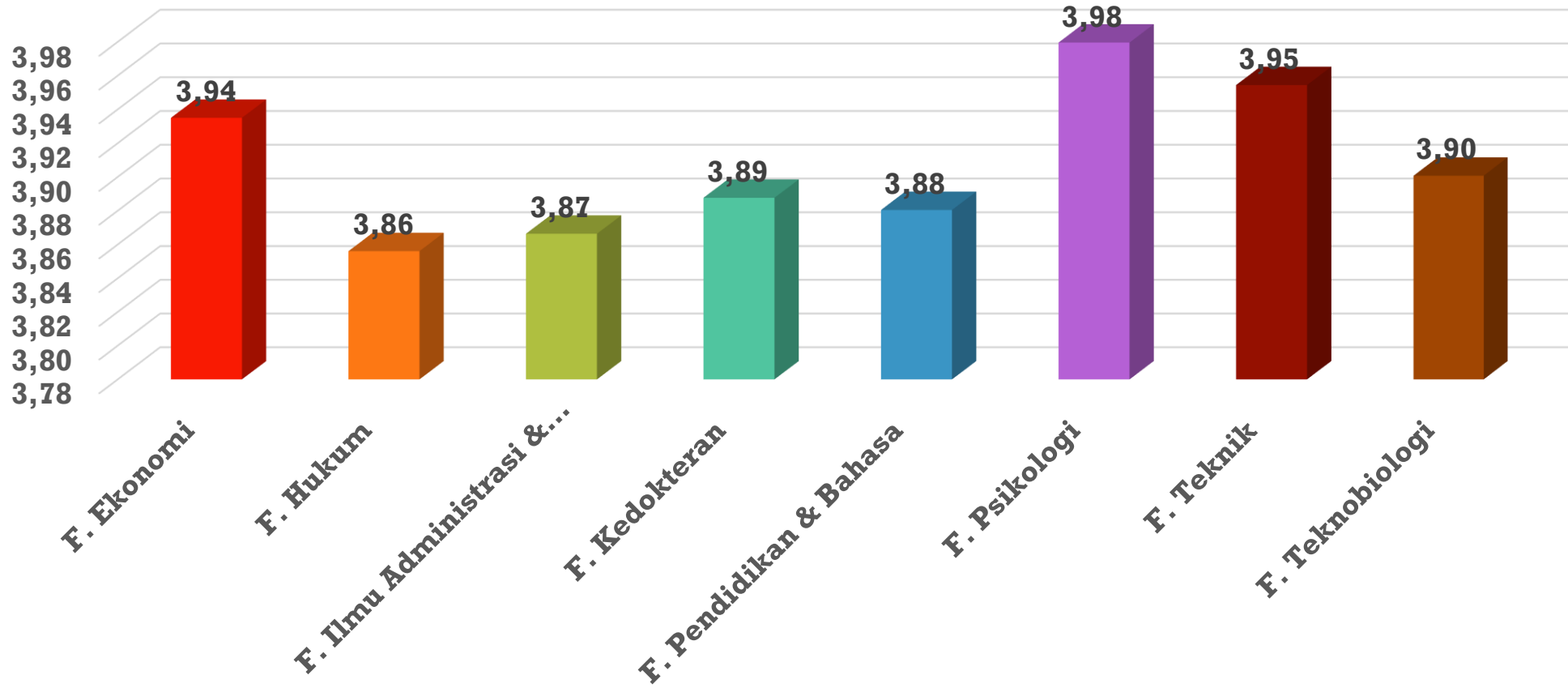
1. Tujuan untuk menganalisis sejauh mana relationship stakeholder dapat melayani dan memenuhi kebutuhan dan ekspektasi para karyawan.
2. Survey dilakukan pada 1 - 30 Agustus 2022 secara online (Gform).
3. Skor untuk survey adalah 1 sampai 5, dimana yang ditargetkan dalam rencana strategis adalah minimal 3 (sesuai SOP dan Ketentuan Pengukuran Kepuasan Pelanggan
4. Data diolah diperoleh dari 174 responden, dengan komposisi sebagai berikut:
 - Yang memiliki jabatan : 53 responden
 - Non Pejabat: 121 reponden
5. **Tabel hasil survey lengkap unit/lembaga/biro/fakultas per indicator dapat dilihat di softfile PDF terpisah dari file ini**

RESPON RATE SURVEY LAYANAN ANTAR UNIT DI UNIKA ATMA JAYA

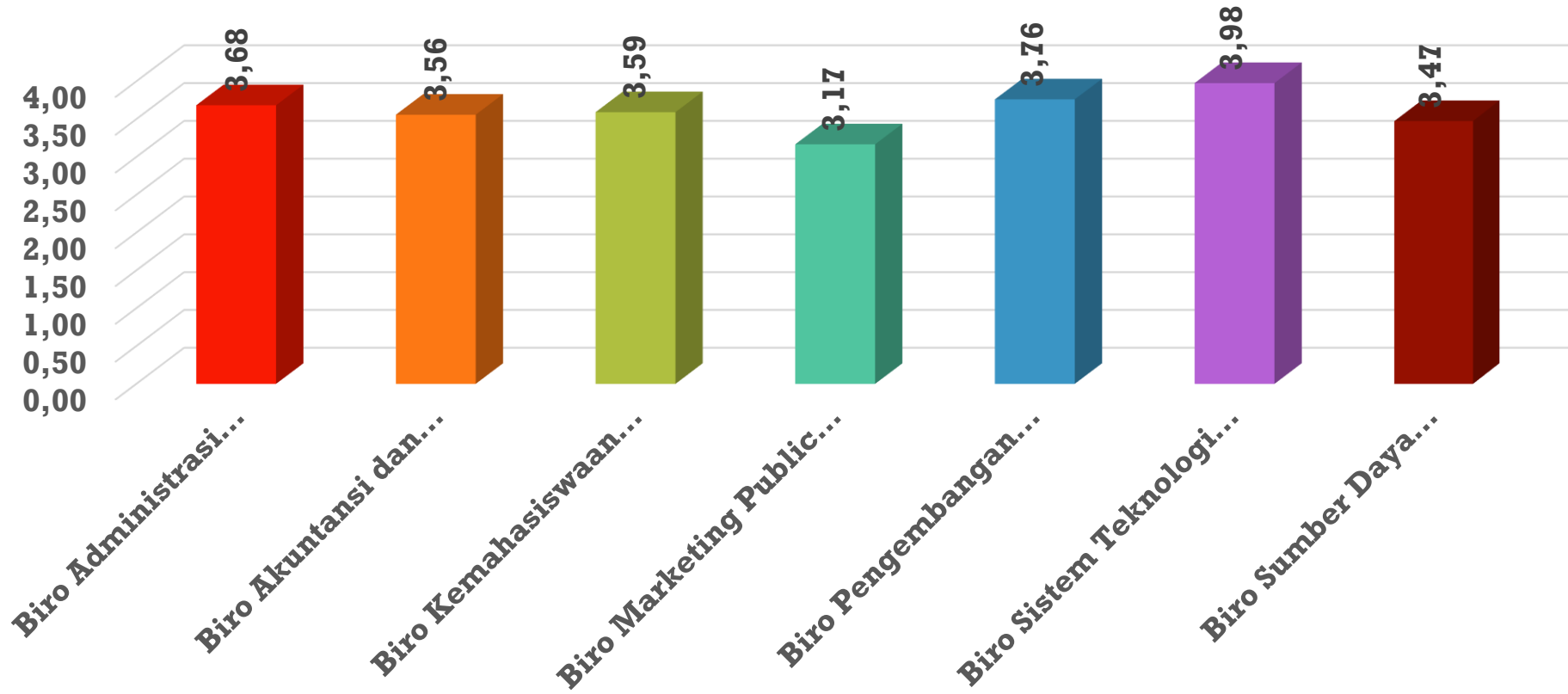
| FAKULTAS/BIRO/LEMBAGA/UNIT | RESPONDEN MENJABAT | | | KARYAWAN MENJABAT | | | RE SPON RATE PEJABAT | RE SPON RATE TOTAL KARYAWAN |
|---|--------------------|----|-------|-------------------|----|-------|----------------------|-----------------------------|
| | TIDAK | YA | TOTAL | TIDAK | YA | TOTAL | | |
| Biro | | | | | | | | |
| Biro Administrasi Keuangan | | 2 | 2 | 10 | 5 | 15 | 40,0% | 13,3% |
| Biro Administrasi Akademik | 2 | | 2 | 10 | 4 | 14 | | 14,3% |
| Biro Pengelola Prasarana & Sarana | | 6 | 6 | 26 | 7 | 33 | 85,7% | 18,2% |
| Biro Kemahasiswaan Alumni dan Pembimbingan Karir | 6 | 2 | 8 | 5 | 3 | 8 | 66,7% | 100,0% |
| Biro Sumber Daya Manusia | 2 | 4 | 6 | 9 | 4 | 13 | 100,0% | 46,2% |
| Biro Sistem Teknologi Informasi | 16 | 5 | 21 | 18 | 5 | 23 | 100,0% | 91,3% |
| Biro Marketing Public Relation dan Admisi | | | | 18 | | 18 | | 0,0% |
| Fakultas | | | | | | | | |
| F. Ekonomi | 9 | 3 | 12 | 65 | 14 | 79 | 21,4% | 15,2% |
| F. Ilmu Administrasi & Ilmu Komunikasi | 3 | 4 | 7 | 20 | 14 | 34 | 28,6% | 20,6% |
| F. Pendidikan & Bahasa | 6 | | 6 | 27 | 13 | 40 | | 15,0% |
| F. Teknik | 23 | 6 | 29 | 33 | 30 | 63 | 20,0% | 46,0% |
| F. Hukum | 2 | | 2 | 22 | 16 | 38 | | 5,3% |
| F. Kedokteran | 9 | | 9 | 127 | 41 | 168 | | 5,4% |
| F. Psikologi | 17 | 5 | 22 | 28 | 21 | 49 | 23,8% | 44,9% |
| F. Teknobiologi | 5 | 4 | 9 | 49 | 16 | 65 | 25,0% | 13,8% |
| Lembaga | | | | | | | | |
| Lembaga Inovasi Pendidikan dan Pembelajaran | 2 | 2 | 4 | 9 | 4 | 13 | 50,0% | 30,8% |
| Lembaga Penjaminan Mutu | 3 | 2 | 5 | 3 | 3 | 6 | 66,7% | 83,3% |
| Lembaga Penelitian dan Pengabdian kepada Masyarakat | | | | 5 | 2 | 7 | | 0,0% |
| Pusat Kajian dan Pembangunan Masyarakat | | 2 | 2 | 1 | 3 | 4 | 66,7% | 50,0% |
| Pusat Pengembangan Etika | | | | 1 | 1 | 2 | | 0,0% |
| Pusat Kajian Bahasa dan Budaya | | | | 1 | 1 | 2 | | 0,0% |
| Pusat Pemberdayaan Masyarakat | | | | 1 | 1 | 2 | | 0,0% |
| Pusat Penelitian HIV/AIDS | | | | 5 | 1 | 6 | | 0,0% |
| Puslitkes FKIK | | | | 1 | 1 | 2 | | 0,0% |
| SENTRA-HKI | | | | 1 | 1 | 2 | | 0,0% |

| UNIT | RataRata | Responden | BURUK←- | | C | → BAIK | |
|--|-------------|-----------|--------------|--------------|---------------|---------------|---------------|
| F. Ekonomi | 3.94 | 107 | 0.00% | 3.09% | 27.79% | 41.63% | 27.48% |
| F. Hukum | 3.86 | 106 | 0.00% | 2.84% | 33.24% | 39.41% | 24.52% |
| F. Ilmu Administrasi & Ilmu Komunikasi | 3.87 | 105 | 0.00% | 4.57% | 30.40% | 38.87% | 26.17% |
| F. Kedokteran | 3.89 | 111 | 1.81% | 2.73% | 26.54% | 42.74% | 26.19% |
| F. Pendidikan & Bahasa | 3.88 | 110 | 0.00% | 3.66% | 26.94% | 47.10% | 22.30% |
| F. Psikologi | 3.98 | 108 | 0.00% | 1.88% | 28.25% | 39.91% | 29.96% |
| F. Teknik | 3.95 | 118 | 0.00% | 4.26% | 26.23% | 39.32% | 30.19% |
| F. Teknobiologi | 3.90 | 110 | 0.00% | 2.30% | 28.39% | 46.23% | 23.07% |
| Biro Administrasi Akademik | 3.68 | 100 | 0.75% | 6.10% | 33.24% | 43.91% | 16.00% |
| Biro Akuntansi dan Keuangan | 3.56 | 91 | 2.85% | 6.81% | 38.44% | 35.42% | 16.48% |
| Biro Kemahasiswaan Alumni dan Karir | 3.59 | 78 | 3.47% | 7.08% | 34.99% | 35.75% | 18.71% |
| Biro Marketing Public Relation dan Admisi | 3.17 | 85 | 8.93% | 13.78% | 37.13% | 32.01% | 8.15% |
| Biro Pengembangan Prasarana & Sarana | 3.76 | 126 | 2.66% | 7.11% | 26.48% | 38.92% | 24.82% |
| Biro Sistem Teknologi Informasi | 3.98 | 135 | 1.96% | 4.85% | 18.39% | 43.14% | 31.66% |
| Biro Sumber Daya Manusia | 3.47 | 113 | 3.56% | 10.85% | 33.14% | 39.49% | 12.95% |
| Institute of Public Policy | 3.62 | 44 | 0.00% | 0.00% | 48.16% | 41.50% | 10.34% |
| Atma Jaya Incubator Bisnis | 3.68 | 45 | 0.00% | 0.00% | 47.23% | 37.06% | 15.71% |
| Lembaga Inovasi Pendidikan dan Pembelajaran | 3.79 | 82 | 3.54% | 3.60% | 23.56% | 48.78% | 20.52% |
| Lembaga Kewirausahaan | 3.52 | 73 | 4.75% | 3.39% | 38.31% | 42.67% | 10.89% |
| Lembaga Penelitian & Pengabdian Masyarakat | 3.85 | 87 | 0.49% | 4.07% | 28.40% | 44.09% | 22.95% |
| Lembaga Penjaminan Mutu | 3.64 | 85 | 1.39% | 5.65% | 32.72% | 43.89% | 16.34% |
| PKBB | 3.82 | 82 | 1.83% | 1.22% | 31.67% | 44.02% | 21.26% |
| PKPM | 3.76 | 77 | 1.94% | 1.97% | 34.66% | 41.24% | 20.19% |
| PPE | 3.75 | 78 | 0.00% | 3.24% | 34.86% | 45.18% | 16.72% |
| PPM | 3.77 | 77 | 0.00% | 3.89% | 32.49% | 46.81% | 16.81% |
| Pusat Penelitian dan Kesehatan Masyarakat | 3.67 | 44 | 0.00% | 0.00% | 44.32% | 44.32% | 11.36% |
| Pusat Penelitian HIV/AIDS | 3.70 | 75 | 2.68% | 1.34% | 34.88% | 45.82% | 15.29% |
| Sekretariat Rektorat/Rektorat | 3.66 | 109 | 2.28% | 6.58% | 33.41% | 38.19% | 19.53% |
| Sentra Hak Kekayaan Intelektual | 3.75 | 49 | 0.00% | 0.00% | 41.29% | 42.29% | 16.42% |
| Campus Ministry | 3.80 | 87 | 1.77% | 3.98% | 32.32% | 36.12% | 25.80% |
| Domitory | 3.47 | 82 | 6.69% | 5.46% | 35.99% | 37.45% | 14.41% |
| International Office | 3.59 | 73 | 1.47% | 7.29% | 33.53% | 46.49% | 11.21% |
| Kantor Beasiswa | 3.83 | 85 | 1.20% | 4.16% | 32.60% | 34.04% | 27.99% |
| UPPS - Unit Perencanaan dan Pengembangan Strategik | 3.66 | 77 | 3.24% | 3.28% | 34.20% | 42.67% | 16.62% |
| UPT MPK | 3.87 | 81 | 0.62% | 3.08% | 32.85% | 35.35% | 28.10% |
| UPT Penerbit | 3.82 | 85 | 1.20% | 4.69% | 31.78% | 35.38% | 26.95% |
| UPT Pengadaan | 3.13 | 95 | 7.16% | 15.81% | 40.62% | 29.32% | 7.09% |
| UPT Perpustakaan | 3.96 | 85 | 0.57% | 1.82% | 25.66% | 44.60% | 27.35% |
| UPT Pusat Pengajaran Bahasa | 3.68 | 51 | 1.00% | 2.96% | 38.69% | 41.54% | 15.81% |
| Grand Total | 3.67 | 93 | 2.50% | 6.03% | 32.10% | 40.20% | 19.17% |

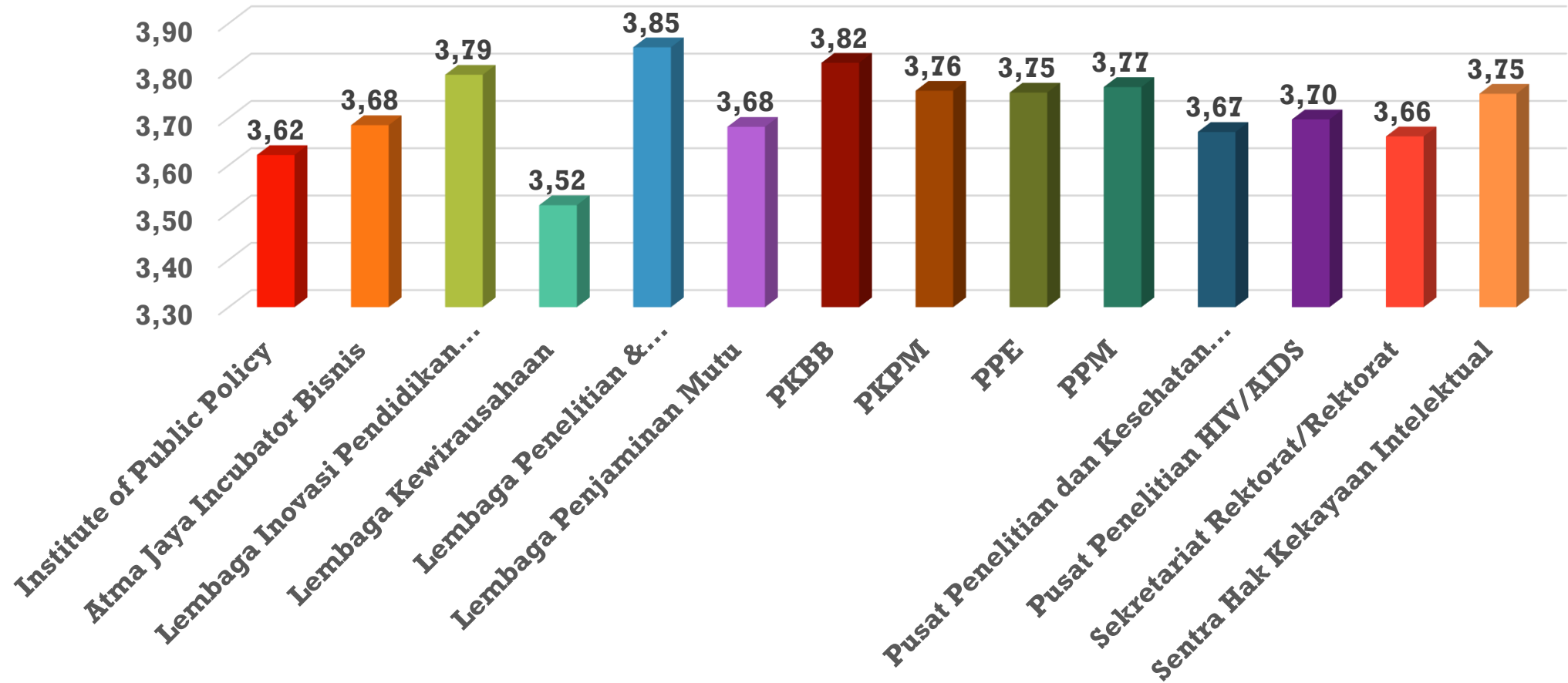
FAKULTAS



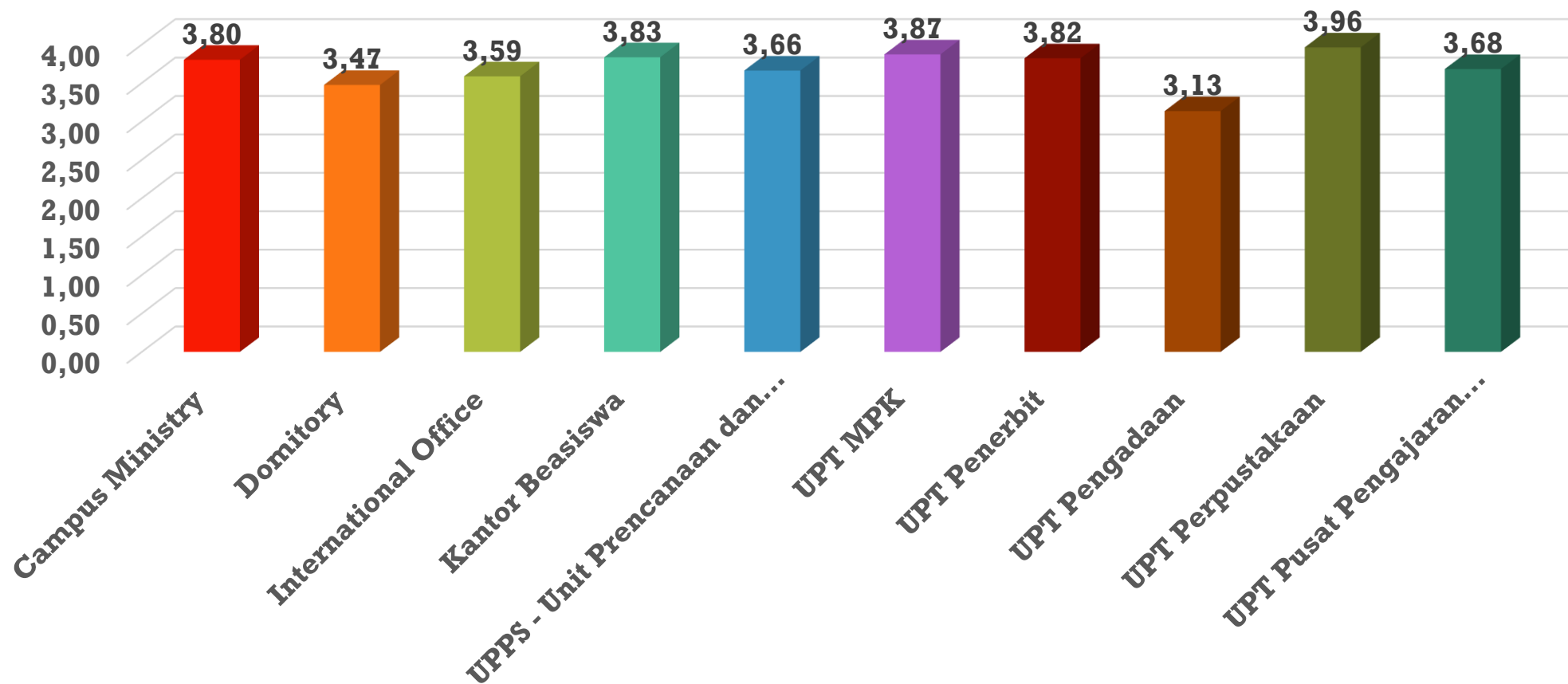
BIRO-BIRO



LEMBAGA-LEMBAGA



UNIT-UNIT



TABEL TINGKAT KEPUASAN KARYAWAN TERHADAP LAYANAN ANTAR UNIT
(INFORMASI UNIT LAINNYA DAPAT DILIHAT DALAM SOFTFILE PDF)
(SAMPEL FAKULTAS)

SURVEY KEPUASAN KARYAWAN TERHADAP LAYANAN ANTAR UNIT

| UNIT | VARIABEL | INDIKATOR | RataRata | Responder | SBR | BR | C | BK | SBK |
|---|------------------------------------|---|-------------|------------|--------------|--------------|---------------|---------------|---------------|
| F. Ekonomi | PROSES PELAYANAN UNIT | Penilaian Anda terhadap hubungan komunikasi kerja kepada unit | 4.08 | 111 | 0.00% | 0.00% | 24.32% | 45.05% | 30.63% |
| | | Penilaian Anda terhadap kecepatan respon terhadap komunikasi telepon/e-mail, atau via aplikasi transaksi proses pada unit | 3.85 | 106 | 0.00% | 6.60% | 26.42% | 42.45% | 24.53% |
| | | Penilaian Anda terhadap kecepatan tindaklanjut proses pelayanan unit | 3.87 | 103 | 0.00% | 4.85% | 31.07% | 35.92% | 28.16% |
| | | Penilaian Anda terhadap Koordinasi proses kerja yang dilakukan unit | 3.95 | 109 | 0.00% | 0.92% | 29.36% | 43.12% | 26.61% |
| | PROSES PELAYANAN UNIT Total | | 3.94 | 107 | 0.00% | 3.09% | 27.79% | 41.63% | 27.48% |
| F. Ekonomi Total | | | 3.94 | 107 | 0.00% | 3.09% | 27.79% | 41.63% | 27.48% |
| F. Hukum | PROSES PELAYANAN UNIT | Penilaian Anda terhadap hubungan komunikasi kerja kepada unit | 4.00 | 109 | 0.00% | 2.75% | 23.85% | 44.04% | 29.36% |
| | | Penilaian Anda terhadap kecepatan respon terhadap komunikasi telepon/e-mail, atau via aplikasi transaksi proses pada unit | 3.79 | 104 | 0.00% | 2.88% | 36.54% | 39.42% | 21.15% |
| | | Penilaian Anda terhadap kecepatan tindaklanjut proses pelayanan unit | 3.76 | 103 | 0.00% | 2.91% | 40.78% | 33.98% | 22.33% |
| | | Penilaian Anda terhadap Koordinasi proses kerja yang dilakukan unit | 3.88 | 107 | 0.00% | 2.80% | 31.78% | 40.19% | 25.23% |
| | PROSES PELAYANAN UNIT Total | | 3.86 | 106 | 0.00% | 2.84% | 33.24% | 39.41% | 24.52% |
| F. Hukum Total | | | 3.86 | 106 | 0.00% | 2.84% | 33.24% | 39.41% | 24.52% |
| F. Ilmu Administrasi & Ilmu Komunika | PROSES PELAYANAN UNIT | Penilaian Anda terhadap hubungan komunikasi kerja kepada unit | 3.99 | 109 | 0.00% | 3.67% | 24.77% | 40.37% | 31.19% |
| | | Penilaian Anda terhadap kecepatan respon terhadap komunikasi telepon/e-mail, atau via aplikasi transaksi proses pada unit | 3.83 | 104 | 0.00% | 4.81% | 30.77% | 41.35% | 23.08% |
| | | Penilaian Anda terhadap kecepatan tindaklanjut proses pelayanan unit | 3.75 | 101 | 0.00% | 6.93% | 33.66% | 36.63% | 22.77% |
| | | Penilaian Anda terhadap Koordinasi proses kerja yang dilakukan unit | 3.90 | 105 | 0.00% | 2.86% | 32.38% | 37.14% | 27.62% |
| | PROSES PELAYANAN UNIT Total | | 3.87 | 105 | 0.00% | 4.57% | 30.40% | 38.87% | 26.17% |
| F. Ilmu Administrasi & Ilmu Komunikasi Total | | | 3.87 | 105 | 0.00% | 4.57% | 30.40% | 38.87% | 26.17% |
| F. Kedokteran | PROSES PELAYANAN UNIT | Penilaian Anda terhadap hubungan komunikasi kerja kepada unit | 3.96 | 116 | 1.72% | 2.59% | 23.28% | 43.10% | 29.31% |
| | | Penilaian Anda terhadap kecepatan respon terhadap komunikasi telepon/e-mail, atau via aplikasi transaksi proses pada unit | 3.85 | 110 | 1.82% | 2.73% | 27.27% | 44.55% | 23.64% |
| | | Penilaian Anda terhadap kecepatan tindaklanjut proses pelayanan unit | 3.79 | 107 | 1.87% | 4.67% | 29.91% | 40.19% | 23.36% |
| | | Penilaian Anda terhadap Koordinasi proses kerja yang dilakukan unit | 3.95 | 109 | 1.83% | 0.92% | 25.69% | 43.12% | 28.44% |
| | PROSES PELAYANAN UNIT Total | | 3.89 | 111 | 1.81% | 2.73% | 26.54% | 42.74% | 26.19% |
| F. Kedokteran Total | | | 3.89 | 111 | 1.81% | 2.73% | 26.54% | 42.74% | 26.19% |

TABEL TINGKAT KEPUASAN KARYAWAN TERHADAP LAYANAN ANTAR UNIT
(INFORMASI UNIT LAINNYA DAPAT DILIHAT DALAM SOFTFILE PDF)
(SAMPEL UNIT)

SURVEY KEPUASAN KARYAWAN TERHADAP LAYANAN ANTAR UNIT

| UNIT | VARIABEL | INDIKATOR | RataRata | Responder | SBR | BR | C | BK | SBK |
|---|------------------------------------|---|-------------|-----------|--------------|--------------|---------------|---------------|---------------|
| Institute of Public Policy | PROSES PELAYANAN UNIT | Penilaian Anda terhadap hubungan komunikasi kerja kepada unit | 3.71 | 42 | 0.00% | 0.00% | 38.10% | 52.38% | 9.52% |
| | | Penilaian Anda terhadap kecepatan respon terhadap komunikasi telepon/e-mail, atau via aplikasi transaksi proses pada unit | 3.64 | 44 | 0.00% | 0.00% | 50.00% | 36.36% | 13.64% |
| | | Penilaian Anda terhadap kecepatan tindaklanjut proses pelayanan unit | 3.59 | 44 | 0.00% | 0.00% | 50.00% | 40.91% | 9.09% |
| | | Penilaian Anda terhadap Koordinasi proses kerja yang dilakukan unit | 3.55 | 44 | 0.00% | 0.00% | 54.55% | 36.36% | 9.09% |
| | PROSES PELAYANAN UNIT Total | | 3.62 | 44 | 0.00% | 0.00% | 48.16% | 41.50% | 10.34% |
| Institute of Public Policy Total | | | 3.62 | 44 | 0.00% | 0.00% | 48.16% | 41.50% | 10.34% |
| Atma Jaya Incubator Bisnis | PROSES PELAYANAN UNIT | Penilaian Anda terhadap hubungan komunikasi kerja kepada unit | 3.74 | 46 | 0.00% | 0.00% | 43.48% | 39.13% | 17.39% |
| | | Penilaian Anda terhadap kecepatan respon terhadap komunikasi telepon/e-mail, atau via aplikasi transaksi proses pada unit | 3.68 | 44 | 0.00% | 0.00% | 45.45% | 40.91% | 13.64% |
| | | Penilaian Anda terhadap kecepatan tindaklanjut proses pelayanan unit | 3.64 | 44 | 0.00% | 0.00% | 54.55% | 27.27% | 18.18% |
| | | Penilaian Anda terhadap Koordinasi proses kerja yang dilakukan unit | 3.68 | 44 | 0.00% | 0.00% | 45.45% | 40.91% | 13.64% |
| | PROSES PELAYANAN UNIT Total | | 3.68 | 45 | 0.00% | 0.00% | 47.23% | 37.06% | 15.71% |
| Atma Jaya Incubator Bisnis Total | | | 3.68 | 45 | 0.00% | 0.00% | 47.23% | 37.06% | 15.71% |

TABEL TINGKAT KEPUASAN KARYAWAN TERHADAP LAYANAN ANTAR UNIT
 (INFORMASI UNIT LAINNYA DAPAT DILIHAT DALAM SOFTFILE PDF)
 (SAMPEL LEMBAGA)

SURVEY KEPUASAN KARYAWAN TERHADAP LAYANAN ANTAR UNIT

| UNIT | VARIABEL | INDIKATOR | RataRata | Responder | SBR | BR | C | BK | SBK |
|--------------------------------------|----------------------------------|---|-------------|--------------|--------------|--------------|---------------|---------------|---------------|
| Lembaga Penjaminan Mutu | AKTIVITAS PENJAMINAN MUTU | Akses Informasi Hasil Survey Kepuasan Pelanggan pada web lpm.atmajaya.ac.id | 3.64 | 80 | 2.50% | 6.25% | 32.50% | 42.50% | 16.25% |
| | | Akses Informasi kebijakan dan ketentuan akreditasi pada web lpm.atmajaya.ac.id | 3.79 | 80 | 0.00% | 3.75% | 30.00% | 50.00% | 16.25% |
| | | Efektivitas ISO dalam Penjaminan mutu | 3.62 | 82 | 2.44% | 6.10% | 31.71% | 46.34% | 13.41% |
| | | Informasi hasil audit (internal dan eksternal) | 3.65 | 78 | 0.00% | 6.41% | 35.90% | 43.59% | 14.10% |
| | | Informasi Hasil Survey Kepuasan Pelanggan tersampaikan | 3.60 | 86 | 2.33% | 8.14% | 32.56% | 40.70% | 16.28% |
| | | Strategi dan Inovasi Pendampingan Akreditasi | 3.59 | 82 | 2.44% | 3.66% | 41.46% | 37.80% | 14.63% |
| | | AKTIVITAS PENJAMINAN MUTU Total | 3.65 | 81 | 1.62% | 5.72% | 34.02% | 43.49% | 15.16% |
| | INFORMASI SISTEM PENJAMIN | Efektivitas Rapat Tinjauan Manajemen | 3.51 | 78 | 0.00% | 8.97% | 38.46% | 44.87% | 7.69% |
| | | Informasi dan akses download pada website lpm.atmjaya.ac.id | 3.64 | 84 | 2.38% | 5.95% | 26.19% | 55.95% | 9.52% |
| | | Informasi kegiatan Penjaminan Mutu | 3.55 | 84 | 0.00% | 10.71% | 30.95% | 51.19% | 7.14% |
| | | Intensitas komunikasi dengan unit | 3.64 | 90 | 0.00% | 7.78% | 28.89% | 54.44% | 8.89% |
| | | Kejelasan standar kegiatan dlm SPM Internal | 3.59 | 92 | 2.17% | 7.61% | 34.78% | 40.22% | 15.22% |
| | | Kontrol, aksesibilitas & perubahan dokumen | 3.44 | 89 | 2.25% | 15.73% | 26.97% | 46.07% | 8.99% |
| | | Pelatihan auditor internal | 3.66 | 76 | 0.00% | 1.32% | 44.74% | 40.79% | 13.16% |
| | | Pendampingan proses audit / akreditasi | 3.76 | 78 | 0.00% | 3.85% | 35.90% | 41.03% | 19.23% |
| | | INFORMASI SISTEM PENJAMINAN MUTU (SPM) Total | 3.60 | 84 | 0.85% | 7.74% | 33.36% | 46.82% | 11.23% |
| | PROSES PELAYANAN UNIT | Penilaian Anda terhadap hubungan komunikasi kerja kepada unit | 3.78 | 118 | 0.85% | 4.24% | 30.51% | 44.92% | 19.49% |
| | | Penilaian Anda terhadap kecepatan respon terhadap komunikasi telepon/e-mail, atau via aplikasi transaksi proses pada unit | 3.66 | 97 | 3.09% | 5.15% | 32.99% | 40.21% | 18.56% |
| | | Penilaian Anda terhadap kecepatan tindaklanjut proses pelayanan unit | 3.57 | 92 | 0.00% | 13.04% | 34.78% | 34.78% | 17.39% |
| | | Penilaian Anda terhadap Koordinasi proses kerja yang dilakukan unit | 3.77 | 106 | 0.94% | 4.72% | 32.08% | 40.57% | 21.70% |
| | | PROSES PELAYANAN UNIT Total | 3.69 | 103 | 1.22% | 6.79% | 32.59% | 40.12% | 19.28% |
| Lembaga Penjaminan Mutu Total | | | 3.64 | 87.33 | 1.19% | 6.85% | 33.41% | 44.22% | 14.33% |

TABEL TINGKAT KEPUASAN KARYAWAN TERHADAP LAYANAN ANTAR UNIT
 (INFORMASI UNIT LAINNYA DAPAT DILIHAT DALAM SOFTFILE PDF)
 (SAMPEL BIRO)

SURVEY KEPUASAN KARYAWAN TERHADAP LAYANAN ANTAR UNIT

| UNIT | VARIABEL | INDIKATOR | RataRata | Responder | SBR | BR | C | BK | SBK | | |
|---|-----------------------|---|--------------------------|-----------------------------------|--------------|--------------|---------------|---------------|---------------|---------------|---------------|
| Biro Sistem Teknologi Informasi | HARDWARE DAN SOFTWARE | Kecepatan akses jaringan wifi | 3.76 | 147 | 2.72% | 7.48% | 24.49% | 42.18% | 23.13% | | |
| | | Kecepatan akses ke database | 4.01 | 133 | 1.50% | 2.26% | 22.56% | 41.35% | 32.33% | | |
| | | Kecepatan akses loading internet | 3.70 | 145 | 2.76% | 7.59% | 26.90% | 42.07% | 20.69% | | |
| | | Kemudahan penggunaan program aplikasi | 3.81 | 140 | 2.86% | 3.57% | 25.71% | 45.00% | 22.86% | | |
| | | Kemutakhiran komputer operasional | 3.53 | 137 | 7.30% | 10.22% | 23.36% | 40.15% | 18.98% | | |
| | | Kesesuaian program dengan kebutuhan | 3.77 | 138 | 2.90% | 7.97% | 21.74% | 44.20% | 23.19% | | |
| | | Kestabilan jaringan dan akses internet | 3.78 | 143 | 1.40% | 7.69% | 26.57% | 40.56% | 23.78% | | |
| | | Layanan dan akses Zoom Atma Jaya | 4.18 | 136 | 2.94% | 2.21% | 11.76% | 40.44% | 42.65% | | |
| | | Layanan dan akses aplikasi-aplikasi Microsoft 365 | 4.14 | 145 | 1.38% | 2.07% | 13.79% | 46.21% | 36.55% | | |
| | | Layanan dan akses VPN (FortiClient) Atma Jaya | 4.09 | 135 | 0.00% | 2.22% | 19.26% | 45.93% | 32.59% | | |
| | | Perangkat pendukung (printer, scanner dll) | 3.63 | 139 | 4.32% | 14.39% | 15.83% | 45.32% | 20.14% | | |
| | | HARDWARE DAN SOFTWARE Total | | | 3.85 | 140 | 2.73% | 6.15% | 21.09% | 43.04% | 26.99% |
| | | | LAYANAN DAN PEMELIHARAAN | Akurasi dan konsistensi data | 3.88 | 113 | 3.54% | 4.42% | 17.70% | 49.56% | 24.78% |
| | | | | Kemutakhiran program aplikasi | 3.93 | 115 | 0.00% | 6.09% | 19.13% | 50.43% | 24.35% |
| | | | | Layanan peminjaman Zoom Atma Jaya | 4.25 | 129 | 1.55% | 0.78% | 10.85% | 44.96% | 41.86% |
| Optimalisasi pengelolaan email Atma Jaya | 4.06 | | | 127 | 0.00% | 0.79% | 18.90% | 53.54% | 26.77% | | |
| Pelatihan penggunaan sistem | 3.81 | | | 125 | 1.60% | 5.60% | 24.00% | 48.00% | 20.80% | | |
| Pengaturan akses sumber informasi | 3.81 | | | 113 | 0.00% | 13.27% | 17.70% | 44.25% | 24.78% | | |
| Penggunaan situs Atma Jaya yang user-friendly | 3.92 | | | 127 | 0.00% | 3.94% | 23.62% | 48.82% | 23.62% | | |
| Respon pada keluhan atau permintaan khusus | 4.17 | | | 138 | 1.45% | 2.17% | 18.12% | 34.78% | 43.48% | | |
| LAYANAN DAN PEMELIHARAAN PERANGKAT DAN SISTEM / APLIKASI Total | | | 3.98 | 123 | 1.02% | 4.63% | 18.75% | 46.79% | 28.80% | | |
| | PROSES PELAYANAN UNIT | Penilaian Anda terhadap hubungan komunikasi kerja kepada unit | 4.36 | 154 | 1.30% | 1.95% | 9.74% | 33.77% | 53.25% | | |
| | | Penilaian Anda terhadap kecepatan respon terhadap komunikasi telepon/e-mail, atau via aplikasi transaksi proses pada unit | 4.28 | 141 | 1.42% | 2.13% | 11.35% | 36.88% | 48.23% | | |
| | | Penilaian Anda terhadap kecepatan tindak lanjut proses pelayanan unit | 4.31 | 142 | 2.82% | 0.70% | 8.45% | 38.73% | 49.30% | | |
| | | Penilaian Anda terhadap Koordinasi proses kerja yang dilakukan unit | 4.30 | 140 | 1.43% | 2.14% | 11.43% | 35.00% | 50.00% | | |
| PROSES PELAYANAN UNIT Total | | | 4.31 | 144 | 1.74% | 1.73% | 10.24% | 36.09% | 50.19% | | |
| Biro Sistem Teknologi Informasi Total | | | 3.98 | 135 | 1.96% | 4.85% | 18.39% | 43.14% | 31.66% | | |



LEMBAGA PENJAMINAN MUTU