**NILAI SKM DINAS PEKERJAAN UMUM DAN TATA RUANG 2018**

|  |  |  |  |
| --- | --- | --- | --- |
| **Kode Unsur** | **Unsur** | **Rata-rata** | **Index** |
| A | Persyaratan pelayanan | 3.37 | 84.17 |
| B | Sistem, mekanisme, prosedur | 3.35 | 83.75 |
| C | Waktu penyelesaian pelayanan | 3.35 | 83.75 |
| D | Biaya/ Tarif | 3.50 | 87.50 |
| E | Produk/ hasil layanan | 3.42 | 85.42 |
| F | Kompetensi pelaksana | 3.40 | 85.00 |
| G | Perilaku pelaksana | 3.45 | 86.25 |
| H | Penanganan pengaduan | 3.88 | 97.08 |
| I | Sarana dan Prasarana | 3.32 | 82.92 |
|  |   |  |   |
| **NILAI SKM** | **3.45** | **86.20** |