

**STATISTIK PELAKSANAAN KAJIAN KEPUASAN PELANGGAN TAHUN 2018 SEHINGGA 2022.**

| JENIS MAKLUMBALAS               | SKOR TAHUNAN   |            |                |            |                |            |                |            |                |            |
|---------------------------------|----------------|------------|----------------|------------|----------------|------------|----------------|------------|----------------|------------|
|                                 | 2018           |            | 2019           |            | 2020           |            | 2021           |            | 2022           |            |
|                                 | JUM            | %          | JUM            | %          | JUM            | %          | JUM            | %          | JUM            | %          |
| <b>SANGAT BERPUASHATI</b>       | 73,532         | 37.05      | 73,658         | 41.83      | 91,117         | 54.16      | 78,306         | 48.00      | 83,126         | 39.85      |
| <b>BERPUASHATI</b>              | 80,210         | 40.41      | 70,713         | 40.16      | 58,222         | 34.61      | 60,724         | 37.23      | 86,480         | 41.46      |
| <b>AGAK BERPUASHATI</b>         | 29,519         | 14.87      | 22,611         | 12.84      | 13,345         | 7.93       | 17,783         | 10.9       | 22,621         | 10.85      |
| <b>TIDAK BERPUASHATI</b>        | 5,934          | 2.99       | 4,189          | 2.38       | 2,644          | 1.57       | 3,088          | 1.40       | 5,935          | 2.43       |
| <b>SANGAT TIDAK BERPUASHATI</b> | 4,261          | 2.15       | 2,965          | 1.68       | 1,489          | 0.89       | 1,545          | 0.95       | 4,491          | 1.63       |
| <b>TIDAK DIJAWAB</b>            | 5,024          | 2.53       | 1,934          | 1.1        | 1,423          | 0.85       | 1,664          | 1.02       | 5,961          | 2.06       |
| <b>JUMLAH</b>                   | <b>198,480</b> | <b>100</b> | <b>176,070</b> | <b>100</b> | <b>168,240</b> | <b>100</b> | <b>163,110</b> | <b>100</b> | <b>208,614</b> | <b>100</b> |