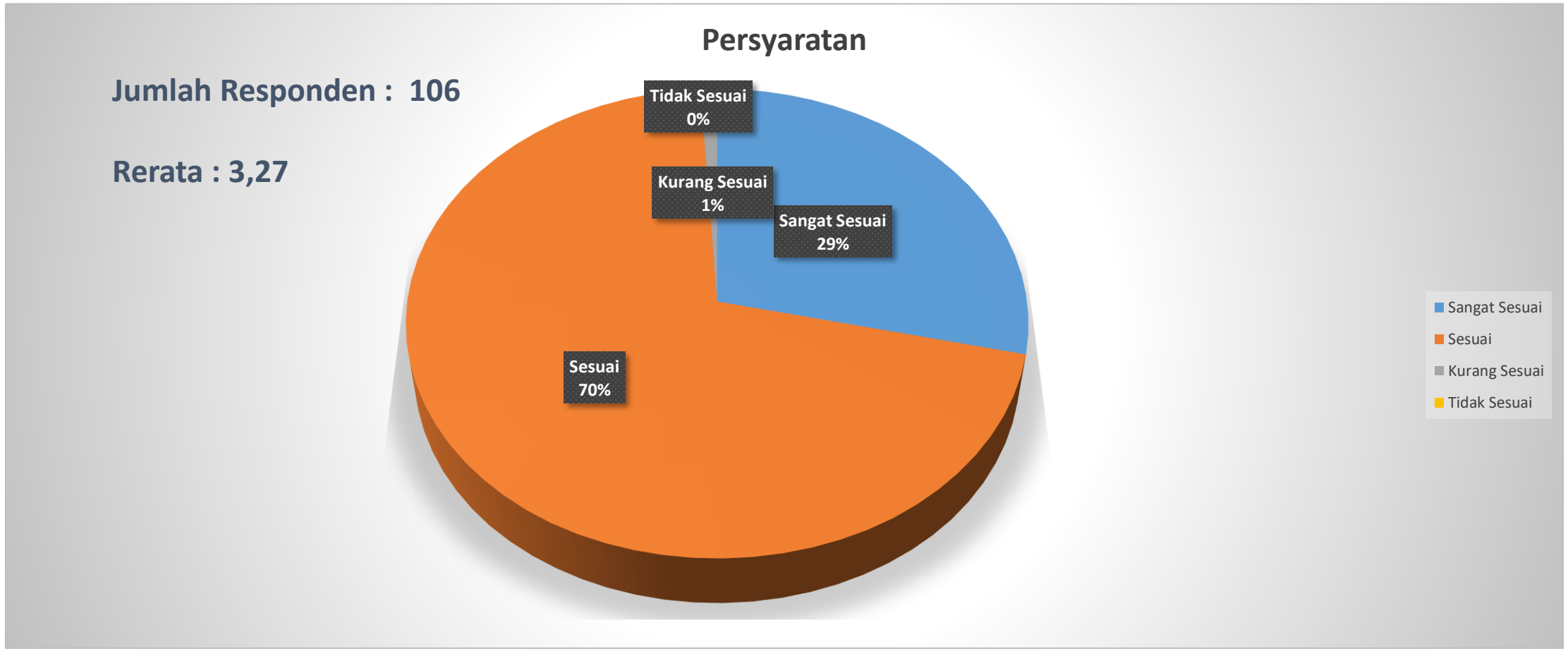
Hasil Survey Pelayanan Publik dan Perilaku Korupsi

Fakultas Psikologi
Universitas Airlangga

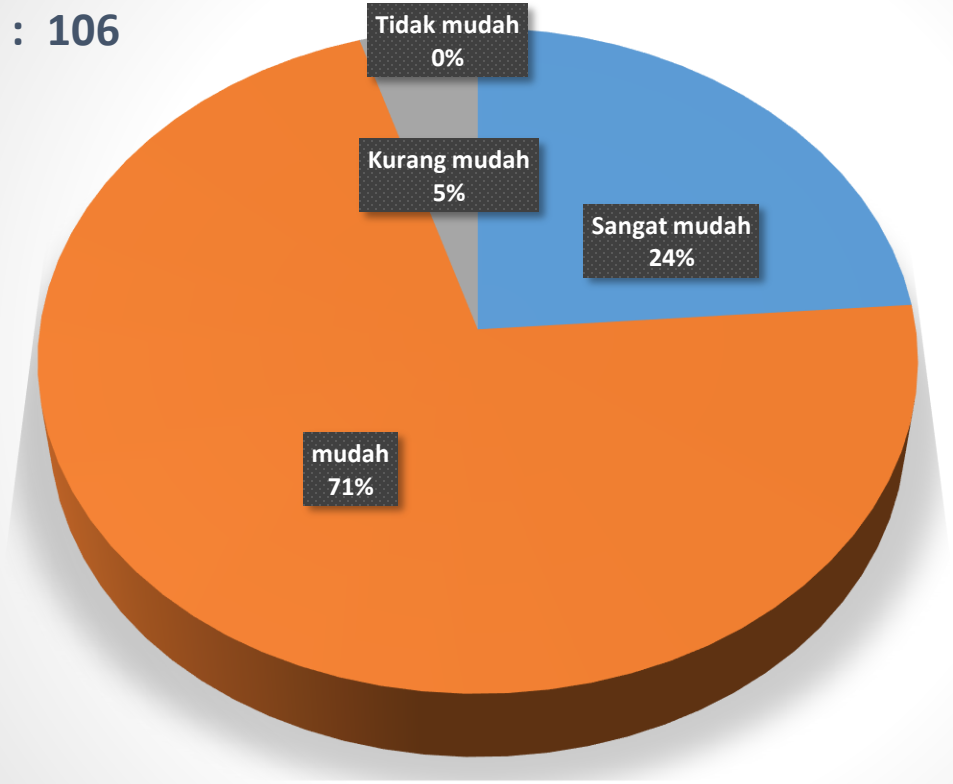
Respon Mahasiswa terhadap Pelayanan Publik dan Persepsi Korupsi

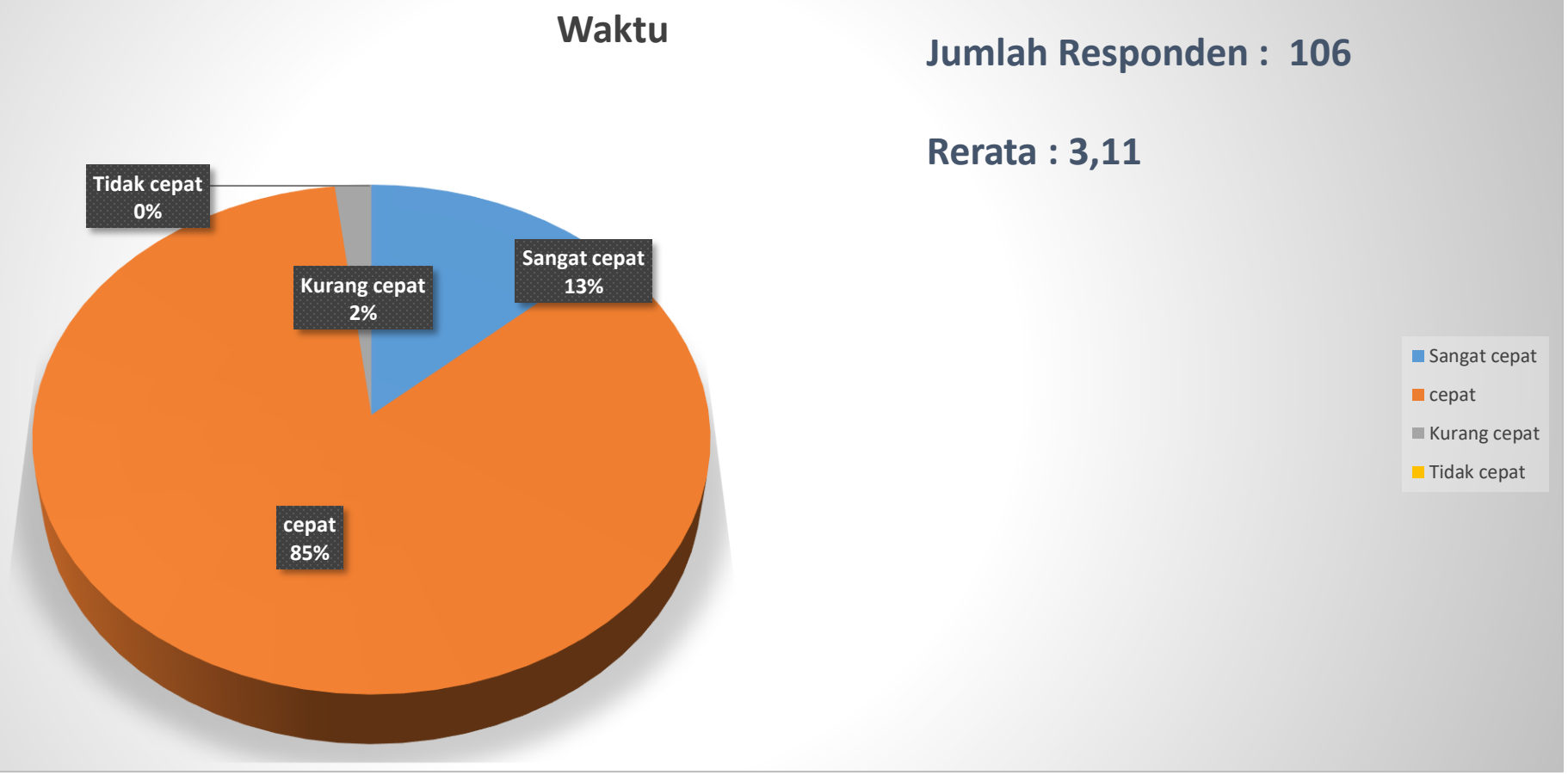


Prosedur

Jumlah Responden : 106

Rerata : 3,19





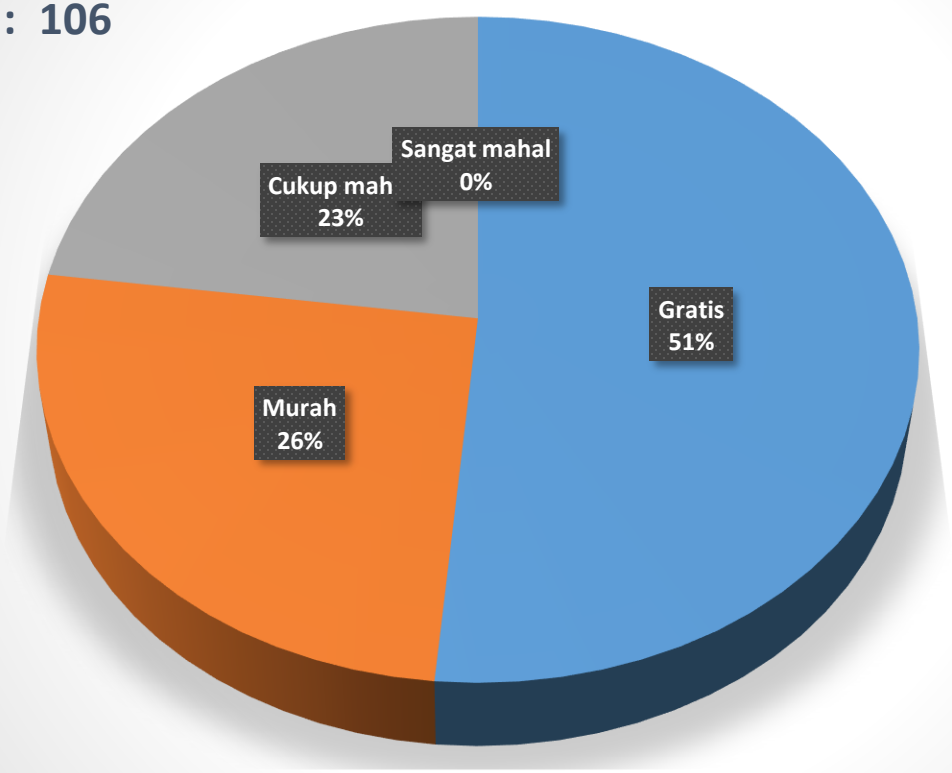
Jumlah Responden : 106

Rerata : 3,11

Biaya

Jumlah Responden : 106

Rerata : 3,28

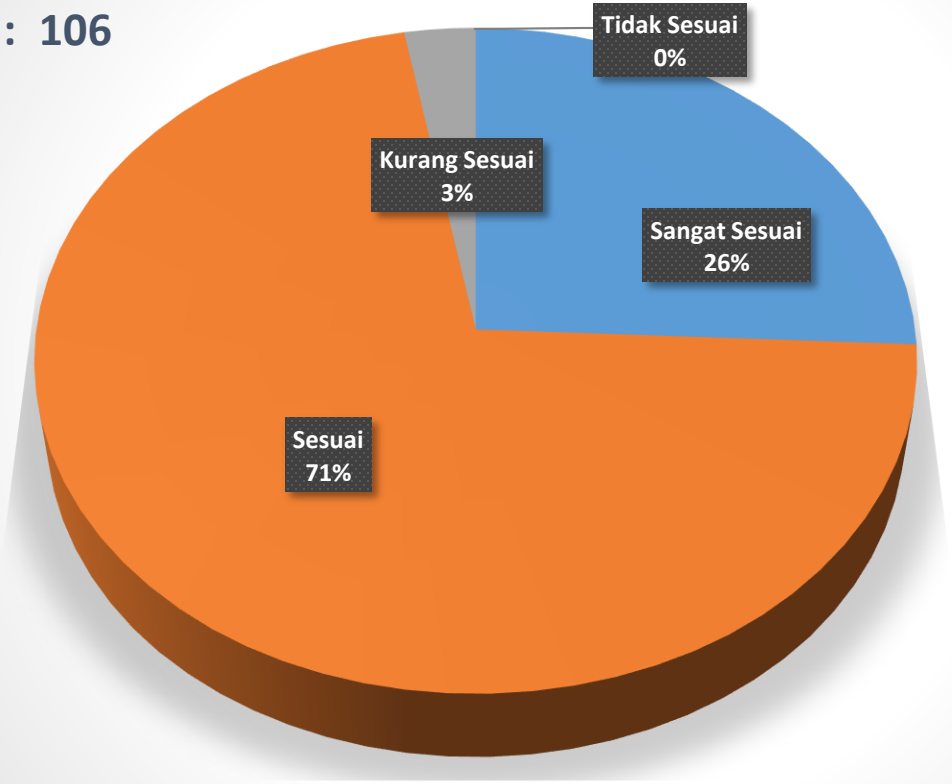


- Gratis
- Murah
- Cukup mahal
- Sangat mahal

Produk Pelayanan

Jumlah Responden : 106

Rerata : 3,23

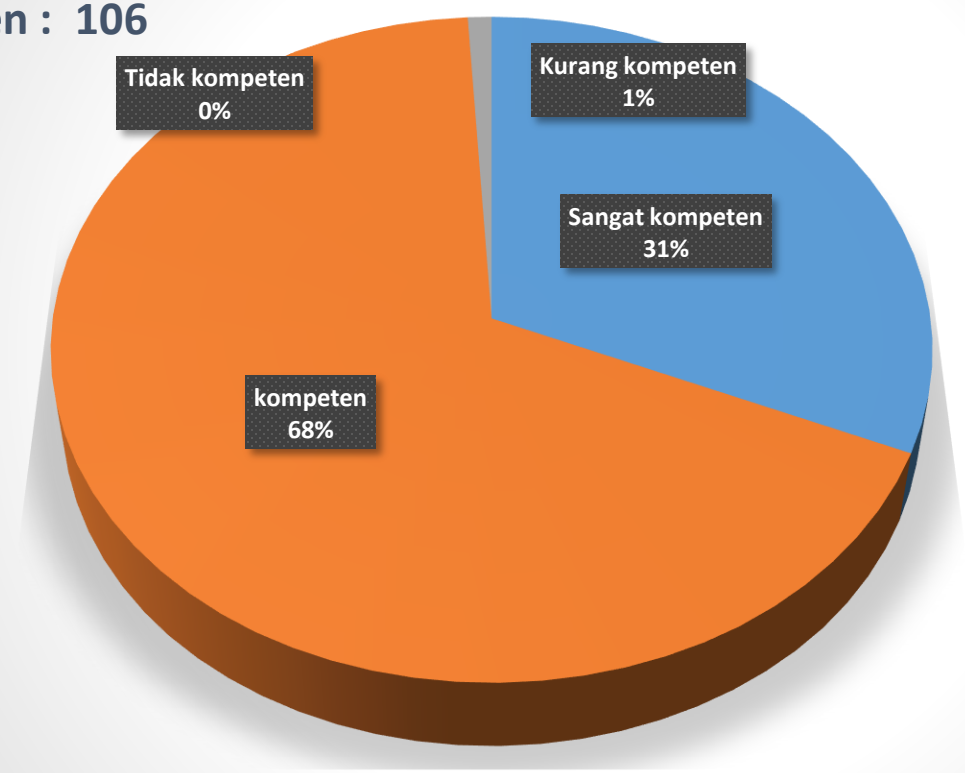


- Sangat Sesuai
- Sesuai
- Kurang Sesuai
- Tidak Sesuai

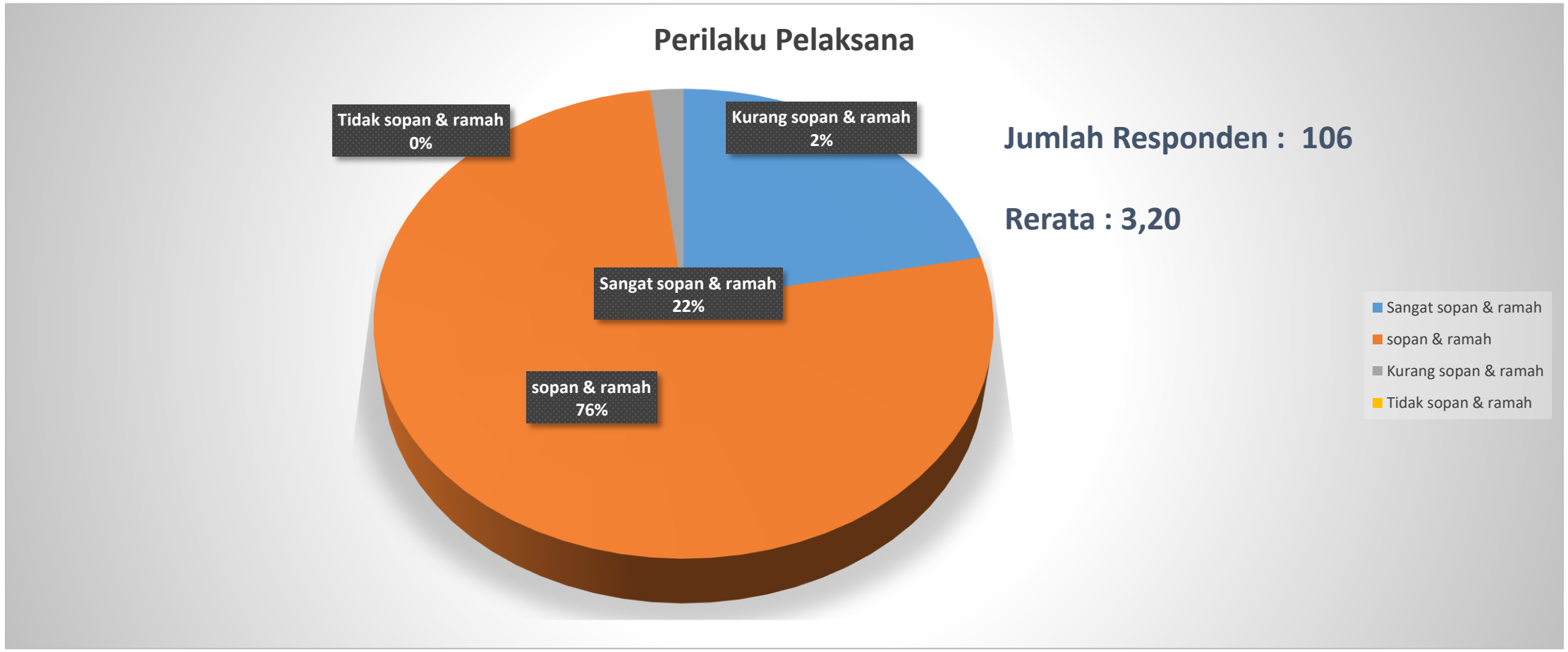
Kompetensi Pelaksana

Jumlah Responden : 106

Rerata : 3,30



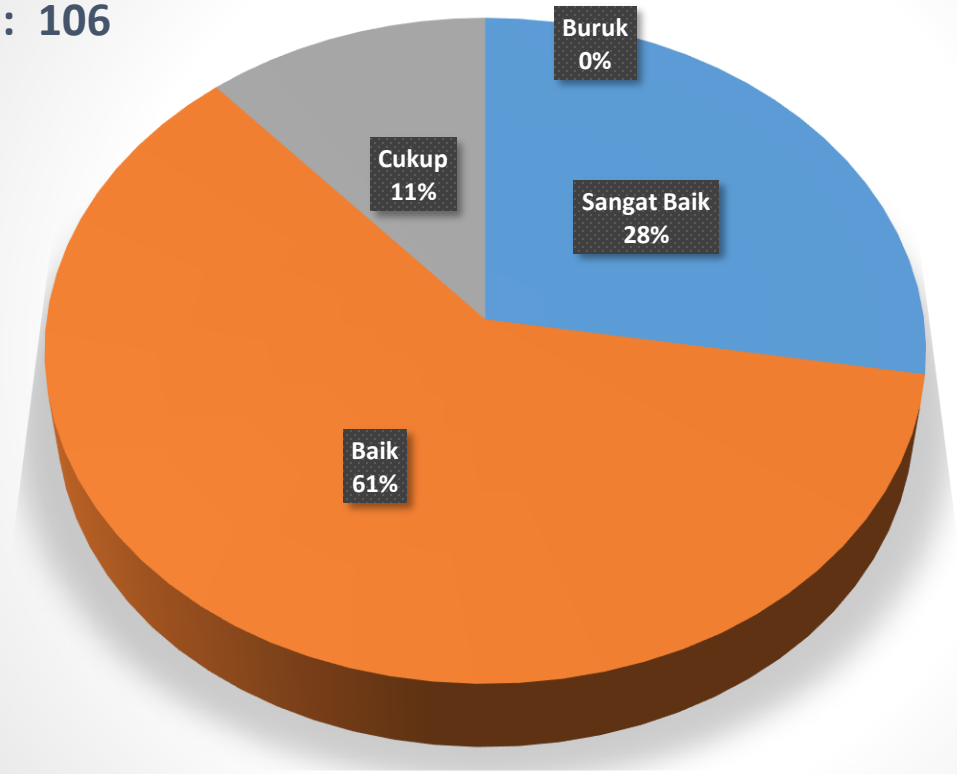
- Sangat kompeten
- kompeten
- Kurang kompeten
- Tidak kompeten


Perilaku Pelaksana
Tidak sopan & ramah
0%
Kurang sopan & ramah
2%
Sangat sopan & ramah
22%
sopan & ramah
76%
Jumlah Responden : 106
Rerata : 3,20
Sangat sopan & ramah
sopan & ramah
Kurang sopan & ramah
Tidak sopan & ramah

Sarana Prasarana

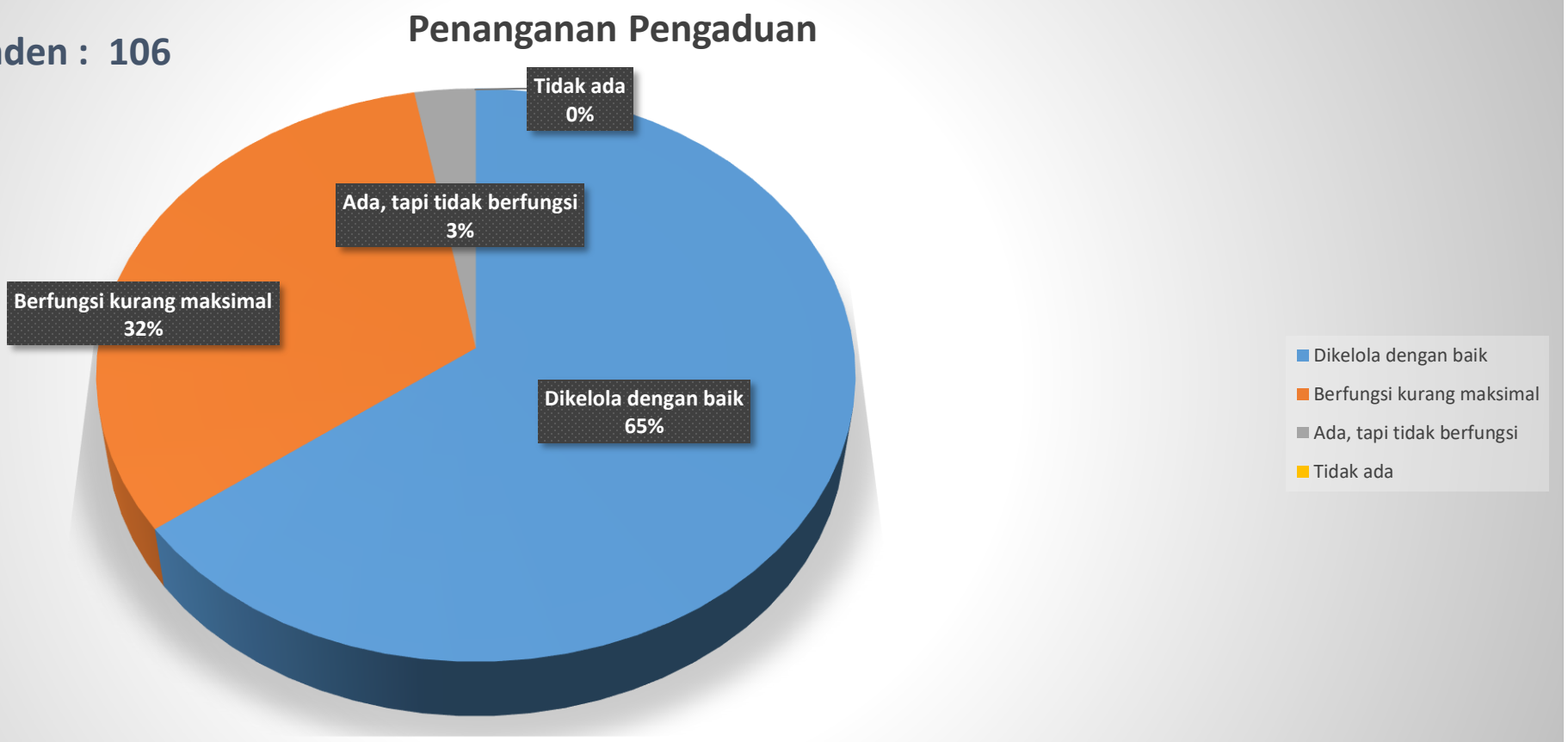
Jumlah Responden : 106

Rerata : 3.16



Jumlah Responden : 106

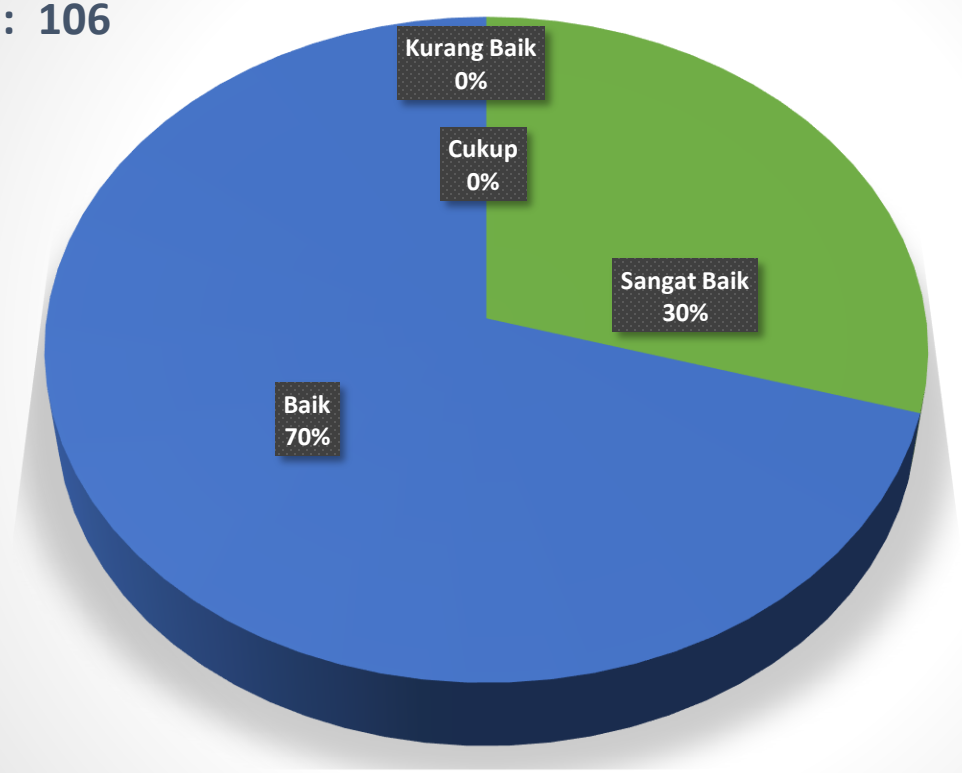
Rerata : 3,61



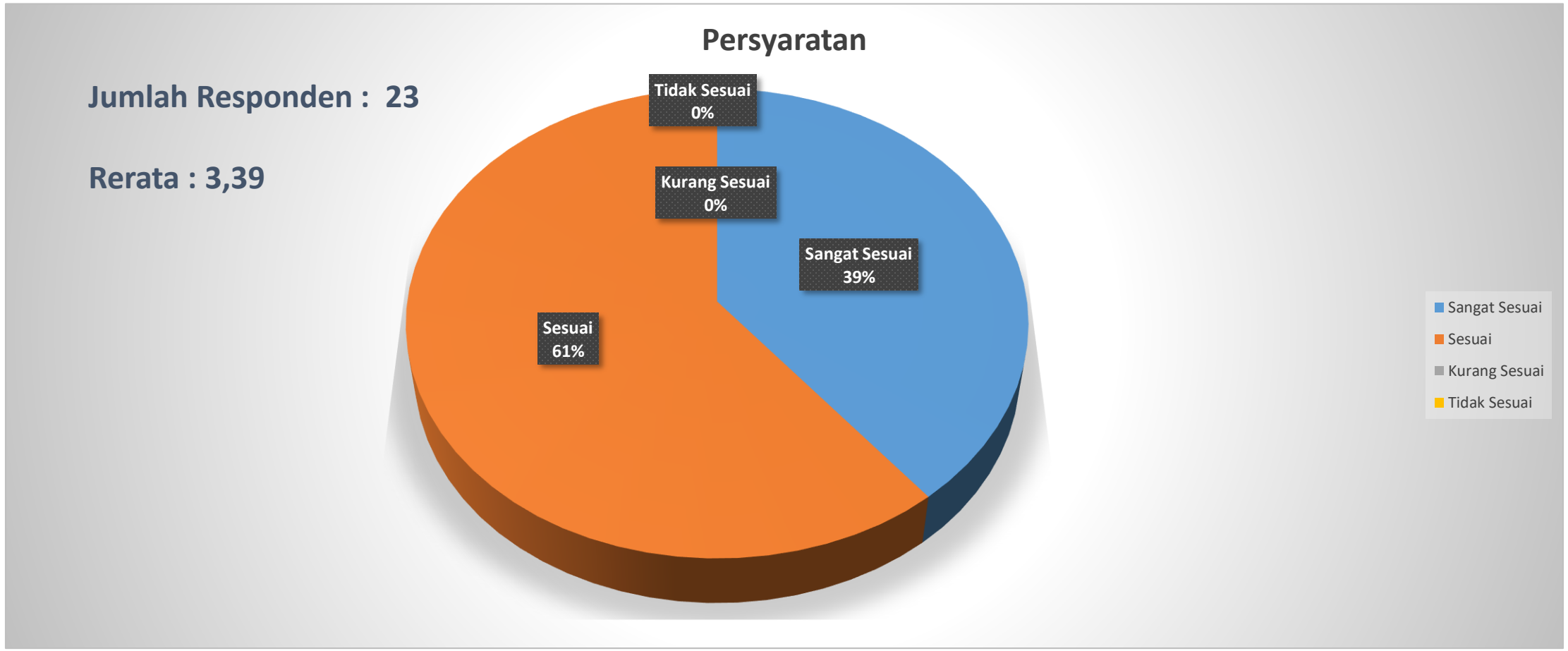
Persepsi Korupsi

Jumlah Responden : 106

Rerata : 3,34



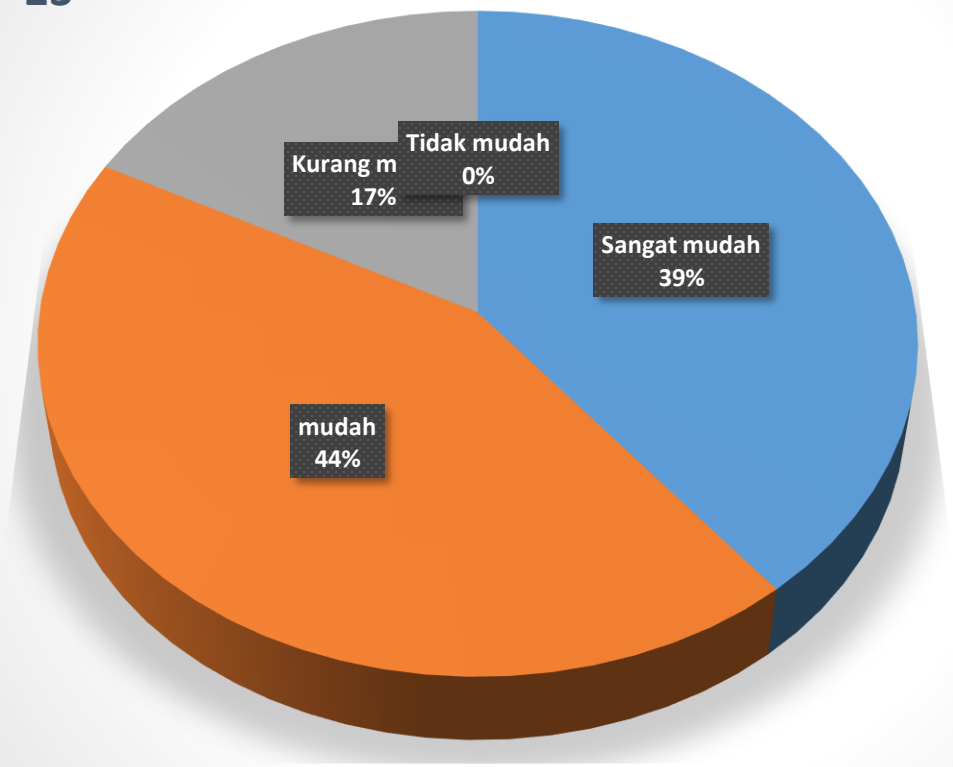
Respon masyarakat terhadap Pelayanan Publik dan Persepsi Korupsi (n=23)



Prosedur

Jumlah Responden : 23

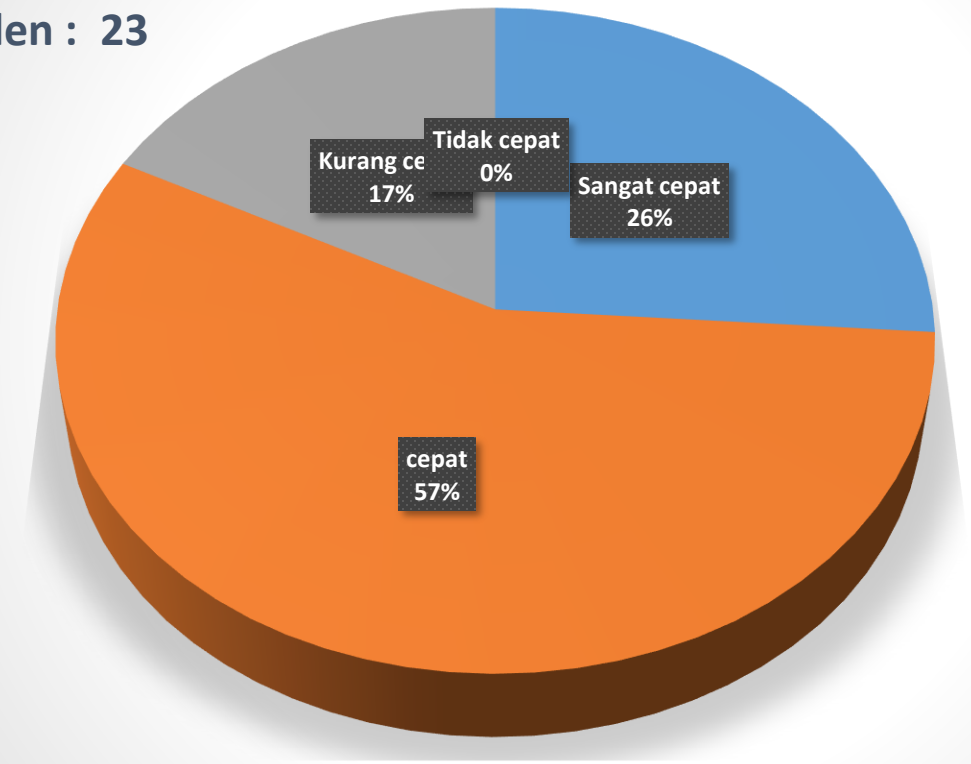
Rerata : 3,22



Waktu

Jumlah Responden : 23

Rerata : 3,09

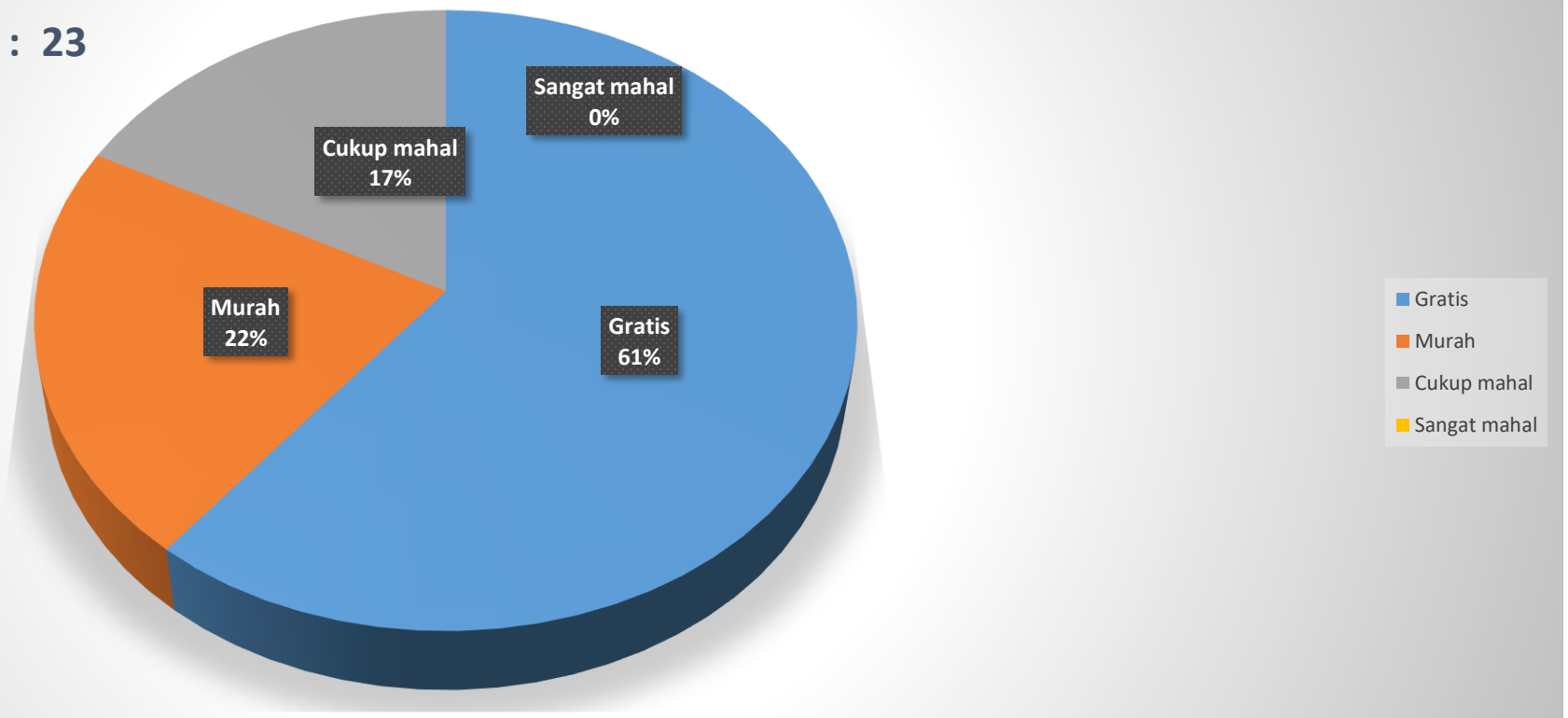


- Sangat cepat
- cepat
- Kurang cepat
- Tidak cepat

Biaya

Jumlah Responden : 23

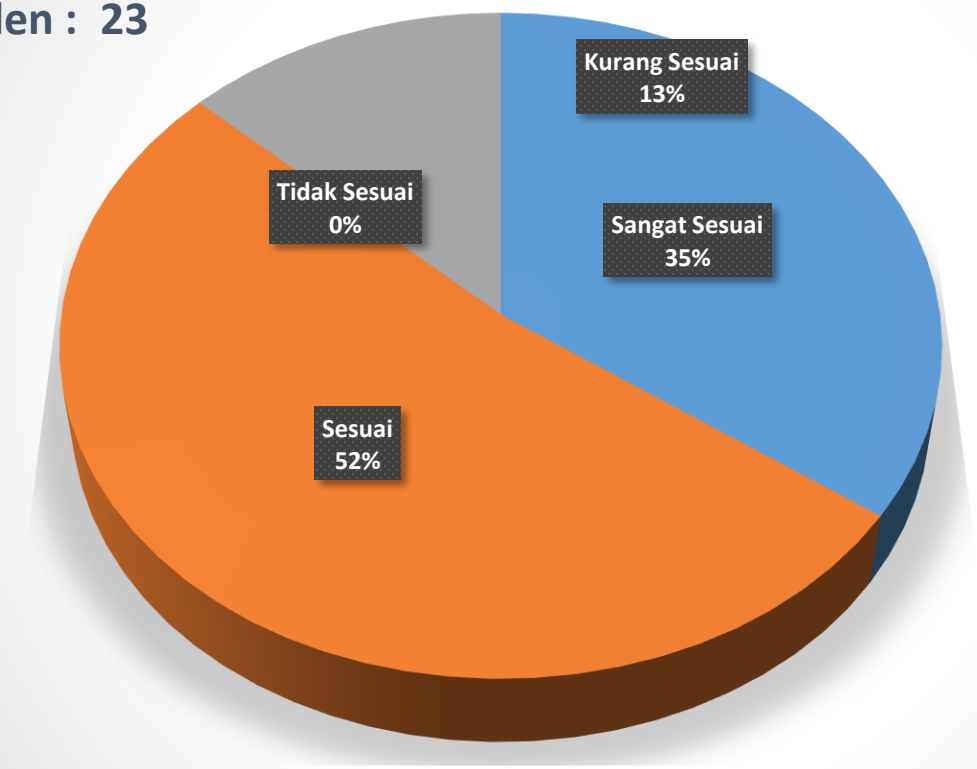
Rerata : 3,43



Produk Pelayanan

Jumlah Responden : 23

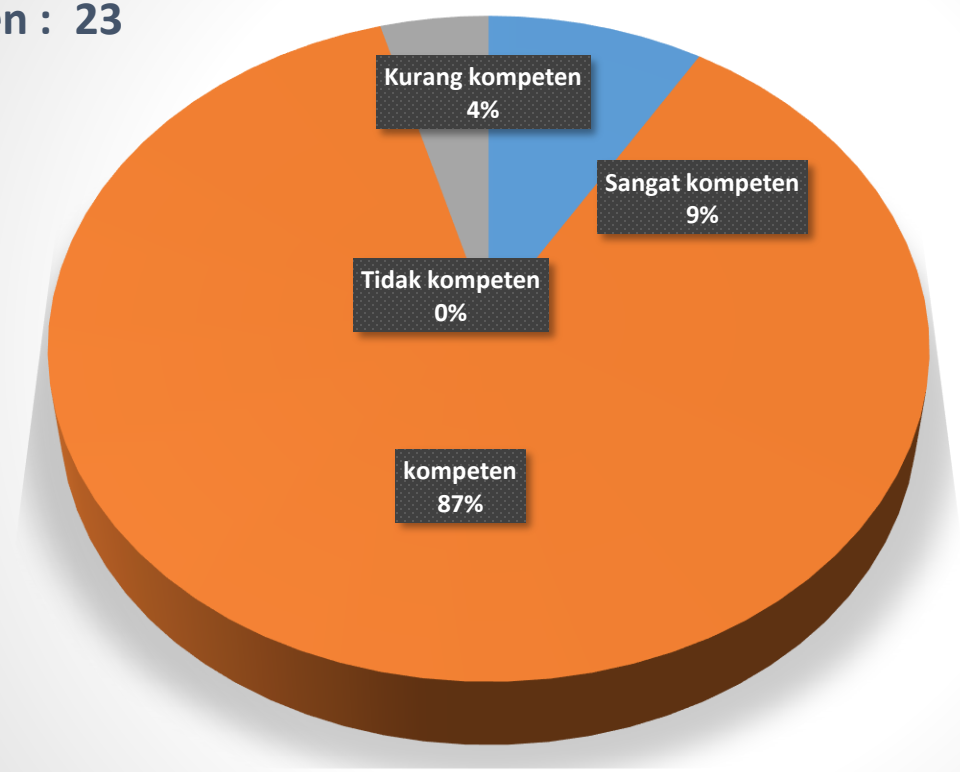
Rerata : 3,22



Kompetensi Pelaksana

Jumlah Responden : 23

Rerata : 3,04

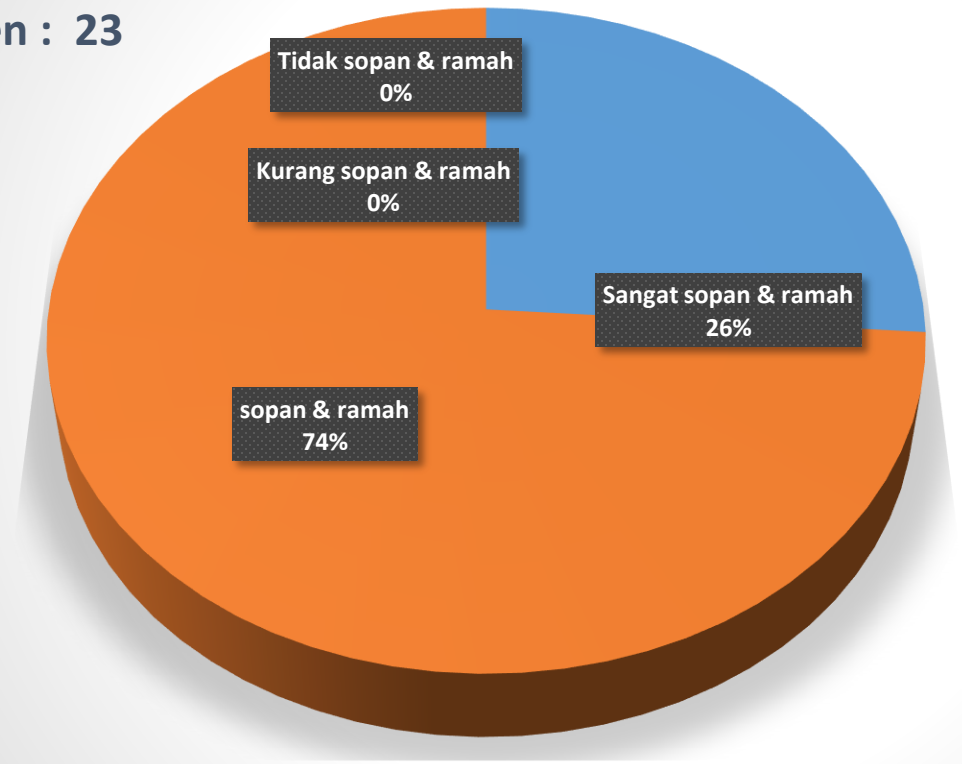


- Sangat kompeten
- kompeten
- Kurang kompeten
- Tidak kompeten

Perilaku Pelaksana

Jumlah Responden : 23

Rerata : 3,26

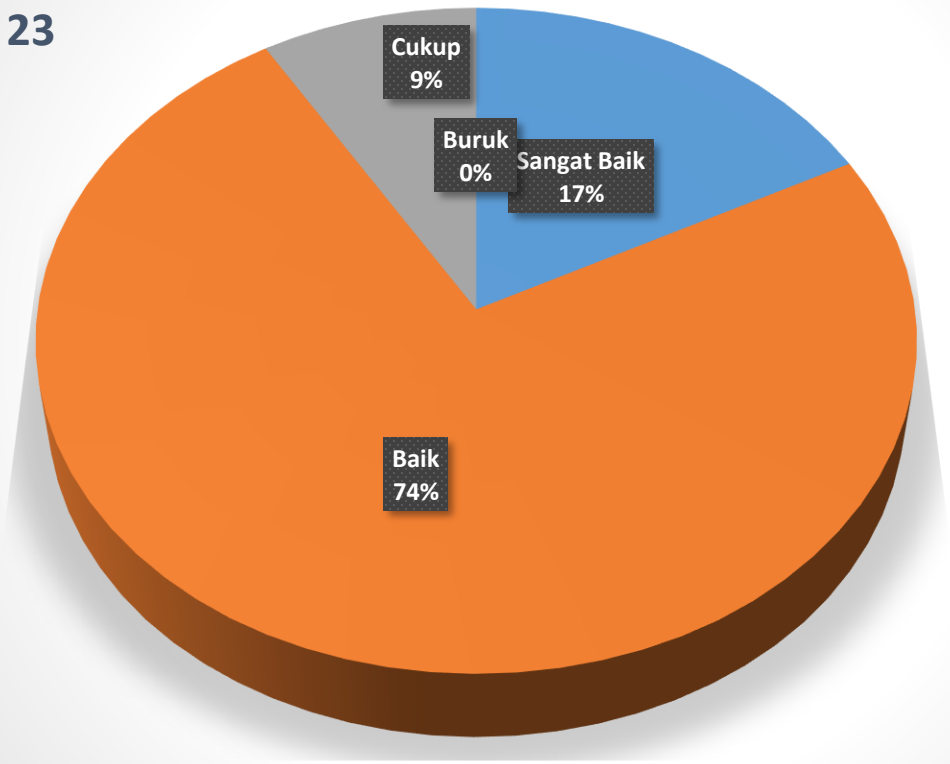


- Sangat sopan & ramah
- sopan & ramah
- Kurang sopan & ramah
- Tidak sopan & ramah

Sarana Prasarana

Jumlah Responden : 23

Rerata : 3,09

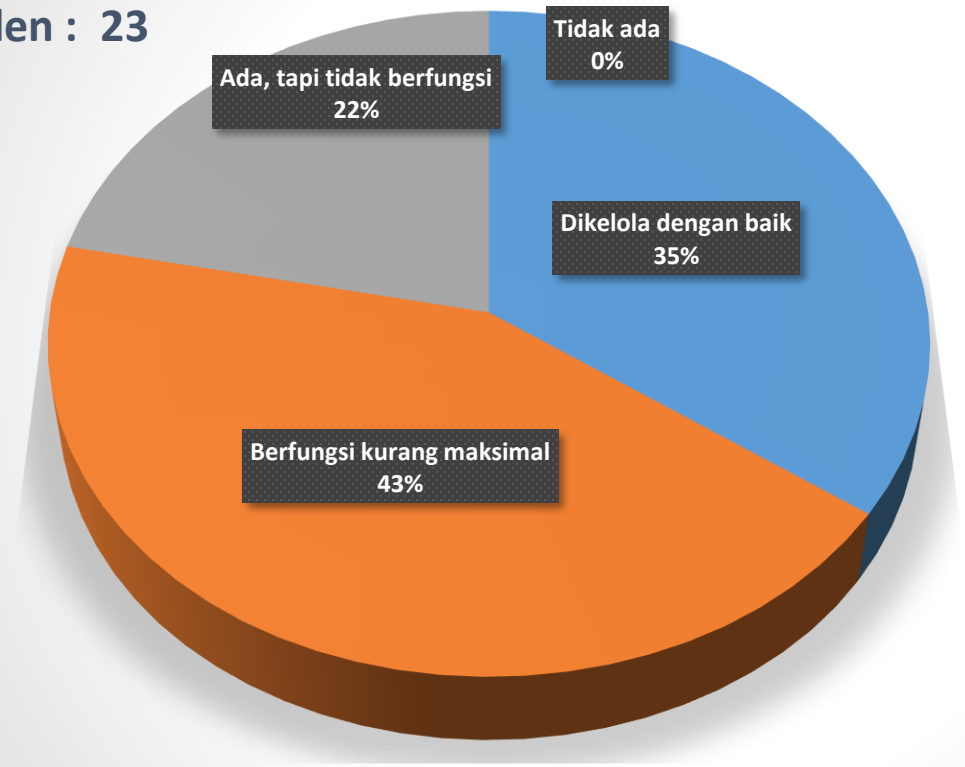


- Sangat Baik
- Baik
- Cukup
- Buruk

Penanganan Pengaduan

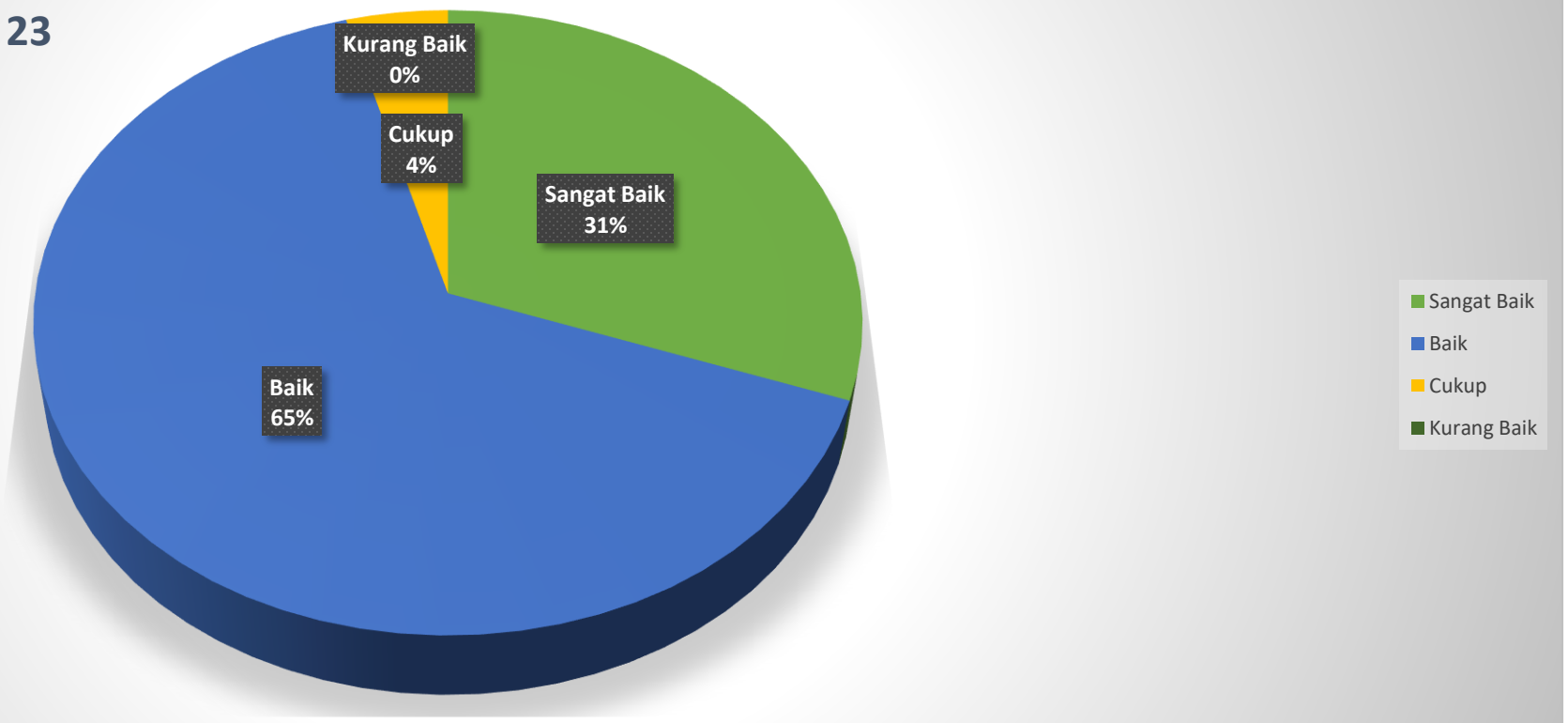
Jumlah Responden : 23

Rerata : 3,13



- Dikelola dengan baik
- Berfungsi kurang maksimal
- Ada, tapi tidak berfungsi
- Tidak ada

Persepsi Korupsi

Jumlah Responden : 23

Rerata : 3,24