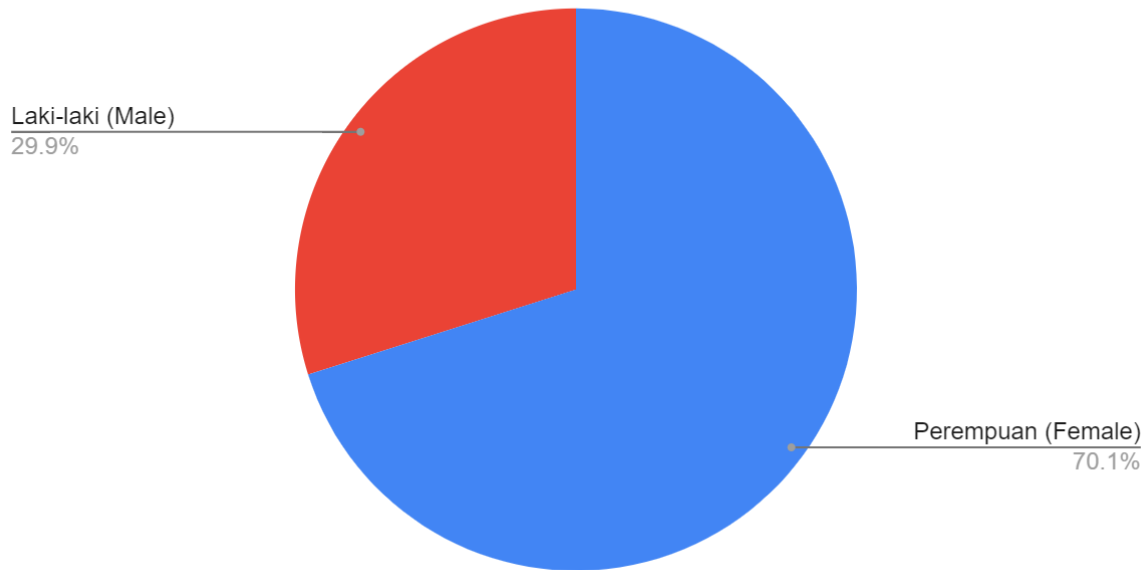


Hasil Survei Pelayanan Publik Museum Konferensi Asia Afrika

Periode : Januari 2023 s.d. September 2023
Jumlah responden : 523 orang

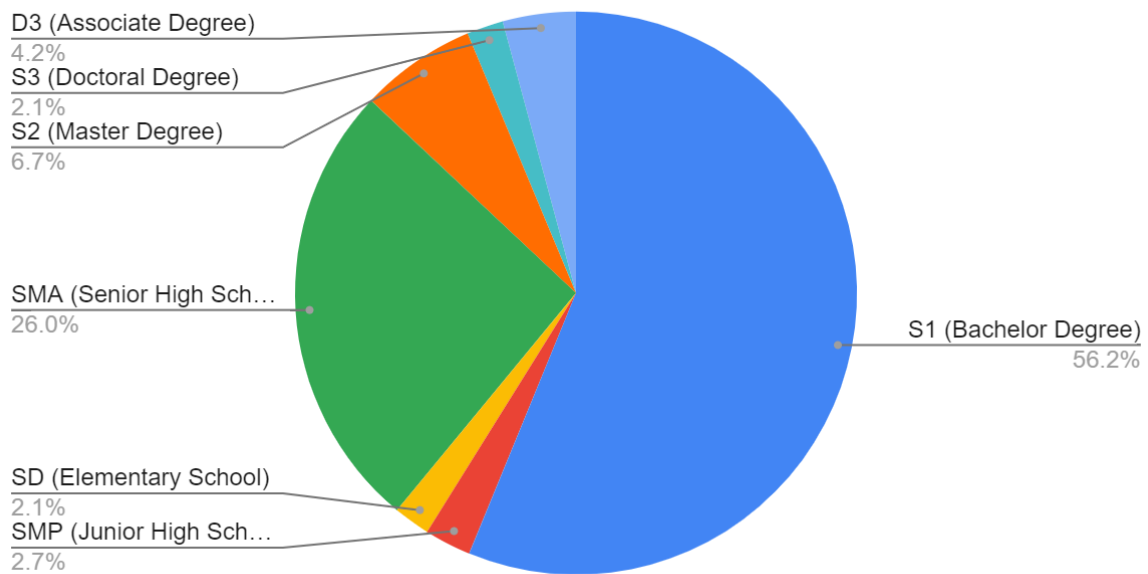
Jenis Kelamin (Gender)

523 responden



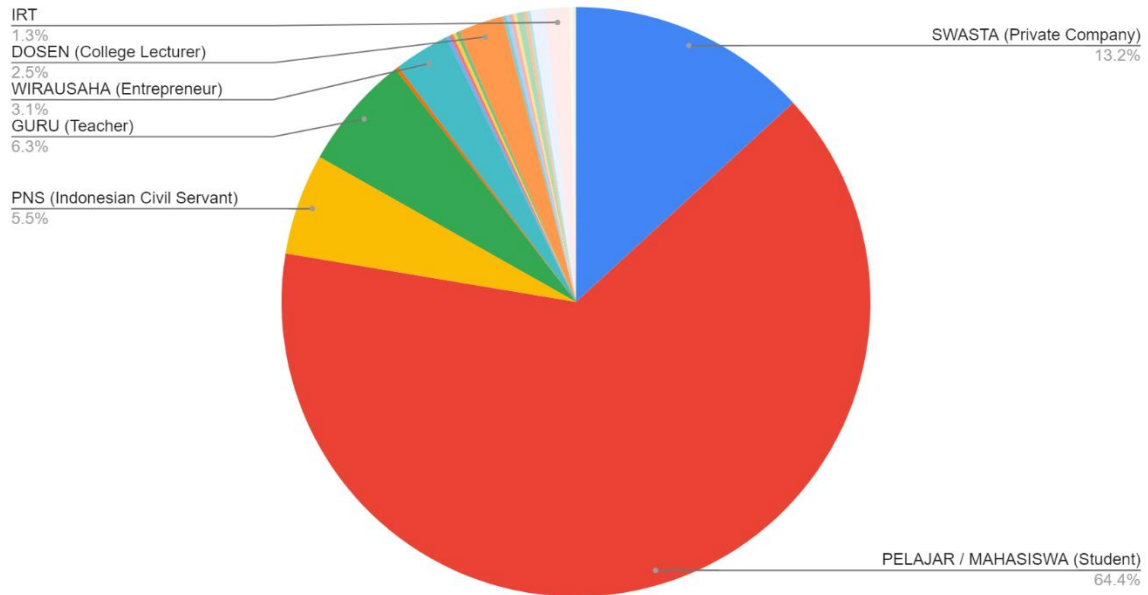
Pendidikan (Education)

523 responden



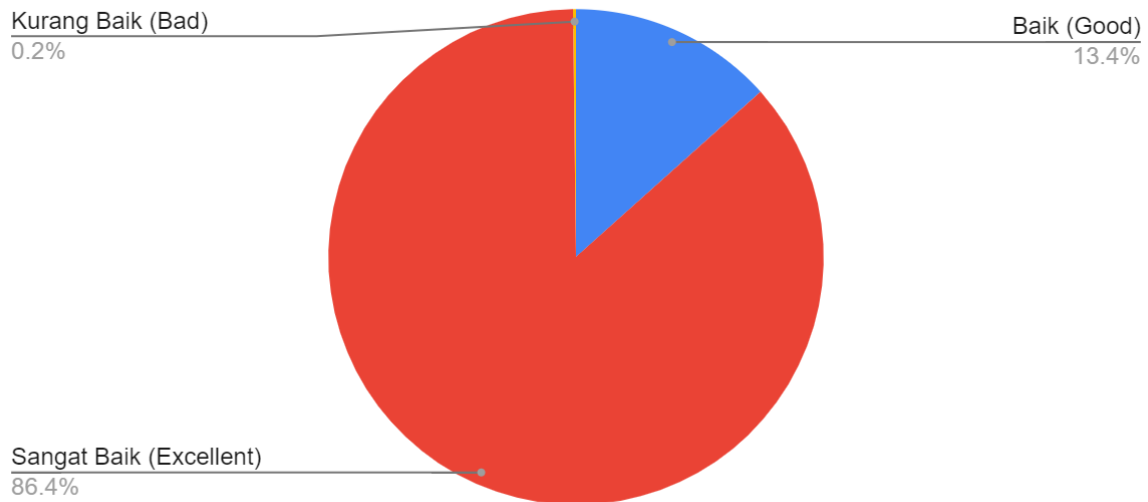
Pekerjaan (Occupation)

523 responden



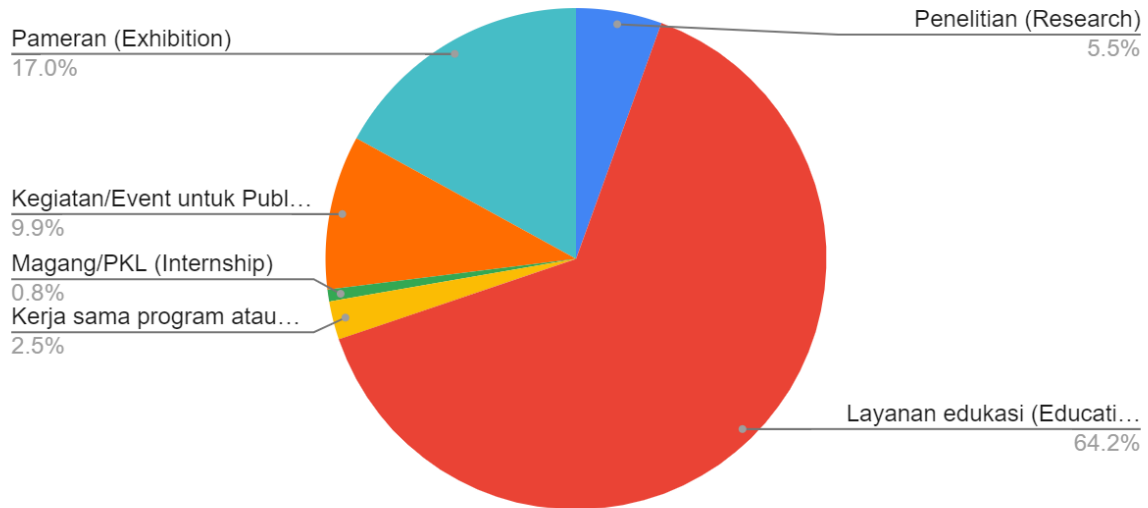
Bagaimana pelayanan Museum KAA (How satisfied are you with the service of Museum of The Asian-African Conference?)

523 responden



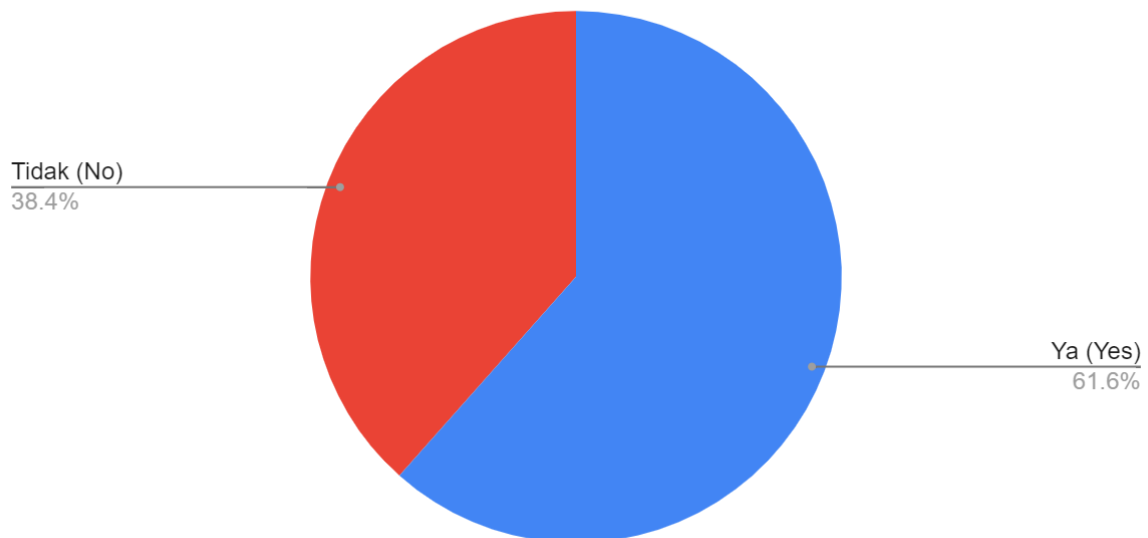
Jenis layanan yang anda terima
(What kind of service have you received from Museum of The Asian-African Conference?)

523 responden



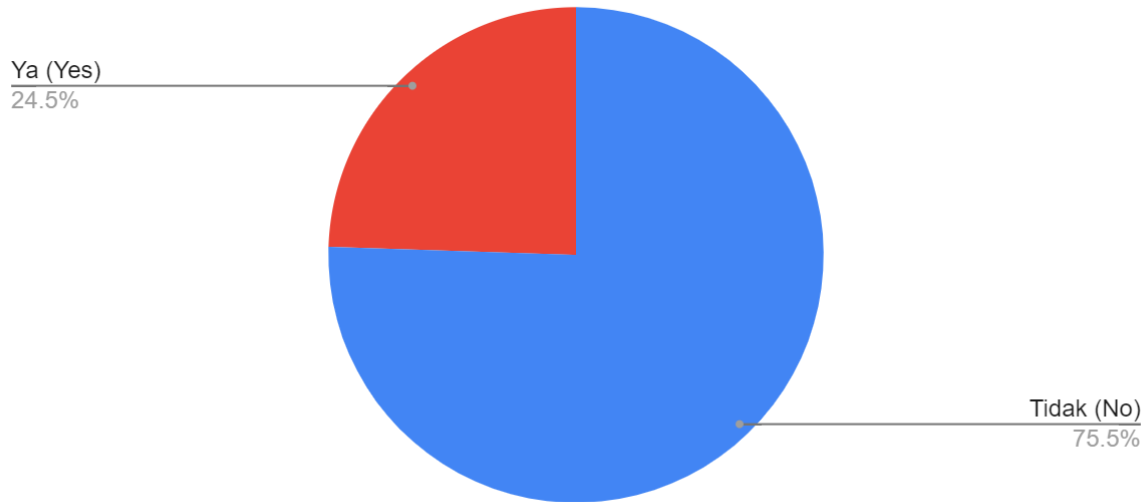
Pernah mengunjungi Museum KAA
(Have you ever visited Museum of The Asian African Conference?)

523 responden



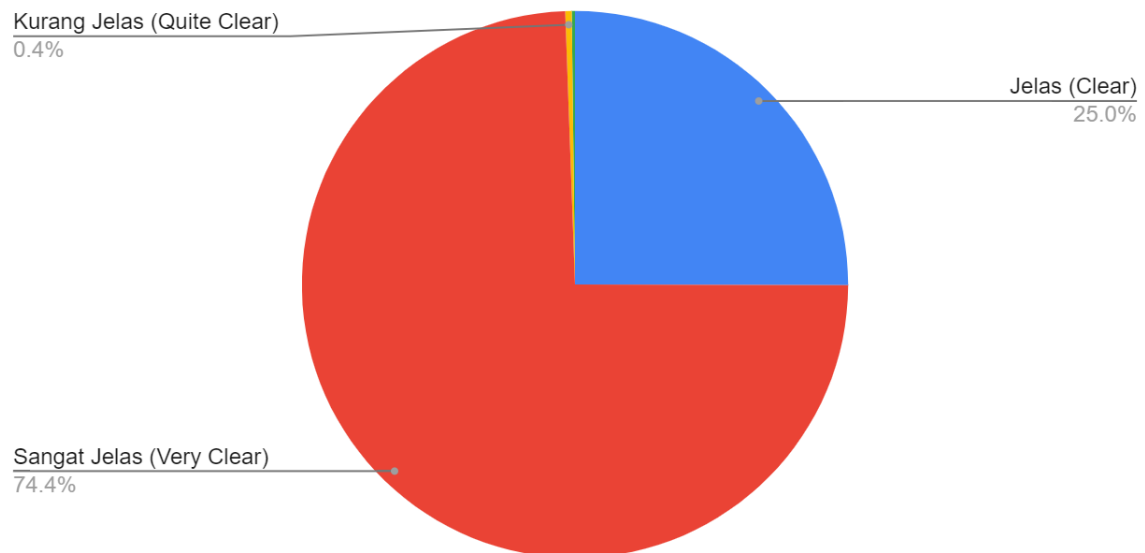
Pernah mengunjungi Virtual Museum KAA (Have you ever visited Virtual Museum of the Asian African Conference?)

523 responden

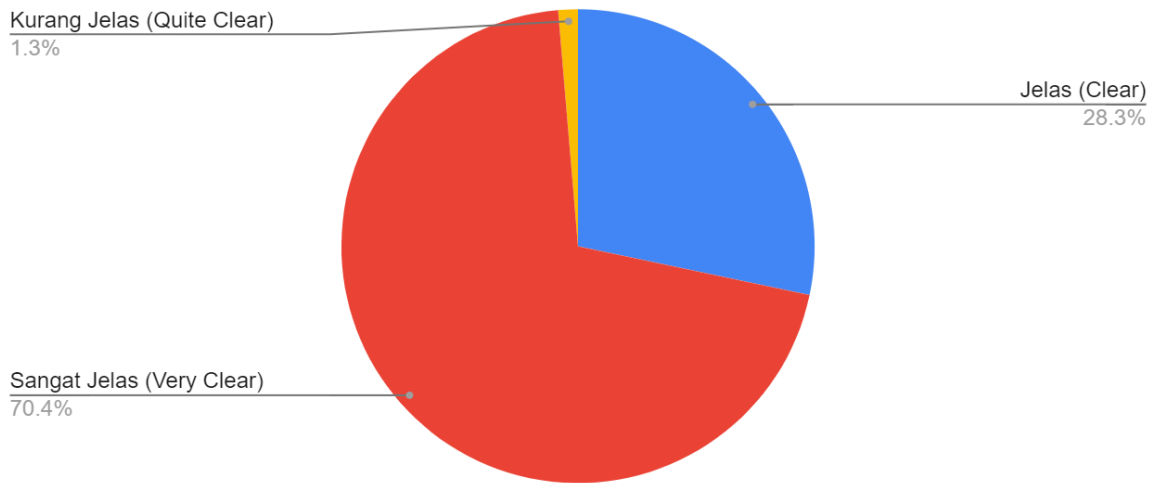


Apakah materi yang disajikan oleh Museum KAA sudah cukup memberikan penjelasan tentang Sejarah dan Nilai-nilai KAA? (Is the information presented by Museum of The Asian-African Conference able to provide explanation of Asian African Conference history and its values sufficiently?)

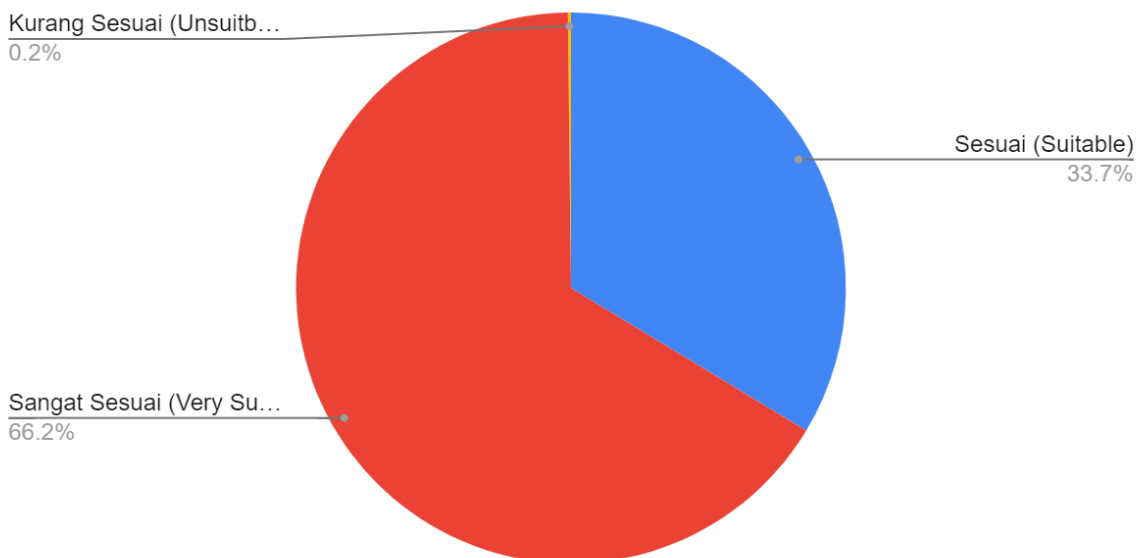
523 responden



Bagaimana informasi terkait layanan publik yang disediakan oleh Museum KAA [prosedur layanan, kontak yang dapat dihubungi, respon Museum terhadap permintaan informasi, dll]
 (How is information of public services provided by Museum of The Asian-African Conference suc...
 523 responden



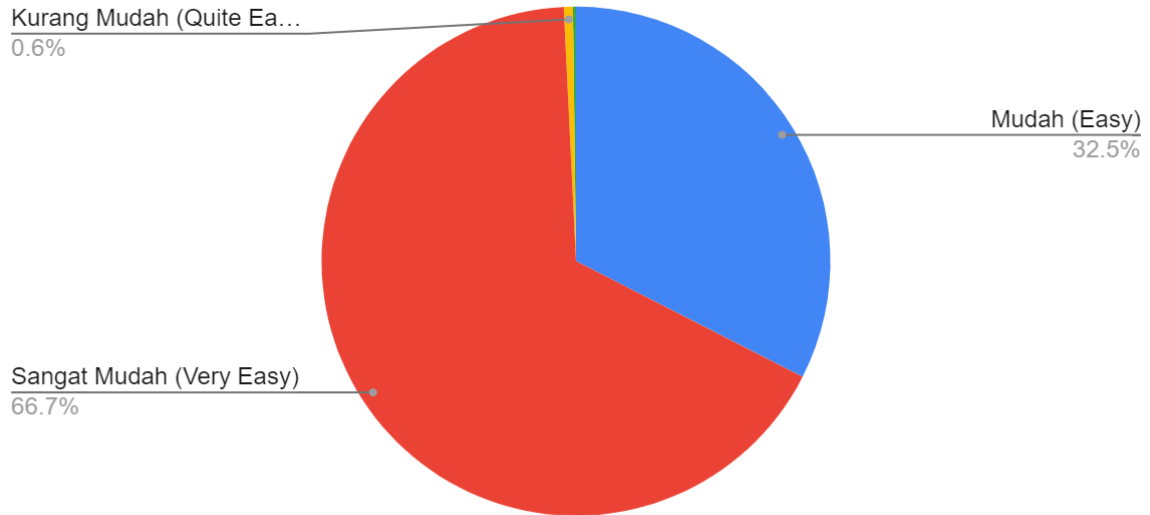
Apakah persyaratan pelayanan yang harus dipenuhi sudah sesuai dengan persyaratan yang dipublikasikan?
 (Are terms of services that should be followed according to the published terms?)
 523 responden



Bagaimana tingkat kemudahan prosedur untuk mendapatkan layanan yang tersedia?

(How is convenience-level of procedures to have the available services?)

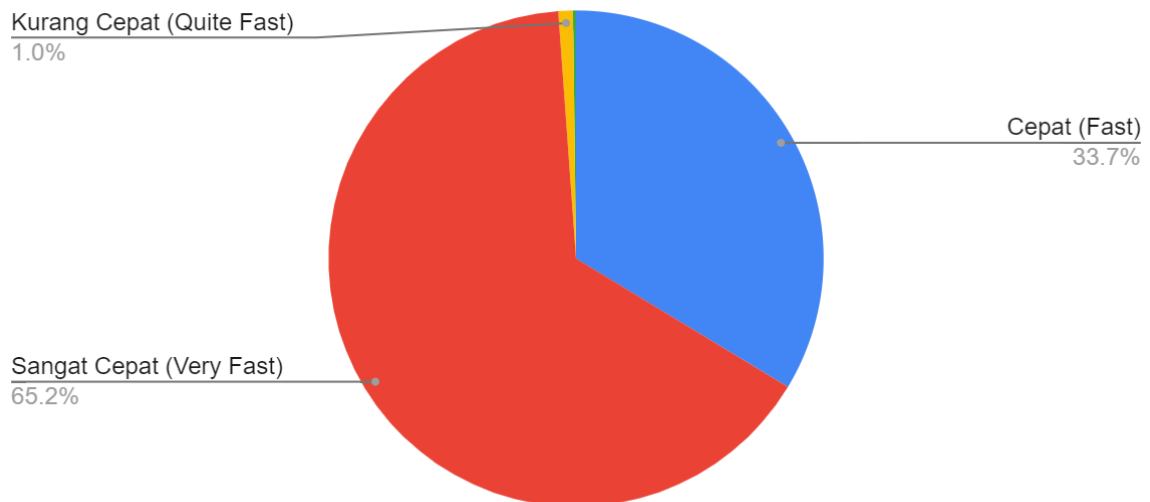
523 responden



"Bagaimana kecepatan dan jangka waktu pihak museum dalam memberikan pelayanan?"

(How fast the Museum provides the service?)

523 responden



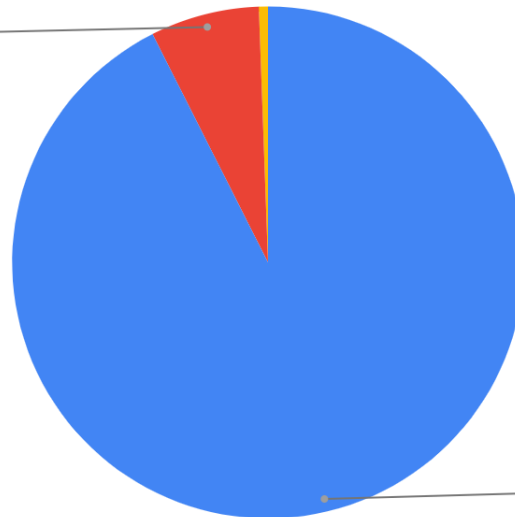
Bagaimana pendapat Sahabat terkait biaya/tarif pelayanan di Museum KAA?

(What do you think about service fees of the Museum?)

523 responden

Murah (Cheap)

6.9%



Gratis (Free)

92.5%

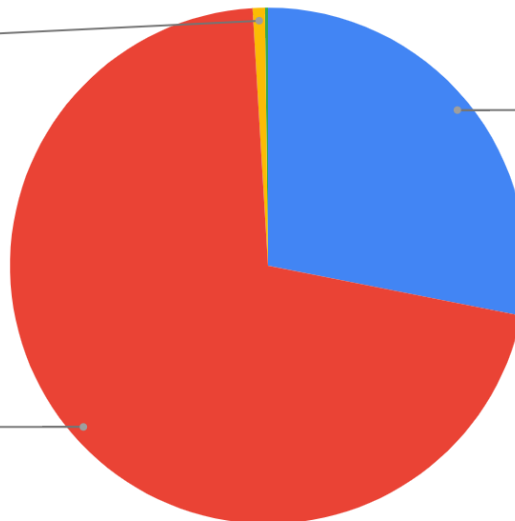
Apakah hasil dari layanan yang diberikan sudah sesuai dengan standar pelayanan yang dipublikasikan?

(Have service's outcomes met with the published Standard Operating Procedures?)

523 responden

Kurang Sesuai (Unsuitable)

0.8%



Sesuai (Suitable)

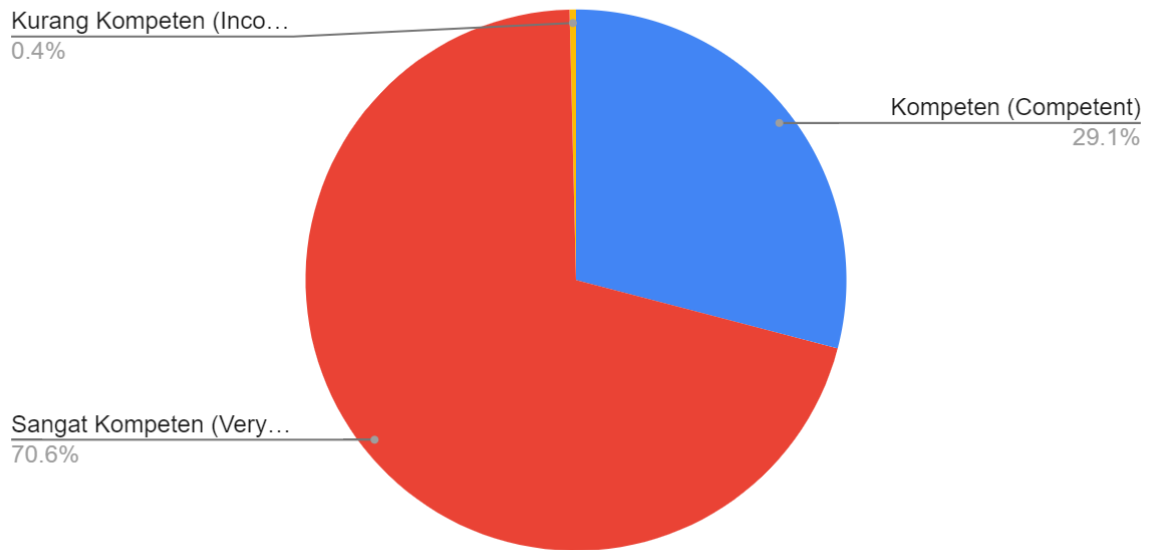
28.1%

Sangat Sesuai (Very Suitable)

70.9%

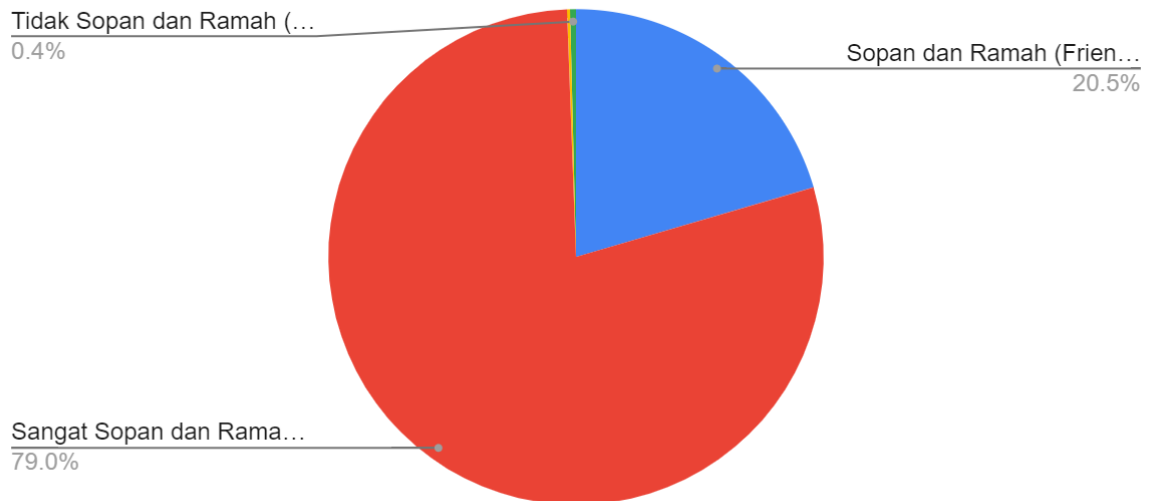
Bagaimana kompetensi/kemampuan petugas dalam memberikan pelayanan?
(How is competence/ability of the museum's educators for providing services?)

523 responden



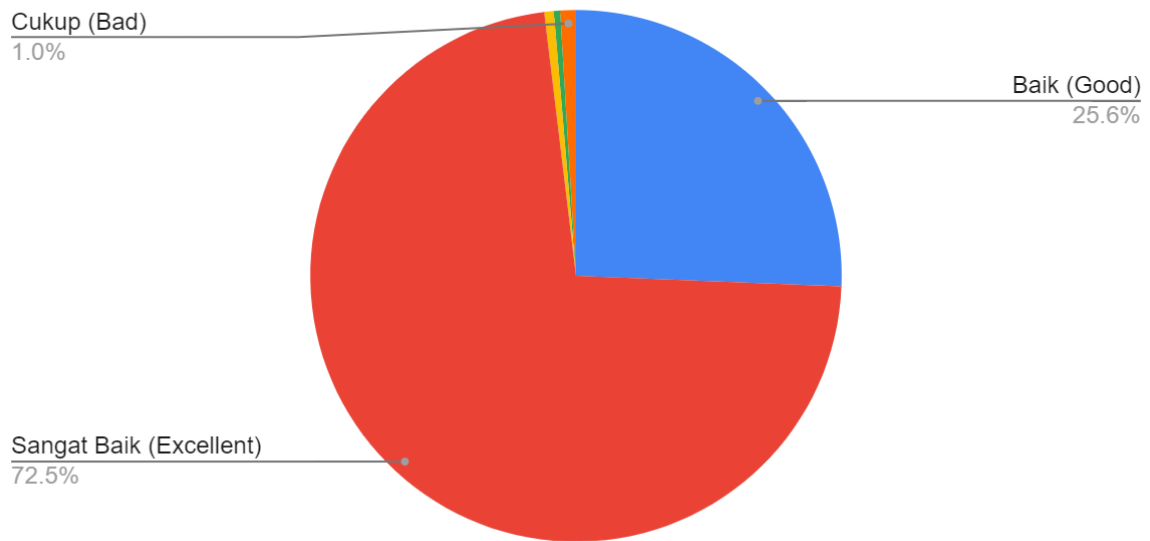
Bagaimana perilaku, kesopanan, dan keramahan petugas dalam memberikan pelayanan?
(How do museum's staffs behave in providing services?)

523 responden



Bagaimana kualitas sarana dan prasarana di Museum KAA?
(How is quality of the facilities and infrastructure at the Museum?)

523 responden



Bagaimana penanganan terhadap pengaduan yang diberikan oleh pengunjung?
(How is the handling of complaints conveyed by visitors?)

523 responden

