



**KEMENTERIAN AGAMA REPUBLIK INDONESIA**  
**KANTOR KEMENTERIAN AGAMA KABUPATEN KUDUS**

Jalan Mejobo No. 27 Kudus

Telephon (0291) 432896. Fax. (0291) 4251135

Website : [www.kudus.kemenag.go.id](http://www.kudus.kemenag.go.id) Email : [kabkudus@kemenag.go.id](mailto:kabkudus@kemenag.go.id)

Nomor : 2692 /Kk.11.19/1/KS.01/05/2023

02 Mei 2023

Sifat : Biasa

Lamp. : -


Hal : Hasil Survei Mandiri IPKP (Indeks Persepsi Kepuasan Pelayanan Publik) dan IPAK (Indeks Persepsi Anti Korupsi) pada Kankemenag Kab. Kudus Triwulan I Tahun 2023

Yth. Kepala Kantor Wilayah Kementerian Agama Provinsi Jawa Tengah

Untuk mewujudkan birokrasi pelayanan publik Kantor Kementerian Agama Kabupaten Kudus sebagai satuan kerja Zona Integritas Menuju WBK & WBBM Kementerian Agama Tahun 2023, maka terlampir kami sampaikan hasil survei eksternal terhadap layanan pada satuan kerja Kantor Kementerian Agama Kab. Kudus Triwulan I Tahun 2023 yang dilaksanakan selama 3 (tiga) hari mulai tanggal 26 s.d. 28 April 2023 dengan penyebaran kuisisioner melalui *googleform* kepada 100 orang responden.

Demikian disampaikan, atas perhatian dan bantuannya kami haturkan terimakasih.

Kepala,



Suhadi *du*

Lampiran surat

Nomor : 2692 /Kk.11.19/1/KS.01/05/2023

Tanggal : 02 Mei 2023

Hasil survei IPKP (Indeks Persepsi Kualitas Pelayanan Publik) dan IPAK (Indeks Persepsi Anti Korupsi) pada satuan kerja Kantor Kementerian Agama Kabupaten Kudus :

|   |  |      |             |
|---|--|------|-------------|
| 1 | IPKP (Indeks Persepsi Kualitas Pelayanan Publik) | 3,72 | Sangat Baik |
| 2 | IPAK (Indeks Persepsi Anti Korupsi)              | 3,66 | Sangat Baik |

Keterangan:

0 s.d. 1 = Sangat Buruk

>1 s.d. 2 = Buruk

>2 s.d. 3 = Baik

>3 s.d. 4 = Sangat Baik

Kepala,



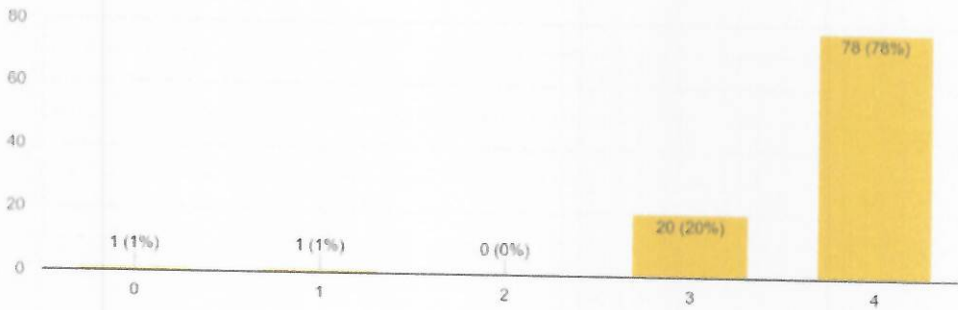
Suhadi

**HASIL SURVEI PERSEPSI MASYARAKAT TERHADAP PELAYANAN PUBLIK  
KANKEMENAG KABUPATEN KUDUS TRIWULAN I TAHUN 2023  
Indeks Persepsi Kualitas Pelayanan Publik (IPKP)**

Persyaratan pelayanan terbuka, jelas dan mudah dipenuhi

 Copy

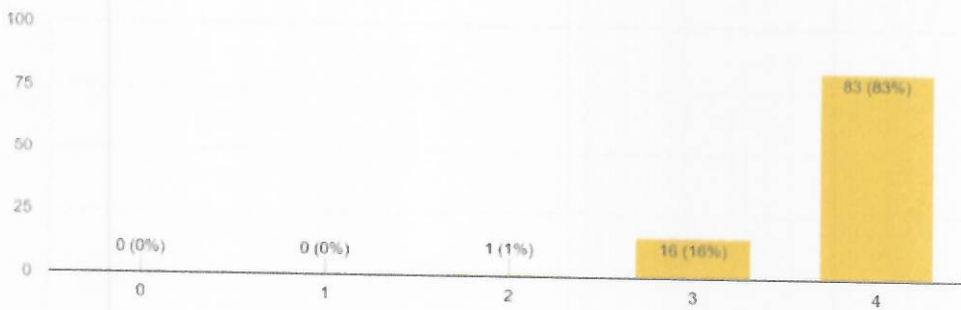
100 responses



Informasi prosedur pelayanan bersifat terbuka

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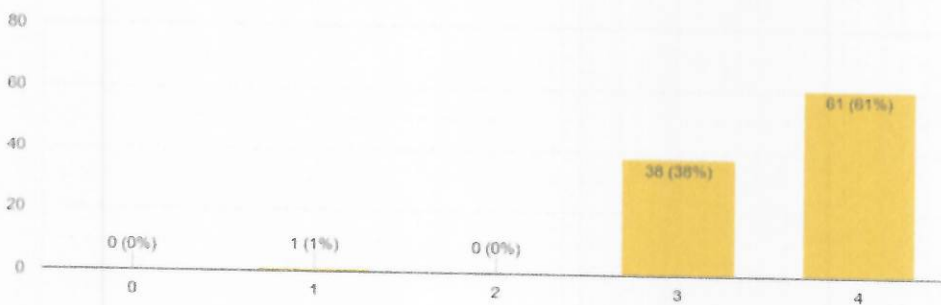
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Prosedur pelayanan sederhana

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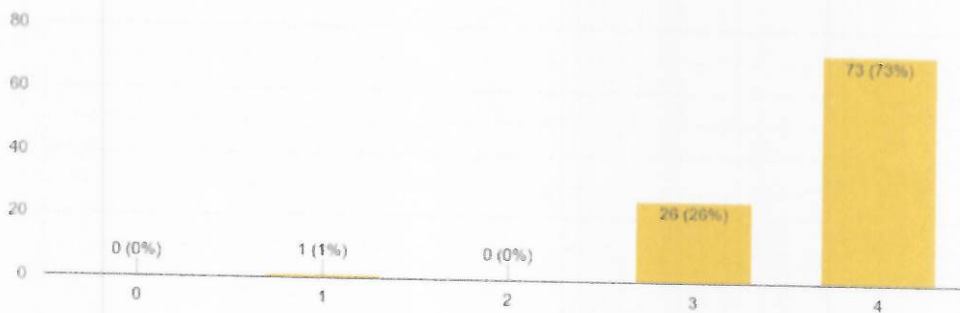
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### Informasi waktu pelayanan jelas, pelaksanaan pelayanan tepat waktu

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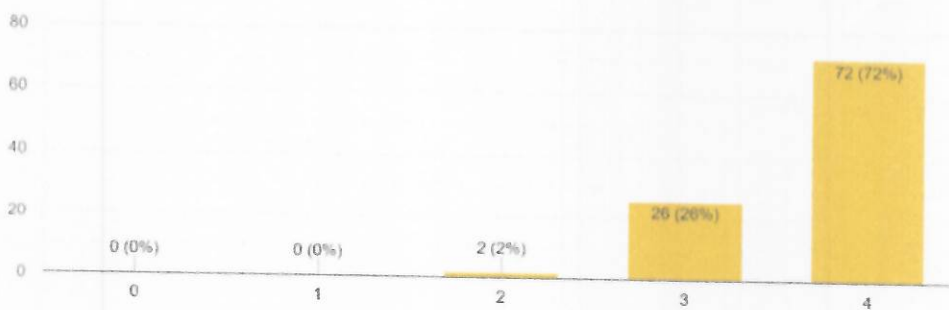
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### Sarana pengaduan/ keluhan pelayanan publik tersedia

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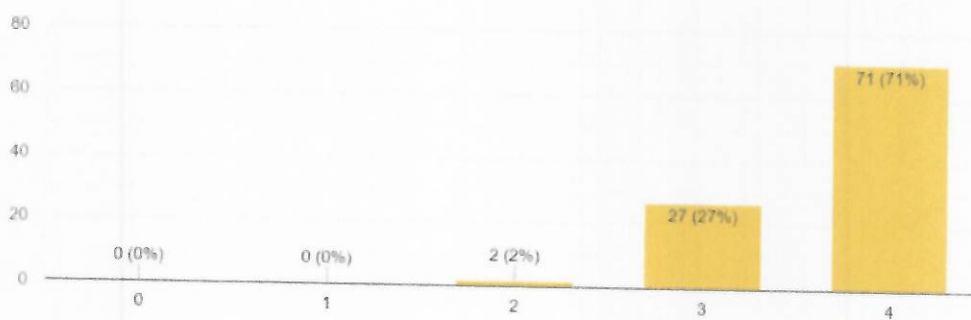
100 responses



### Petugas pelayanan sigap, cekatan dan memiliki pengalaman teknis yang memadai

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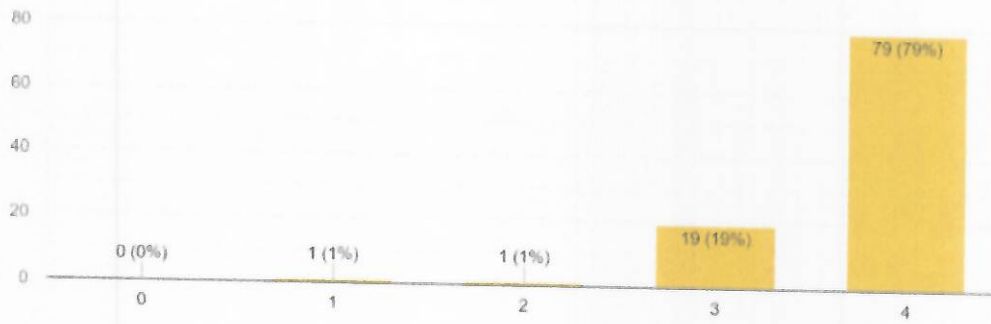
100 responses



### Petugas pelayanan ramah, sopan dan disiplin dalam memberikan pelayanan

Copy

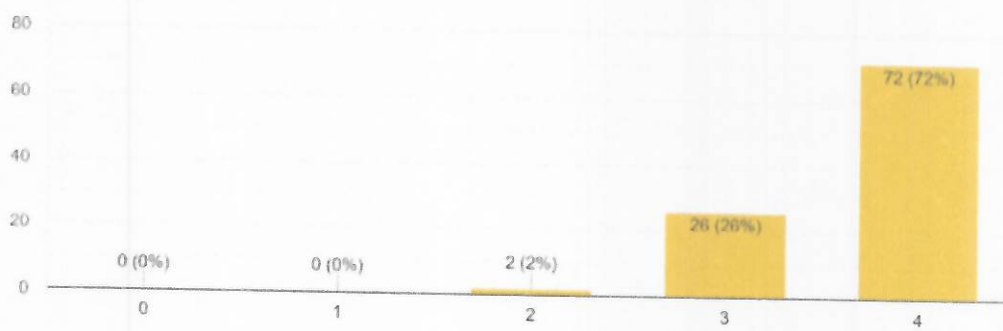
100 responses



### Terdapat kesamaan perlakuan pelayanan

Copy

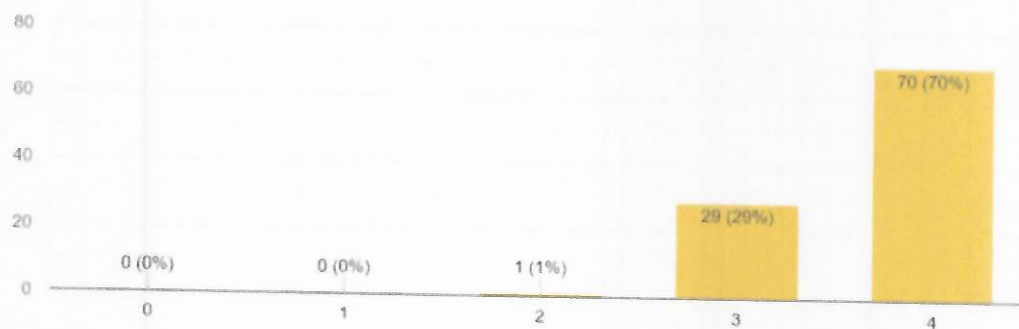
100 responses



### Pelaksanaan pelayanan sesuai dengan maklumat/ janji pelayanan

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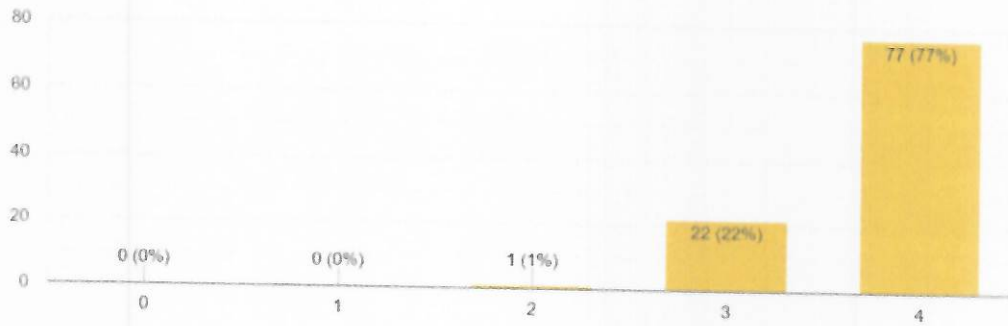
100 responses



Sarana dan prasarana pelayanan bersih, rapi dan nyaman

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100 responses



Kudus, 2 Mei 2023

Mengetahui,

Kakankemenag Kab. Kudus



Suhadi de



| Timestamp          | Persyaratan pelayanan terbuka, jelas dan mudah dipenuhi | Informasi prosedur pelayanan bersifat terbuka | Prosedur pelayanan sederhana | waktu pelayanan jelas, pelaksanaan dan prosedur pelayanan tepat | Sarana pengaduan/keluhan pelayanan publik tersedia | pelayanan sigap, cekatan dan memiliki pengalaman teknis yang memadai | pelayanan ramah, sopan dan disiplin dalam memberikan pelayanan | Terdapat kesamaan perlakuan pelayanan | Pelaksanaan pelayanan sesuai dengan maklumat/janji pelayanan | Sarana dan prasarana pelayanan bersih, rapi dan nyaman |
|--------------------|---|---|------------------------------|---|--|--|--|---------------------------------------|--|--|
| 4/26/2023 16:34:14 | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4  | 4  |
| 4/26/2023 17:48:28 | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4  | 4  |
| 4/26/2023 18:16:37 | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4  | 4  |
| 4/26/2023 19:44:51 | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4  | 4  |
| 4/27/2023 13:08:13 | 3   | 4   | 3                            | 4   | 4  | 4  | 4  | 4                                     | 4  | 4  |
| 4/28/2023 8:00:21  | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4  | 4  |
| 4/28/2023 8:03:46  | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4  | 4  |
| 4/28/2023 8:03:49  | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4  | 4  |
| 4/28/2023 8:04:15  | 3   | 3   | 3                            | 3   | 3  | 3  | 3  | 3                                     | 3  | 3  |
| 4/28/2023 8:04:33  | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4  | 4  |
| 4/28/2023 8:07:12  | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4  | 4  |
| 4/28/2023 8:07:34  | 4   | 4   | 3                            | 4   | 4  | 4  | 4  | 3                                     | 4  | 3  |
| 4/28/2023 8:08:55  | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4  | 4  |
| 4/28/2023 8:09:23  | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4  | 4  |
| 4/28/2023 8:12:17  | 4   | 4   | 3                            | 4   | 4  | 4  | 4  | 4                                     | 3  | 4  |
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| 4/28/2023 8:24:47  | 4   | 4   | 3                            | 4   | 4  | 4  | 3  | 4                                     | 2  | 3  |
| 4/28/2023 8:25:37  | 3   | 3   | 3                            | 3   | 3  | 3  | 3  | 3                                     | 3  | 3  |
| 4/28/2023 8:28:50  | 3   | 4   | 3                            | 4   | 4  | 4  | 4  | 3                                     | 4  | 4  |
| 4/28/2023 8:31:27  | 3   | 3   | 3                            | 3   | 3  | 3  | 3  | 3                                     | 3  | 3  |
| 4/28/2023 8:31:58  | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4  | 4  |
| 4/28/2023 8:32:00  | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4  | 4  |
| 4/28/2023 8:32:35  | 4   | 4   | 3                            | 4   | 4  | 4  | 4  | 4                                     | 4  | 4  |
| 4/28/2023 8:33:53  | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4  | 4  |
| 4/28/2023 8:36:03  | 3   | 4   | 4                            | 4   | 3  | 4  | 4  | 3                                     | 3  | 3  |
| 4/28/2023 8:41:21  | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4  | 4  |
| 4/28/2023 8:42:06  | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4  | 4  |
| 4/28/2023 8:42:30  | 3   | 3   | 3                            | 3   | 3  | 3  | 3  | 3                                     | 3  | 3  |
| 4/28/2023 8:42:33  | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4  | 4  |
| 4/28/2023 8:43:50  | 4   | 4   | 4                            | 4   | 4  | 4  | 3  | 4                                     | 4  | 4  |

| Timestamp         | Persyaratan pelayanan terbuka, jelas dan mudah dipenuhi | Informasi prosedur pelayanan bersifat terbuka | Prosedur pelayanan sederhana | waktu pelayanan jelas, pelaksanaan an pelayanan tepat | Sarana Sarana pengaduan/ keluhan pelayanan publik tersedia | pelayanan sigap, cekatan dan memiliki pengalaman teknis yang memadai | pelayanan ramah, sopan dan disiplin dalam memberikan | Terdapat kesamaan perlakuan pelayanan | Pelaksanaan pelayanan sesuai dengan maklumat/ janji pelayanan | Sarana dan prasarana pelayanan bersih, rapi dan nyaman |
|-------------------|---|---|------------------------------|---|--|--|--|---------------------------------------|---|--|
| 4/28/2023 8:44:21 | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 8:45:46 | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 8:46:34 | 4   | 4   | 3                            | 4   | 4  | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 8:47:28 | 3   | 3   | 3                            | 3   | 3  | 3  | 3  | 3                                     | 3   | 3  |
| 4/28/2023 8:48:29 | 3   | 3   | 3                            | 3   | 2  | 3  | 3  | 3                                     | 3   | 3  |
| 4/28/2023 8:49:15 | 3   | 3   | 3                            | 3   | 3  | 3  | 3  | 3                                     | 3   | 3  |
| 4/28/2023 8:49:46 | 3   | 3   | 3                            | 3   | 3  | 3  | 3  | 3                                     | 3   | 3  |
| 4/28/2023 8:50:20 | 4   | 4   | 4                            | 4   | 3  | 3  | 3  | 3                                     | 3   | 3  |
| 4/28/2023 8:51:20 | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 8:53:22 | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 8:53:47 | 4   | 4   | 4                            | 3   | 3  | 3  | 3  | 3                                     | 3   | 3  |
| 4/28/2023 8:55:29 | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 8:57:21 | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 9:00:23 | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 9:01:08 | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 9:01:43 | 4   | 3   | 3                            | 3   | 4  | 4  | 3  | 3                                     | 3   | 3  |
| 4/28/2023 9:06:17 | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 9:06:49 | 4   | 4   | 3                            | 4   | 4  | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 9:08:24 | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 9:12:20 | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 9:16:39 | 4   | 4   | 3                            | 4   | 4  | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 9:23:22 | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 3                                     | 4   | 4  |
| 4/28/2023 9:23:33 | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 9:23:35 | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 9:26:47 | 3   | 4   | 3                            | 3   | 3  | 4  | 3  | 3                                     | 3   | 4  |
| 4/28/2023 9:30:38 | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 9:30:44 | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 9:31:47 | 4   | 4   | 4                            | 4   | 4  | 4  | 4  | 3                                     | 4   | 3  |
| 4/28/2023 9:34:37 | 4   | 4   | 3                            | 3   | 4  | 3  | 3  | 3                                     | 3   | 3  |
| 4/28/2023 9:56:44 | 4   | 4   | 4                            | 3   | 4  | 4  | 4  | 4                                     | 4   | 4  |



| Timestamp          | Persyaratan pelayanan terbuka, jelas dan mudah dipenuhi | Informasi prosedur pelayanan bersifat terbuka | Prosedur pelayanan sederhana | waktu pelayanan jelas, pelaksanaan an pelayanan tepat | Sarana pengaduan/ keluhan pelayanan publik tersedia | pelayanan sigap, cekatan dan memiliki pengalaman teknis yang memadai | pelayanan ramah, sopan dan disiplin dalam memberikan | Terdapat kesamaan perlakuan pelayanan | Pelaksanaan pelayanan sesuai dengan maklumat/ janji pelayanan | Sarana dan prasarana pelayanan bersih, rapi dan nyaman |
|--------------------|---|---|------------------------------|---|---|--|--|---------------------------------------|---|--|
| 4/28/2023 10:03:43 | 1   | 2   | 1                            | 1   | 2   | 2  | 1  | 2                                     | 3   | 3  |
| 4/28/2023 10:15:01 | 4   | 4   | 4                            | 3   | 4   | 4  | 3  | 4                                     | 4   | 4  |
| 4/28/2023 10:16:27 | 3   | 3   | 3                            | 3   | 3   | 3  | 3  | 3                                     | 3   | 3  |
| 4/28/2023 10:19:06 | 4   | 4   | 4                            | 4   | 4   | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 10:26:48 | 4   | 4   | 4                            | 4   | 4   | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 10:42:17 | 4   | 4   | 4                            | 4   | 4   | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 10:43:55 | 4   | 4   | 4                            | 4   | 4   | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 10:46:34 | 3   | 3   | 3                            | 3   | 3   | 3  | 3  | 3                                     | 3   | 3  |
| 4/28/2023 10:52:02 | 3   | 3   | 3                            | 3   | 3   | 3  | 3  | 3                                     | 3   | 3  |
| 4/28/2023 10:55:05 | 4   | 4   | 4                            | 4   | 4   | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 11:19:12 | 4   | 4   | 4                            | 4   | 4   | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 12:47:57 | 4   | 4   | 4                            | 4   | 4   | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 12:55:01 | 4   | 4   | 4                            | 4   | 4   | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 13:30:18 | 4   | 4   | 4                            | 4   | 4   | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 14:33:35 | 4   | 4   | 4                            | 4   | 4   | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 14:36:23 | 4   | 4   | 4                            | 4   | 4   | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 14:42:45 | 4   | 4   | 4                            | 4   | 4   | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 14:45:38 | 4   | 4   | 4                            | 4   | 4   | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 14:58:21 | 4   | 4   | 4                            | 4   | 4   | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 15:03:24 | 4   | 4   | 4                            | 4   | 4   | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 15:43:35 | 0   | 4   | 4                            | 4   | 4   | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 15:53:05 | 4   | 4   | 4                            | 3   | 4   | 4  | 4  | 3                                     | 3   | 4  |
| 4/28/2023 16:13:27 | 4   | 4   | 4                            | 4   | 4   | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 16:15:50 | 3   | 3   | 3                            | 4   | 3   | 3  | 3  | 4                                     | 3   | 4  |
| 4/28/2023 16:36:32 | 4   | 4   | 4                            | 3   | 3   | 4  | 4  | 3                                     | 3   | 4  |
| 4/28/2023 16:38:16 | 4   | 4   | 4                            | 3   | 3   | 3  | 4  | 3                                     | 3   | 4  |
| 4/28/2023 16:47:39 | 4   | 4   | 4                            | 4   | 4   | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 16:50:55 | 4   | 4   | 4                            | 4   | 4   | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 16:51:06 | 4   | 4   | 4                            | 4   | 4   | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 16:53:04 | 4   | 4   | 4                            | 4   | 3   | 4  | 4  | 4                                     | 4   | 4  |

| Timestamp          | Persyaratan pelayanan terbuka, jelas dan mudah dipenuhi | Informasi prosedur pelayanan bersifat terbuka | Prosedur pelayanan sederhana | waktu pelayanan jelas, pelaksanaan dan pelayanan tepat | Sarana pengaduan/ keluhan pelayanan publik tersedia | pelayanan sigap, cekatan dan memiliki pengalaman teknis yang memadai | pelayanan ramah, sopan dan disiplin dalam memberikan pelayanan | Terdapat kesamaan perlakuan pelayanan | Pelaksanaan pelayanan sesuai dengan maklumat/ janji pelayanan | Sarana dan prasarana pelayanan bersih, rapi dan nyaman |
|--------------------|---|---|------------------------------|--|---|--|--|---------------------------------------|---|--|
| 4/28/2023 17:09:00 | 4   | 4   | 4                            | 4  | 4   | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 17:09:42 | 4   | 4   | 3                            | 4  | 4   | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 17:22:39 | 4   | 4   | 3                            | 4  | 4   | 3  | 4  | 4                                     | 3   | 4  |
| 4/28/2023 17:28:34 | 3   | 4   | 3                            | 3  | 4   | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 18:42:38 | 4   | 4   | 4                            | 4  | 4   | 4  | 4  | 4                                     | 4   | 4  |
| 4/28/2023 18:52:32 | 3   | 3   | 3                            | 3  | 3   | 3  | 4  | 4                                     | 3   | 3  |
| 4/28/2023 19:17:54 | 4   | 4   | 4                            | 4  | 4   | 3  | 4  | 4                                     | 3   | 4  |
| 4/28/2023 19:31:51 | 4   | 4   | 3                            | 4  | 4   | 4  | 4  | 4                                     | 3   | 4  |
| 4/29/2023 7:43:01  | 3   | 3   | 3                            | 3  | 3   | 3  | 3  | 3                                     | 3   | 3  |
| 4/29/2023 12:01:04 | 3   | 3   | 3                            | 3  | 3   | 2  | 2  | 2                                     | 4   | 2  |
|                    | 373   | 382   | 359                          | 371  | 370   | 369  | 376  | 370                                   | 369   | 376  |
|                    | 3,73  | 3,82  | 3,59                         | 3,71   | 3,7   | 3,69   | 3,76   | 3,7                                   | 3,69  | 3,76   |

Indeks Persepsi  
Kualitas Pelayanan  
Publik (IPKP)

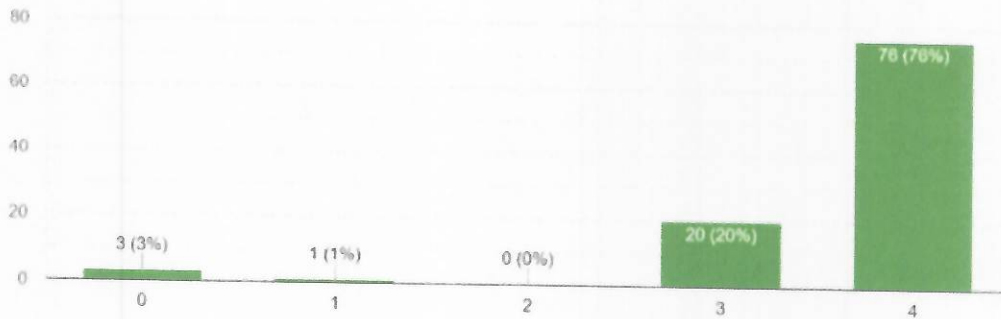
**3,72**

HASIL SURVEI PERSEPSI ANTI KORUPSI  
KANKEMENAG KABUPATEN KUDUS TRIWULAN I TAHUN 2023  
Indeks Persepsi Anti Korupsi (IPAK)

Biaya pelayanan jelas dan terbuka

100 responses

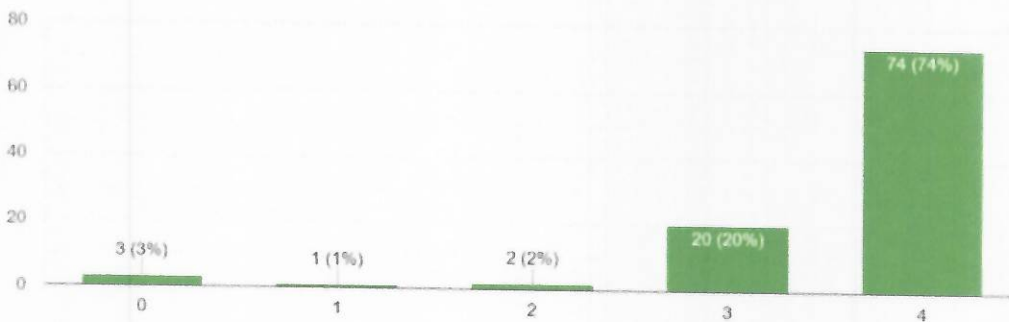
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Biaya yang dibayarkan sesuai dengan ketentuan pemerintah

100 responses

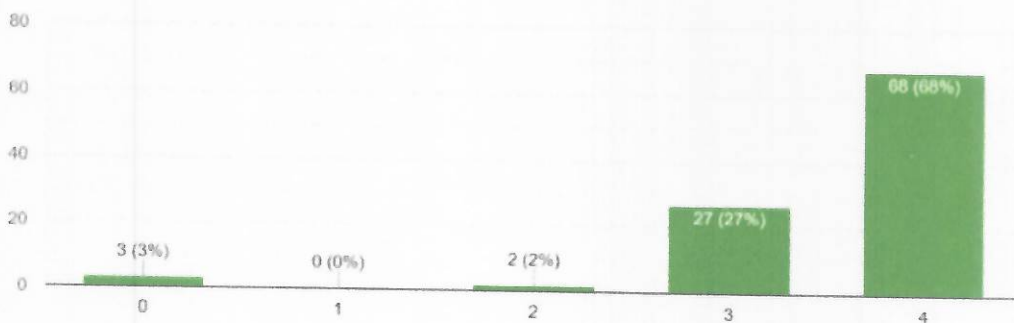
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Biaya pelayanan terjangkau

100 responses

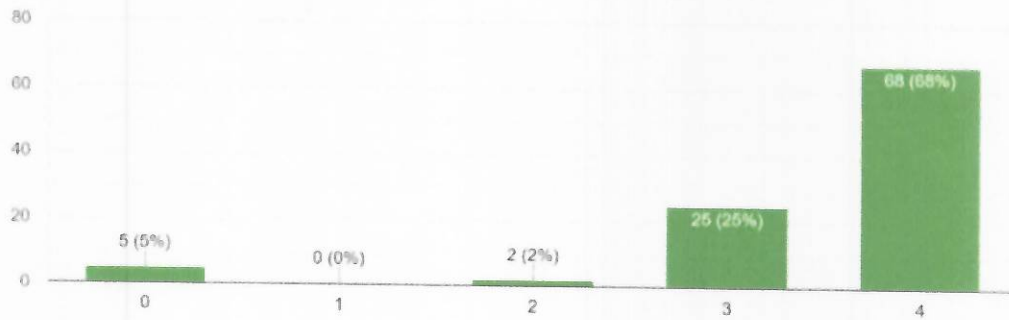
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### Biaya untuk mendapatkan pelayanan wajar

 Copy

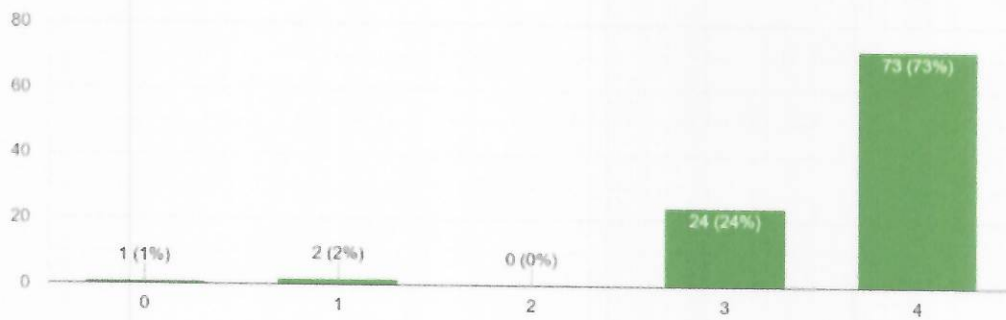
100 responses



### Petugas tidak pernah menawarkan pelayanan untuk mempercepat proses pelayanan di luar tarif resmi

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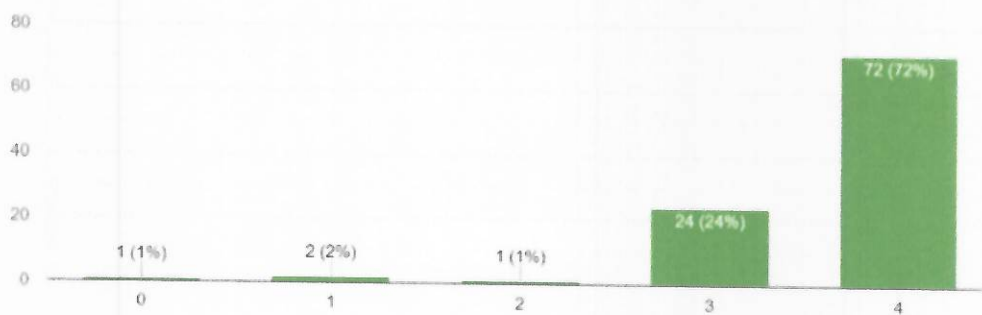
100 responses



### Petugas tidak pernah menerima tawaran untuk melakukan pelayanan di luar tarif resmi

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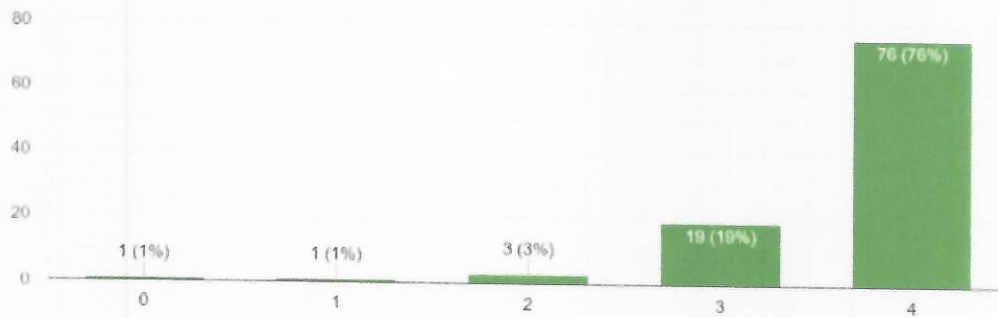
100 responses



Petugas tidak pernah meminta imbalan berupa uang/ barang di luar tarif resmi

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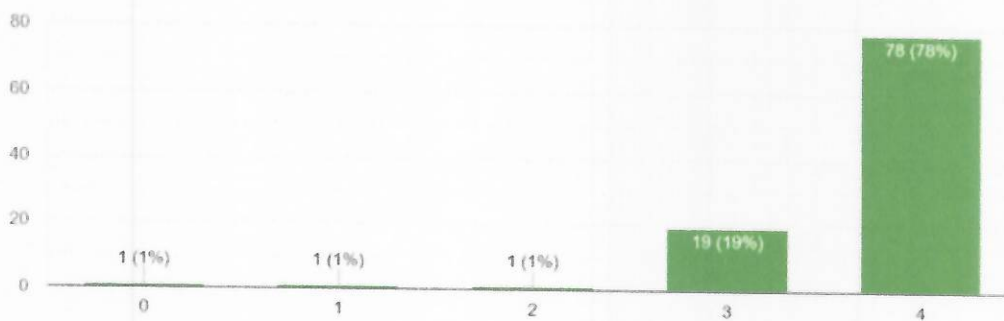
100 responses



Petugas tidak pernah menerima imbalan berupa uang/ barang di luar tarif resmi (grafifikasi)

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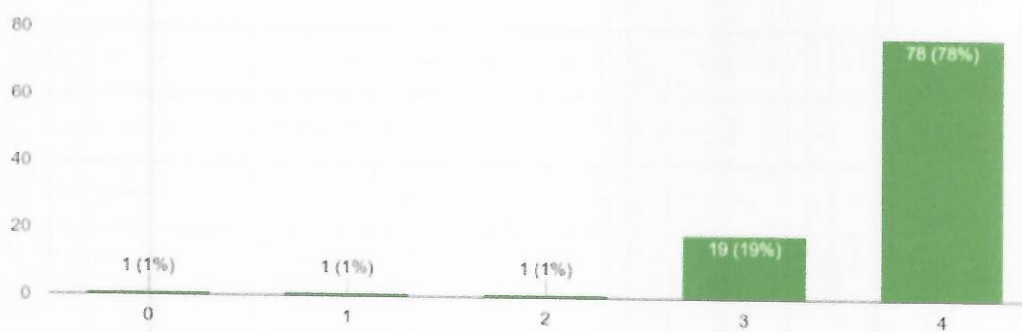
100 responses



Petugas tidak pernah menuntut imbalan berupa uang/ barang

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100 responses

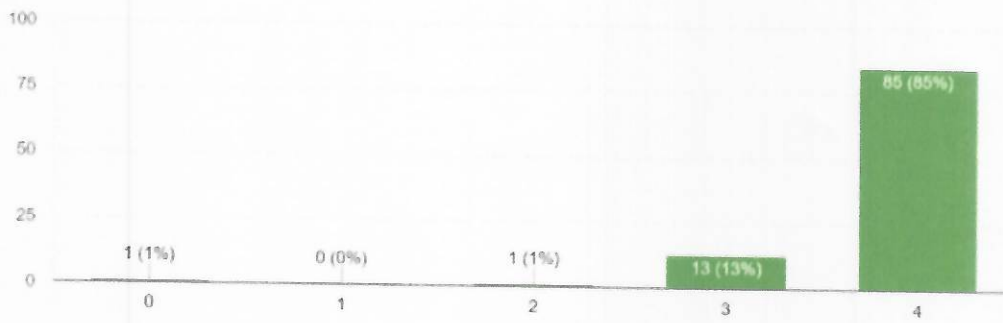




Instansi ini merupakan lembaga yang menuju Wilayah Bebas dari Korupsi

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100 responses



Kudus, 2 Mei 2023

Mengetahui,

Kakankemenag Kab. Kudus



Suhadi *du*



