

### Data kecepatan respon terhadap Keluhan Pelayanan

| NO | BULAN             | PROSENTASE | STANDAR |
|----|-------------------|------------|---------|
| 1  | Triwulan I 2018   | 97.20%     | 80.00%  |
| 2  | Triwulan II 2018  | 95.83%     | 80.00%  |
| 3  | Triwulan III 2018 | 96.34%     | 80.00%  |
| 4  | Triwulan IV 2018  | 97.63%     | 80.00%  |
| 5  | Triwulan I 2019   | 96.00%     | 80.00%  |
| 6  | Triwulan II 2019  | 96.82%     | 80.00%  |
| 7  | Triwulan III 2019 | 98.80%     | 80.00%  |
| 8  | Triwulan IV 2019  | 99.02%     | 80.00%  |
| 9  | Triwulan I 2020   | 99.14%     | 80.00%  |
| 10 | Triwulan II 2020  | 99.23%     | 80.00%  |
| 11 | Triwulan III 2020 | 98.78%     | 80.00%  |
| 12 | Triwulan IV 2020  | 99.22%     | 80.00%  |

