

MONITORING DAN EVALUASI SURVEI HARIAN PETUGAS PTSP  
MEI 2026

| NO      | MONITORING                                                                                                                                         | EVALUASI                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | TINDAK LANJUT |             |   |      |   |             |   |            |   |        |             |   |      |   |             |   |            |   |     |             |   |      |   |             |   |            |   |         |             |   |      |   |             |   |            |   |                                                                                                                                                                                                                                                                                                                                  |
|---------|----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-------------|---|------|---|-------------|---|------------|---|--------|-------------|---|------|---|-------------|---|------------|---|-----|-------------|---|------|---|-------------|---|------------|---|---------|-------------|---|------|---|-------------|---|------------|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.      | Rekapitulasi Survei Harian Petugas PTSP atas Layanan Pengadilan Negeri Palembang untuk Bulan MEI 2026 berdasarkan Aplikasi SISUPER Dirjen Badilum. | <p>Dari hasil Pengalaman data dari Aplikasi SISUPER atas SURVEI Harian Petugas PTSP Pelayanan Pengadilan Negeri Palembang, Bulan MEI 2026 Pengisian Survei Layanan SISUPER dan QR Code yang berada di Meja PTSP. Dengan data sebagai berikut (rekapitulasi data terlampir)</p> <p>1.Petugas Meja Kepaniteraan :</p> <table><tr><td rowspan="4">HUKUM</td><td>Sangat Puas</td><td>0</td></tr><tr><td>Puas</td><td>2</td></tr><tr><td>Kurang Puas</td><td>0</td></tr><tr><td>Tidak Puas</td><td>0</td></tr></table><br><table><tr><td rowspan="4">PIDANA</td><td>Sangat Puas</td><td>0</td></tr><tr><td>Puas</td><td>0</td></tr><tr><td>Kurang Puas</td><td>0</td></tr><tr><td>Tidak Puas</td><td>0</td></tr></table><br><table><tr><td rowspan="4">PHI</td><td>Sangat Puas</td><td>0</td></tr><tr><td>Puas</td><td>0</td></tr><tr><td>Kurang Puas</td><td>0</td></tr><tr><td>Tidak Puas</td><td>0</td></tr></table><br><table><tr><td rowspan="4">TIPIKOR</td><td>Sangat Puas</td><td>0</td></tr><tr><td>Puas</td><td>0</td></tr><tr><td>Kurang Puas</td><td>0</td></tr><tr><td>Tidak Puas</td><td>0</td></tr></table> | HUKUM         | Sangat Puas | 0 | Puas | 2 | Kurang Puas | 0 | Tidak Puas | 0 | PIDANA | Sangat Puas | 0 | Puas | 0 | Kurang Puas | 0 | Tidak Puas | 0 | PHI | Sangat Puas | 0 | Puas | 0 | Kurang Puas | 0 | Tidak Puas | 0 | TIPIKOR | Sangat Puas | 0 | Puas | 0 | Kurang Puas | 0 | Tidak Puas | 0 | <p>➤ Pejabat Pengelola PTSP, Penanggung Jawab PTSP terus memberikan arahan dan Pengawasan kepada Petugas Meja PTSP secara rutin.</p> <p>➤ Hasil Survei harian diharapkan Petugas PTSP meningkatkan Kulaitas layanan Pengadilan Negeri Palembang dan harus selalu menerapkan SOP dan Standar Layanan dalam menjalankan tugas.</p> |
| HUKUM   | Sangat Puas                                                                                                                                        | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |               |             |   |      |   |             |   |            |   |        |             |   |      |   |             |   |            |   |     |             |   |      |   |             |   |            |   |         |             |   |      |   |             |   |            |   |                                                                                                                                                                                                                                                                                                                                  |
|         | Puas                                                                                                                                               | 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |               |             |   |      |   |             |   |            |   |        |             |   |      |   |             |   |            |   |     |             |   |      |   |             |   |            |   |         |             |   |      |   |             |   |            |   |                                                                                                                                                                                                                                                                                                                                  |
|         | Kurang Puas                                                                                                                                        | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |               |             |   |      |   |             |   |            |   |        |             |   |      |   |             |   |            |   |     |             |   |      |   |             |   |            |   |         |             |   |      |   |             |   |            |   |                                                                                                                                                                                                                                                                                                                                  |
|         | Tidak Puas                                                                                                                                         | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |               |             |   |      |   |             |   |            |   |        |             |   |      |   |             |   |            |   |     |             |   |      |   |             |   |            |   |         |             |   |      |   |             |   |            |   |                                                                                                                                                                                                                                                                                                                                  |
| PIDANA  | Sangat Puas                                                                                                                                        | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |               |             |   |      |   |             |   |            |   |        |             |   |      |   |             |   |            |   |     |             |   |      |   |             |   |            |   |         |             |   |      |   |             |   |            |   |                                                                                                                                                                                                                                                                                                                                  |
|         | Puas                                                                                                                                               | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |               |             |   |      |   |             |   |            |   |        |             |   |      |   |             |   |            |   |     |             |   |      |   |             |   |            |   |         |             |   |      |   |             |   |            |   |                                                                                                                                                                                                                                                                                                                                  |
|         | Kurang Puas                                                                                                                                        | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |               |             |   |      |   |             |   |            |   |        |             |   |      |   |             |   |            |   |     |             |   |      |   |             |   |            |   |         |             |   |      |   |             |   |            |   |                                                                                                                                                                                                                                                                                                                                  |
|         | Tidak Puas                                                                                                                                         | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |               |             |   |      |   |             |   |            |   |        |             |   |      |   |             |   |            |   |     |             |   |      |   |             |   |            |   |         |             |   |      |   |             |   |            |   |                                                                                                                                                                                                                                                                                                                                  |
| PHI     | Sangat Puas                                                                                                                                        | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |               |             |   |      |   |             |   |            |   |        |             |   |      |   |             |   |            |   |     |             |   |      |   |             |   |            |   |         |             |   |      |   |             |   |            |   |                                                                                                                                                                                                                                                                                                                                  |
|         | Puas                                                                                                                                               | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |               |             |   |      |   |             |   |            |   |        |             |   |      |   |             |   |            |   |     |             |   |      |   |             |   |            |   |         |             |   |      |   |             |   |            |   |                                                                                                                                                                                                                                                                                                                                  |
|         | Kurang Puas                                                                                                                                        | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |               |             |   |      |   |             |   |            |   |        |             |   |      |   |             |   |            |   |     |             |   |      |   |             |   |            |   |         |             |   |      |   |             |   |            |   |                                                                                                                                                                                                                                                                                                                                  |
|         | Tidak Puas                                                                                                                                         | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |               |             |   |      |   |             |   |            |   |        |             |   |      |   |             |   |            |   |     |             |   |      |   |             |   |            |   |         |             |   |      |   |             |   |            |   |                                                                                                                                                                                                                                                                                                                                  |
| TIPIKOR | Sangat Puas                                                                                                                                        | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |               |             |   |      |   |             |   |            |   |        |             |   |      |   |             |   |            |   |     |             |   |      |   |             |   |            |   |         |             |   |      |   |             |   |            |   |                                                                                                                                                                                                                                                                                                                                  |
|         | Puas                                                                                                                                               | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |               |             |   |      |   |             |   |            |   |        |             |   |      |   |             |   |            |   |     |             |   |      |   |             |   |            |   |         |             |   |      |   |             |   |            |   |                                                                                                                                                                                                                                                                                                                                  |
|         | Kurang Puas                                                                                                                                        | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |               |             |   |      |   |             |   |            |   |        |             |   |      |   |             |   |            |   |     |             |   |      |   |             |   |            |   |         |             |   |      |   |             |   |            |   |                                                                                                                                                                                                                                                                                                                                  |
|         | Tidak Puas                                                                                                                                         | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |               |             |   |      |   |             |   |            |   |        |             |   |      |   |             |   |            |   |     |             |   |      |   |             |   |            |   |         |             |   |      |   |             |   |            |   |                                                                                                                                                                                                                                                                                                                                  |

|  |  |                                   |             |   |
|--|--|-----------------------------------|-------------|---|
|  |  | PERDATA                           | Sangat Puas | 0 |
|  |  |                                   | Puas        | 0 |
|  |  |                                   | Kurang Puas | 0 |
|  |  |                                   | Tidak Puas  | 0 |
|  |  | E-COURT                           | Sangat Puas | 0 |
|  |  |                                   | Puas        | 0 |
|  |  |                                   | Kurang Puas | 0 |
|  |  |                                   | Tidak Puas  | 0 |
|  |  | 2. Petugas Meja Kesekretariatan : |             |   |
|  |  | UMUM/<br>INFORMASI                | Sangat Puas | 0 |
|  |  |                                   | Puas        | 0 |
|  |  |                                   | Kurang Puas | 0 |
|  |  |                                   | Tidak Puas  | 0 |

Palembang, 01 Juni 2026  
Koordinator Tim Survei Harian  
Panitera

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