HASIL KUESIONER
PELAYANAN BIRO ADMINISTRASI AKADEMIK DAN KEMAHASISWAAN

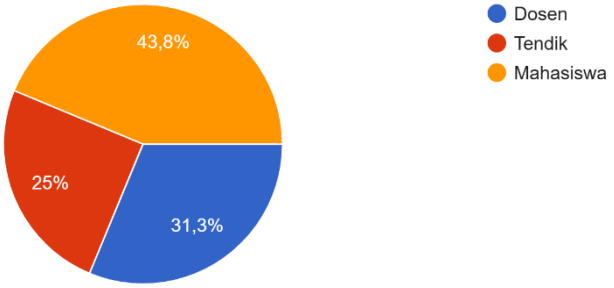
DISUSUN OLEH :

BADAN PENJAMINAN MUTU

SEKOLAH TINGGI KEGURUAN DAN ILMU PENDIDIKAN (STKIP) 'AISYIYAH RIAU
TAHUN 2024/2025

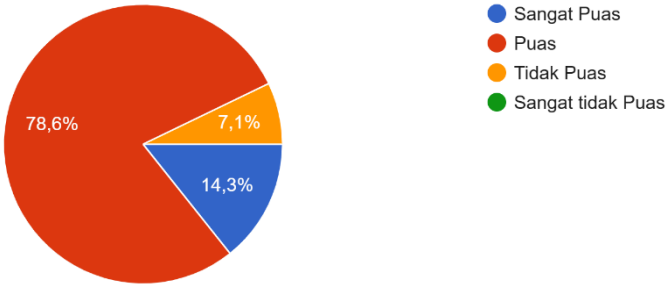
Status

16 jawaban



1. Kecepatan prosedur layanan di BAAK

28 jawaban



2. Ketepatan proses layanan di BAAK

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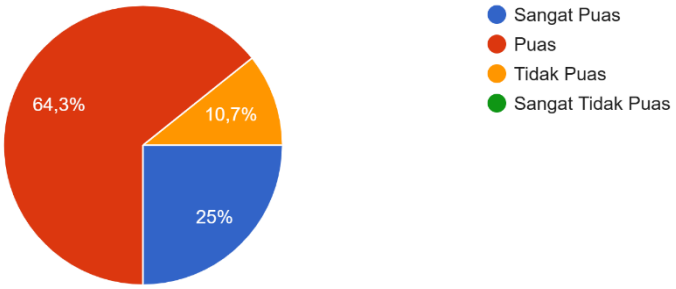

3. Kerapian dan keteraturan kegiatan administrasi

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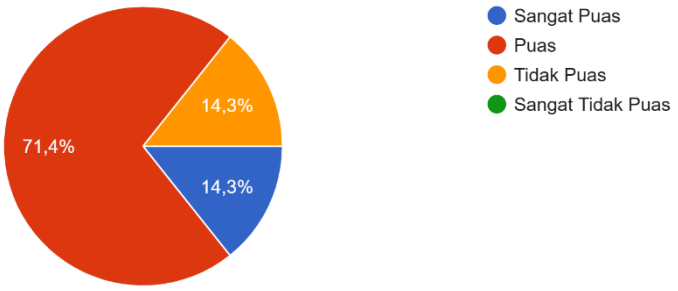

4. Pelayanan staf BAAK

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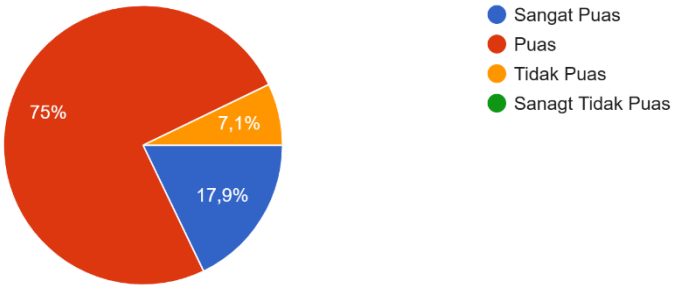

5. Kecepatan staf BAAK dalam menanggapi keluhan

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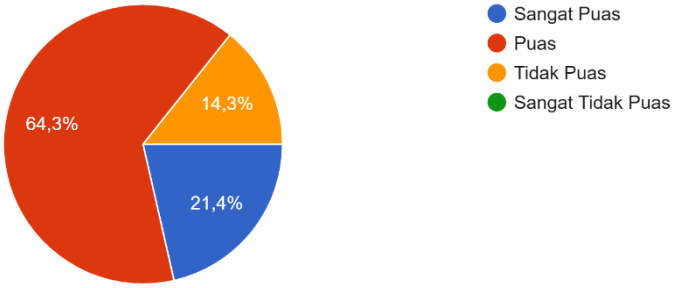
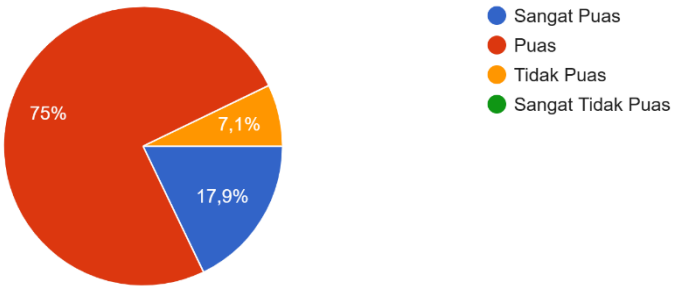


6. Kejelasan prosedur penyampaian informasi

28 jawaban



7. Kedisiplinan staf BAAK

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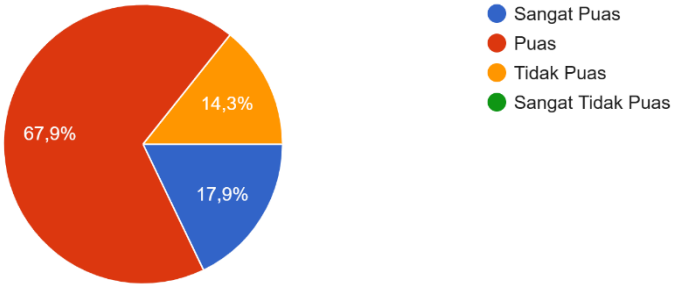

8. Jaminan BAAK bila terjadi kesalahan pada hasil kerja staf BAAK

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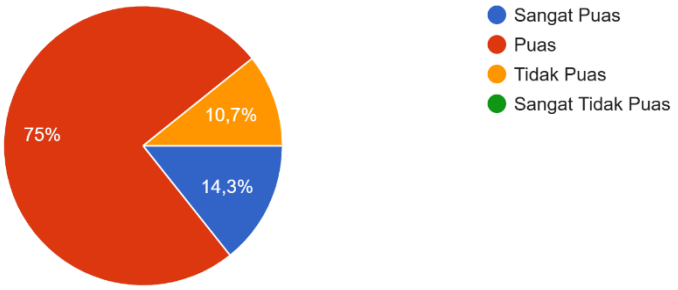

9. Keramahan staf BAAK

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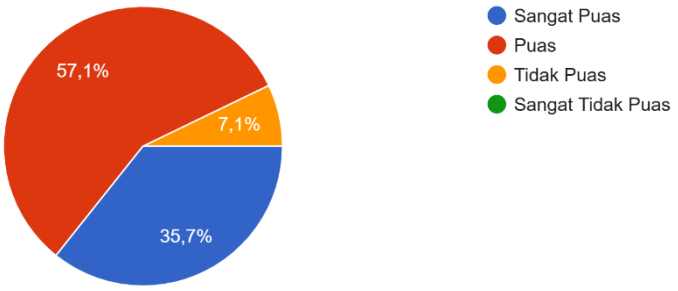
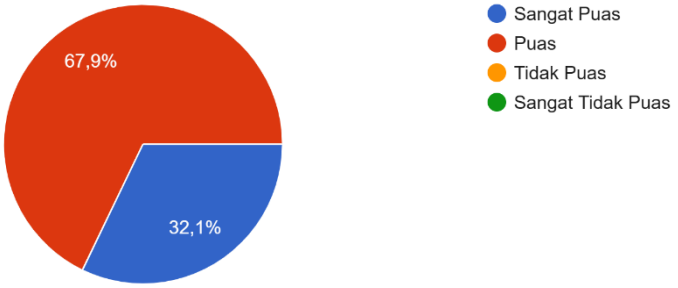


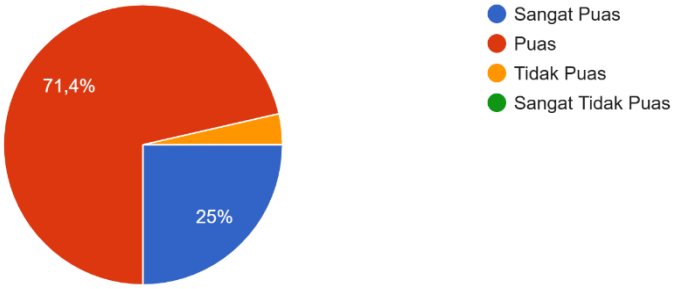
10. Kompetensi dan profesionalisme staf BAAK

28 jawaban



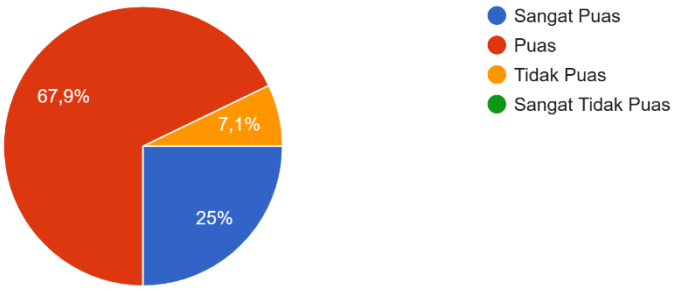
11. Kemudahan dalam akses pelayanan administrasi akademik

28 jawaban



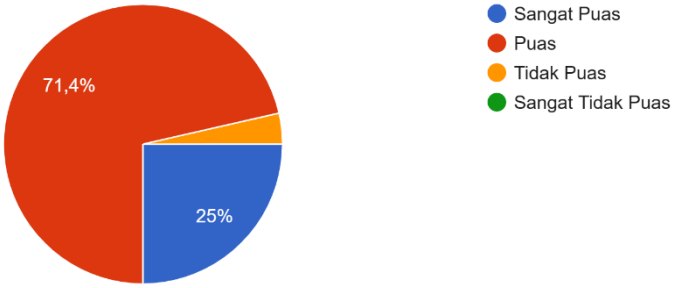
12. Kemampuan berkomunikasi staf BAAK dengan pengguna layanan

28 jawaban



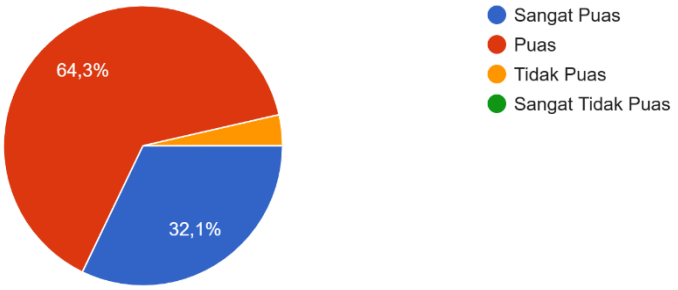
13. Staf BAAK memberikan perlakuan yang adil pada seluruh pengguna layanan

28 jawaban



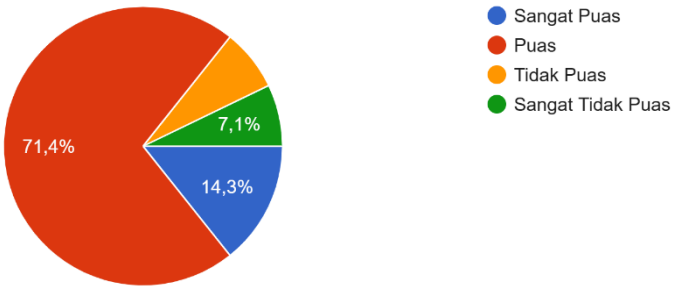
14. Staf BAAK bertugas sepenuh hati dalam memberikan pelayanan

28 jawaban



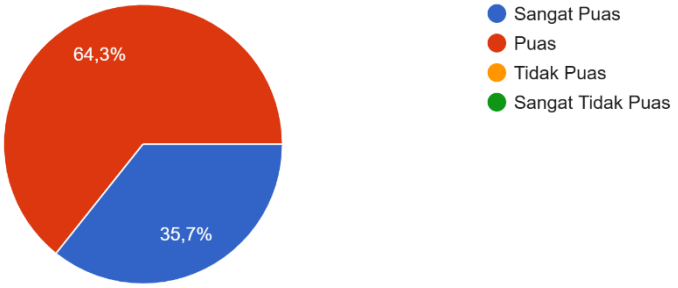
15. Kenyamanan ruang pelayanan dan ruang tunggu BAAK

28 jawaban



16. Staf BAAk berpenampilan rapi, bersih dan sopan

28 jawaban



17. Kebersihan dan dan kerapian kantor BAAK

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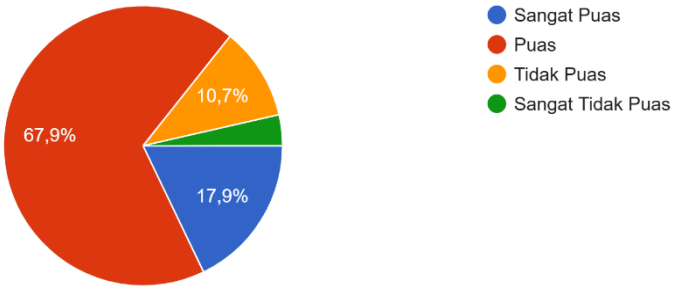
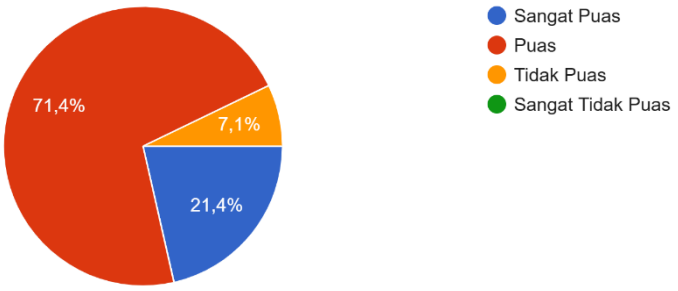
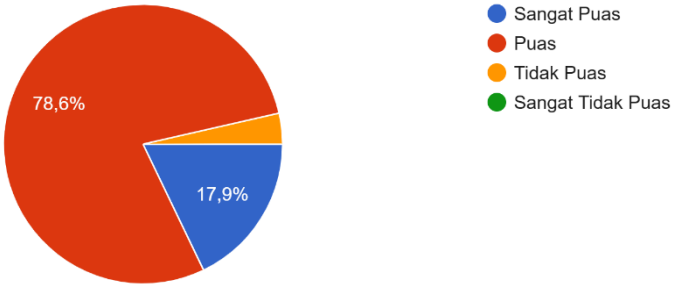


18. Kehandalan informasi yang diberikan BAAK

28 jawaban



19. Kehandalan sistem informasi yang ada di BAAK

28 jawaban