



# **RENCANA STRATEGIS ( RENSTRA )**

**DINAS PENGELOLAAN KEUANGAN DAN ASSET DAERAH**

**KABUPATEN LIMA PULUH KOTA**

**TAHUN 2016 - 2021**



**PEMERINTAH KABUPATEN LIMA PULUH KOTA  
DINAS PENGELOLAAN KEUANGAN DAN ASSET DAERAH**

**TAHUN 2016**

**Jln. Drs.H.Aziz Haidy, MA – Sarilamak Telp./Fax (0752) 7476725 Kode Pos 26271**



No.	Sasaran	Program / Kegiatan	Indikator Kinerja	Pada Awal Tahun	Pada Akhir Tahun	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)	(16)	(17)	(18)	(19)	(20)	(21)	(22)																
1.	Meningkatkan kualitas layanan dan kepuasan masyarakat	Kegiatan : Pengembangan dan Peningkatan Kualitas Layanan	1. Jumlah keluhan yang diterima dan ditanggapi	90%	90%	1.160.250	75%	100.000	77%	110.000	80%	121.000	85%	133.100	90%	146.410	73%	73.000	75%	82.500	79%	95.580	82%	109.142	87%	122.277	97%	75%	97%	75%	99%	96%	92%	97%	87%	Suboptimal		
		Kegiatan : Peningkatan Kualitas Layanan	1. Jumlah keluhan yang diterima dan ditanggapi	90%	90%	1.089.022	92%	118.379	94%	156.117	90%	215.835	92%	237.622	95%	261.155	90%	169.541	92%	189.520	89%	192.096	90%	213.680	93%	241.833	95%	90%	98%	92%	92%	99%	98%	92%	98%	93%	Suboptimal	
		Kegiatan : Peningkatan Kualitas Layanan	1. Jumlah keluhan yang diterima dan ditanggapi	90%	90%	1.204.445	84%	197.285	88%	217.014	92%	218.715	96%	262.566	100%	288.845	82%	177.557	87%	199.652	90%	212.456	95%	236.328	98%	268.626	98%	298.626	98%	90%	99%	92%	96%	99%	99%	98%	93%	Mid-Perform
		Kegiatan : Peningkatan Kualitas Layanan	1. Jumlah keluhan yang diterima dan ditanggapi	90%	100%	1.177.918	84%	192.940	88%	212.234	92%	233.457	98%	256.083	100%	282.483	83%	173.646	87%	195.255	90%	207.777	95%	231.123	98%	262.710	98%	298.626	98%	90%	99%	92%	96%	99%	99%	98%	93%	Mid-Perform
		Kegiatan : Peningkatan Kualitas Layanan	1. Jumlah keluhan yang diterima dan ditanggapi	90%	100%	358.959	84%	63.957	88%	69.383	92%	76.299	98%	83.929	100%	92.322	83%	56.751	87%	63.814	90%	67.906	95%	75.536	98%	82.859	98%	98%	92%	96%	99%	99%	99%	98%	98%	93%	Mid-Perform	
		Kegiatan : Peningkatan Kualitas Layanan	1. Jumlah keluhan yang diterima dan ditanggapi	90%	100%	1.160.250	75%	100.000	77%	110.000	80%	121.000	85%	133.100	90%	146.410	73%	73.000	75%	82.500	79%	95.580	82%	109.142	87%	122.277	97%	75%	97%	75%	99%	96%	92%	97%	87%	Suboptimal		
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2.	Meningkatkan kualitas layanan dan kepuasan masyarakat	Kegiatan : Pengembangan dan Peningkatan Kualitas Layanan	1. Jumlah keluhan yang diterima dan ditanggapi	90%	90%	1.160.250	75%	100.000	77%	110.000	80%	121.000	85%	133.100	90%	146.410	73%	73.000	75%	82.500	79%	95.580	82%	109.142	87%	122.277	97%	75%	97%	75%	99%	96%	92%	97%	87%	Suboptimal		
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