

		BM						VISITOR											
		Tidak puas	Kurang puas	Biasa saja	Puas	Sangat puas	Weighted Average	TOP2BOX	Tidak puas	Kurang puas	Biasa saja	Puas	Sangat puas	Weighted Average	TOP2BOX		TOTAL		
NO	AA. KEBERSIHAN																		
	AA1	Kebersihan Ruang Umum Kawasan	0.00%	2.63%	2.63%	65.79%	28.95%	4.21	94.74%	0.00%	0.00%	9.68%	48.39%	41.94%	4.32	90.33%	92.54%		
	AA2	Kebersihan Pedestrian	0.00%	0.00%	7.89%	60.53%	31.58%	4.24	92.11%	0.00%	0.00%	3.23%	51.61%	45.16%	4.42	96.77%	94.44%		
	AA3	Kebersihan Jalan Raya	0.00%	0.00%	5.26%	55.26%	39.47%	4.34	94.73%	0.00%	0.00%	6.45%	61.29%	32.26%	4.26	93.55%	94.14%		
	AA4	Kebersihan Tempat Sampah di Pedestrian	0.00%	0.00%	15.79%	60.53%	23.68%	4.08	84.21%	0.00%	3.23%	9.68%	64.52%	22.58%	4.06	87.10%	85.66%		
	AA5	Kebersihan Tempat Sampah Terpilah (Plastik, Kertas, Botol) yang Memadai	0.00%	2.63%	18.42%	60.53%	18.42%	3.95	78.95%	0.00%	3.23%	25.81%	38.71%	32.26%	4	70.97%	74.96%		
	AA6	Kebersihan Halte Bus Kawasan	0.00%	0.00%	18.42%	55.26%	26.32%	4.08	81.58%	0.00%	0.00%	25.81%	41.94%	32.26%	4.06	74.20%	77.89%		
	AA7	Kebersihan Bus Kawasan	0.00%	0.00%	13.16%	71.05%	15.79%	4.03	86.84%								86.84%		
	AB. KEINDAHAN																		
	AB1	Keasrian Lingkungan	0.00%	0.00%	5.26%	60.53%	34.21%	4.29	94.74%	0.00%	3.23%	9.68%	48.39%	38.71%	4.23	87.10%	90.92%		
	AB2	Landsekap di Pedestrian yang Indah	0.00%	0.00%	10.53%	63.16%	26.32%	4.16	89.48%	0.00%	3.23%	3.23%	54.84%	38.71%	4.29	93.55%	91.52%		
	AB3	Tanaman dan Pepohonan Terpelihara	0.00%	0.00%	5.26%	60.53%	34.21%	4.29	94.74%	0.00%	3.23%	3.23%	61.29%	32.26%	4.23	93.55%	94.15%		
	AB4	Jenis dan Varietas Tanaman	0.00%	0.00%	28.95%	50.00%	21.05%	3.92	71.05%	0.00%	3.23%	22.58%	61.29%	12.90%	3.84	74.19%	72.62%		
	AB5	Penerangan Visual	0.00%	0.00%	10.53%	60.53%	28.95%	4.18	89.48%	0.00%	3.23%	16.13%	58.06%	22.58%	4	80.64%	85.06%		
	AB6	Dekorasi Kawasan Pada Hari Besar/Hari Raya	0.00%	0.00%	13.16%	55.26%	31.58%	4.18	86.84%	0.00%	3.23%	29.03%	32.26%	35.48%	4	67.74%	77.29%		
	AC. KENYAMANAN																		
	AC1	Kondisi Jalan Raya	0.00%	5.26%	7.89%	65.79%	21.05%	4.03	86.84%	0.00%	3.23%	12.90%	61.29%	22.58%	4.03	83.87%	85.36%		
	AC2	Kecukupan Penerangan di Jalan Raya	0.00%	5.26%	5.26%	63.16%	26.32%	4.11	89.48%	0.00%	3.23%	16.13%	58.06%	22.58%	4	80.64%	85.06%		
	AC3	Kenyamanan Pedestrian	2.63%	0.00%	7.89%	63.16%	26.32%	4.11	89.48%	0.00%	3.23%	3.23%	58.06%	35.48%	4.26	93.54%	91.51%		
	AC4	Kecukupan Penerangan di Pedestrian	0.00%	5.26%	10.53%	63.16%	21.05%	4	84.21%	0.00%	3.23%	16.13%	58.06%	22.58%	4	80.64%	82.43%		
	AC5	Kenyamanan di Dalam Bus Kawasan	0.00%	0.00%	18.42%	71.05%	10.53%	3.92	81.58%	0.00%	0.00%	22.58%	58.06%	19.35%	3.97	77.41%	79.50%		
	AC6	Kecukupan Penerangan Halte Bus Kawasan di Malam Hari	0.00%	2.63%	15.79%	68.42%	13.16%	3.92	81.58%	0.00%	0.00%	19.35%	64.52%	16.13%	3.97	80.65%	81.12%		
	AC7	Pengendalian Kebisingan dari Kegiatan Konstruksi/ Pemeliharaan/ Perbaikan	0.00%	7.89%	13.16%	71.05%	7.89%	3.79	78.94%	0.00%	3.23%	38.71%	38.71%	19.35%	3.74	58.06%	68.50%		
	AD. KEMUDAHAN																		
	AD1	Kemudahan Akses Pedestrian	0.00%	5.26%	2.63%	65.79%	26.32%	4.13	92.11%	0.00%	3.23%	3.23%	67.74%	25.81%	4.16	93.55%	92.83%		
	AD2	Kemudahan Aksesibilitas dan Konektivitas Antar Gedung	0.00%	5.26%	23.68%	60.53%	10.53%	3.76	71.06%	0.00%	3.23%	19.35%	51.61%	25.81%	4	77.42%	74.24%		
	AD3	Mudah Menjumpai Area Penyebrangan Orang (Zebra Cross)	0.00%	0.00%	15.79%	73.68%	10.53%	3.95	84.21%	0.00%	0.00%	6.45%	54.84%	38.71%	4.32	93.55%	88.88%		
	AD4	Informasi Mengenai Nomor Telephon Customer Service Kawasan SCBD	0.00%	5.26%	36.84%	50.00%	7.89%	3.61	57.89%	0.00%	6.45%	48.39%	32.26%	12.90%	3.52	45.16%	51.53%		
	AD5	Customer Service yang Mudah Dihubungi	0.00%	2.63%	34.21%	55.26%	7.89%	3.68	63.15%								63.15%		
	AD6	Penanganan Keluhan Pelanggan yang Responsif	0.00%	5.26%	23.68%	23.68%	10.53%	3.76	34.21%								34.21%		
	AD7	Kejelasan dan Kemudahan Proses Pembuatan Perjanjian Kerjasama	0.00%	2.63%	23.68%	68.42%	5.26%	3.76	73.68%								73.68%		
	AD8	Kemudahan Berkomunikasi Dengan Personil SCBD Dalam Pelaksanaan Pekerjaan	0.00%	2.63%	10.53%	71.05%	15.79%	4	86.84%								86.84%		
	AD9	Pengelola Kawasan Cepat Tanggap Dalam Penerbitan Izin Kerja Konstruksi atau Kegiatan Non-Konstruksi (Contoh: Event)	0.00%	5.26%	21.05%	60.53%	13.16%	3.82	73.69%								73.69%		
	AD10	Kemudahan Pengajuan Izin Kerja Konstruksi atau Kegiatan Non-Konstruksi (Contoh: Event).	0.00%	7.89%	15.79%	63.16%	13.16%	3.82	76.32%								76.32%		
	AD11	Kontinuitas Pasokan Air Bersih	0.00%	0.00%	15.79%	65.79%	18.42%	4.03	84.21%								84.21%		
	AD12	Kontinuitas Pasokan Listrik	0.00%	0.00%	15.79%	71.05%	13.16%	3.97	84.21%								84.21%		
	AD13	Kemudahan Akses Internet di Ruang Umum Kawasan (Wi-Fi)	2.63%	13.16%	42.11%	36.84%	5.26%	3.29	42.10%	0.00%	9.68%	41.94%	32.26%	16.13%	3.55	48.39%	45.25%		
	AD14	Kemudahan Akses Informasi Terkait Fasilitas yang Tersedia di Ruang Umum Kawasan (Map, Signage)	0.00%	7.89%	26.32%	60.53%	5.26%	3.63	65.79%	0.00%	16.13%	22.58%	38.71%	22.58%	3.68	61.29%	63.54%		
	AD15	Website SCBD Informatif	2.63%	0.00%	26.32%	63.16%	7.89%	3.74	71.05%								71.05%		
	AE. KEAMANAN																		
	AE1	Petugas Pengamanan (Sekuriti) Profesional dan Kompeten Dalam Jumlah yang Cukup	5.26%	10.53%	15.79%	50.00%	18.42%	3.66	68.42%	0.00%	0.00%	22.58%	48.39%	29.03%	4.06	77.42%	72.92%		
	AE2	Jumlah Petugas Pengatur Lalu Lintas yang Cukup	5.26%	13.16%	28.95%	42.11%	10.53%	3.39	52.64%	0.00%	0.00%	29.03%	48.39%	22.58%	3.94	70.97%	61.81%		
	AE3	Keberadaan Petugas Keamanan di Lokasi Strategis	5.26%	7.89%	21.05%	52.63%	13.16%	3.61	65.79%	0.00%	0.00%	22.58%	48.39%	29.03%	4.06	77.42%	71.61%		
	AE4	Keberadaan Petugas Lalu Lintas di Area Padat Kendaraan pada Saat Jam Sibuk	5.26%	7.89%	21.05%	57.89%	7.89%	3.55	65.78%	0.00%	0.00%	22.58%	51.61%	25.81%	4.03	77.42%	71.60%		
	AE5	Frekuensi Patroli Petugas Keamanan	0.00%	7.89%	21.05%	68.42%	2.63%	3.66	71.05%	0.00%	0.00%	25.81%	61.29%	12.90%	3.87	74.19%	72.62%		
	AE6	Keramahan Petugas Keamanan	2.63%	10.53%	28.95%	44.74%	13.16%	3.55	57.90%	6.45%	3.23%	25.81%	32.26%	32.26%	3.81	64.52%	61.21%		
	AE7	Kesigapan Petugas Keamanan Dalam Mengatasi Potensi Gangguan Keamanan (Unjuk Rasa, Terorisme, Musibah)	5.26%	2.63%	10.53%	60.53%	21.05%	3.89	81.58%								81.58%		
	AE8	Pengaturan Lalu Lintas yang Jelas	2.63%	2.63%	21.05%	63.16%	10.53%	3.76	73.69%	0.00%	3.23%	19.35%	54.84%	22.58%	3.97	77.42%	75.56%		
	AE9	Keamanan dalam Menyebrang Jalan	0.00%	15.79%	15.79%	60.53%	7.89%	3.61	68.42%	0.00%	0.00%	6.45%	61.29%	32.26%	4.26	93.55%	80.99%		
	AE10	Keamanan Bus Kawasan	0.00%	0.00%	21.05%	68.42%	10.53%	3.89	78.95%	0.00%	0.00%	16.13%	64.52%	19.35%	4.03	83.87%	81.41%		
	AF. KESELAMATAN																		
	AF1	Keberadaan CCTV	0.00%	5.26%	28.95%	60.53%	5.26%	3.66	65.79%	0.00%	0.00%	32.26%	41.94%	25.81%	3.94	67.75%	66.77%		
	AF2	Kejelasan Sosialisasi Prosedur Tanggap Darurat	0.00%	0.00%	13.16%	71.05%	15.79%	4.03	86.84%								86.84%		
	AF3	Koordinasi Simulasi Evakuasi Tanggap Darurat	0.00%	0.00%	13.16%	65.79%	21.05%	4.08	86.84%								86.84%		
	AF4	Koordinasi Titik Berkumpul (Assembly Point) saat Evakuasi Keadaan Darurat	0.00%	5.26%	18.42%	55.26%	21.05%	3.92	76.31%					</					