



# ZONA INTEGRITAS

## AREA VI

Pelayanan Publik





# KEBIJAKAN STANDAR PELAYANAN DAN MAKLUMAT PELAYANAN







Pelatihan Petugas  
PTSP



Kompensasi



Pembinaan dan  
Pengawasan PTSP

## Budaya Pelayanan Prima





Mahkamah Agung Republik Indonesia  
**Pengadilan Tinggi Denpasar**

Jl. Tantular Barat No. 1 Denpasar  
Telp. : (0361) 222952, 2122172, Fax : (0361) 225761

**BerAKHLAK** # bangga melayani bangsa  
Berorientasi Pelayanan Akuntabel Kompeten  
Harmonis Loyal Adaptif Kolaboratif



PEMBERIAN  
PENGHARGAAN  
BAGI PETUGAS  
PEMBERI LAYANAN





# PENGGELOLAHAN PENGADUAN

Terdapat media pengaduan dan konsultasi pelayanan yang terintegrasi dengan SP4N -Lapor







# Penilaian Kepuasan terhadap pelayanan

Telah melakukan survey kepuasan masyarakat terhadap pelayanan menggunakan aplikasi SISUPER

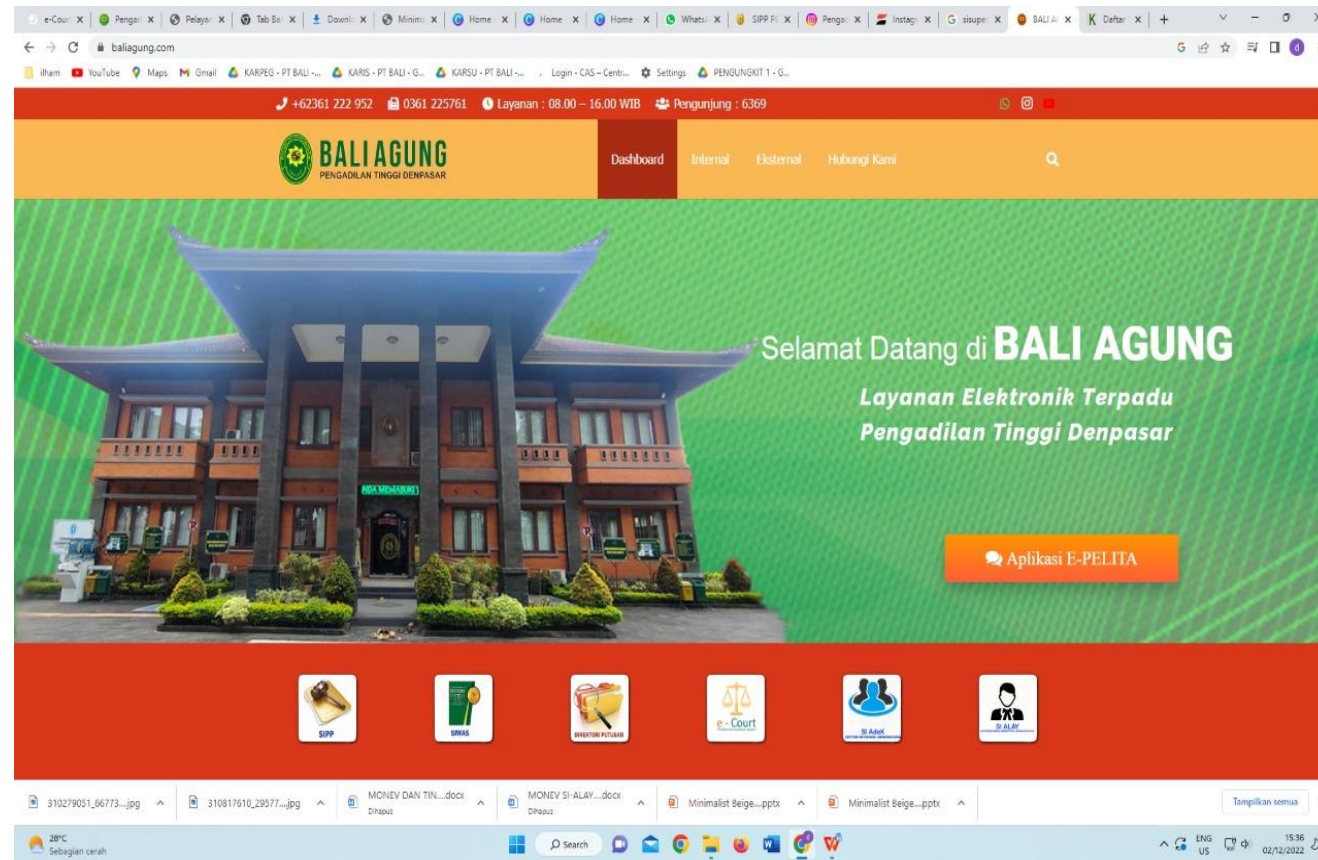
The screenshot displays the SISUPER application interface. At the top, there is a video player showing a group of people on a red carpet with a yellow flower garland. Below the video is a 'Watch on YouTube' button. The main content is divided into two columns: 'Berita & Kegiatan' (News & Activities) and 'Pengumuman' (Announcements). The 'Berita & Kegiatan' section lists three items: a socialization and monitoring event on December 2, 2022; a judicial commission hearing in Bali on December 1, 2022; and a selection result for PPNPN on November 30, 2022. The 'Pengumuman' section contains two announcements regarding the selection process for judges and the results of the selection. On the right side, there are two survey result cards. The first card, titled 'IKM', shows a survey on community satisfaction with an index value of 3,98 / 99,42%. The second card, titled 'IPAK', shows a survey on the perception of anti-corruption with an index value of 3,99 / 99,74%. Both surveys were conducted from July 1, 2022, to September 30, 2022. At the bottom right, there is a QR code for the 'Standar Pelayanan' and a WhatsApp icon.





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# INOVASI

Inovasi pada Pengadilan Tinggi Denpasar sudah termuat pada aplikasi Bali Agung, baik Inovasi internal maupun eksternal

