

INDEKS KEPUASAN MASYARAKAT (IKM)
UNIT PELAYANAN: STASIUN KLIMATOLOGI BENGKULU
BADAN METEOROLOGI, KLIMATOLOGI, DAN GEOFISIKA

TAHUN 2023

NILAI IKM	NAMA PELAYANAN:
87.25	RESPONDEN JUMLAH : 153 ORANG JENIS KELAMIN : L = 59 ORANG/P = 94 ORANG PENDIDIKAN : SD = 0 ORANG : SMP = 0 ORANG : SMA = 124 ORANG : D1/D2/D3 = 2 ORANG : D4/S1 = 26 ORANG : S2 ke atas = 1 ORANG PERIODE SURVEI : 22-02-2023 s.d. 21-12-2023
MUTU PELAYANAN	
A	
TERIMA KASIH ATAS PENILAIAN YANG TELAH ANDA BERIKAN, MASUKAN ANDA SANGAT BERMANFAAT UNTUK KEMAJUAN UNIT KERJA KAMI AGAR TERUS MEMPERBAIKI DAN MENINGKATKAN KUALITAS PELAYANAN KEPADA MASYARAKAT	

PENGOLAHAN DATA SURVEY KEPUASAN MASYARAKAT PER RESPONDEN DAN PER PELAYANAN
UNIT PELAYANAN: STASIUN KLIMATOLOGI BENGKULU
BADAN METEOROLOGI, KLIMATOLOGI, DAN GEOFISIKA
TAHUN 2023

NO. RESP	NILAI UNSUR PELAYANAN												
	U1	U2	U3	U4	U5	U6	U7	U8	U9	U10	U11	U12	
1	4.0	4.0	3.5	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	-
2	4.0	3.7	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	-
3	4.0	4.0	3.5	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	-
4	4.0	3.4	3.5	4.0	4.0	3.0	3.25	4.0	4.0	4.0	4.0	4.0	-
5	3.75	4.0	4.0	2.75	4.0	2.5	4.0	2.5	3.0	4.0	4.0	4.0	-
6	3.0	3.0	3.5	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	-
7	3.5	3.0	3.5	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	-
8	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	-
9	3.5	3.5	3.5	3.0	3.5	3.5	3.5	3.5	3.0	3.0	3.0	3.5	-
10	3.5	3.3	4.0	3.25	3.5	3.0	3.25	4.0	3.0	3.5	4.0	3.0	-
11	3.5	3.6	3.0	3.25	4.0	3.5	3.25	4.0	3.0	3.5	4.0	3.0	-
12	3.5	3.6	4.0	3.25	4.0	3.0	3.25	3.5	3.5	3.5	3.5	3.5	-
13	3.5	3.1	3.0	3.25	3.5	3.5	2.75	3.5	2.5	3.0	3.5	3.0	-
14	3.5	3.3	3.5	3.75	3.5	3.5	3.25	4.0	3.5	3.0	3.5	3.0	-
15	3.5	3.5	3.5	3.25	3.5	3.0	3.25	4.0	3.0	3.5	3.5	3.5	-
16	3.25	3.4	4.0	3.5	3.5	3.0	3.75	3.5	3.5	3.0	3.0	3.0	-
17	3.25	3.5	4.0	3.25	3.5	4.0	3.5	3.5	4.0	3.5	3.5	3.5	-
18	3.5	3.2	3.0	3.25	3.0	4.0	3.5	3.0	3.5	4.0	3.5	3.0	-
19	3.75	3.1	4.0	3.25	4.0	4.0	3.25	4.0	3.0	3.0	3.5	3.5	-
20	3.25	3.4	3.5	3.25	4.0	3.5	3.25	3.0	3.0	3.0	3.0	3.5	-
21	3.0	3.5	4.0	3.25	2.5	3.0	3.5	3.0	3.0	3.5	3.5	3.5	-
22	3.0	3.3	3.5	3.75	3.0	3.5	3.0	3.0	3.0	3.0	3.5	3.5	-
23	3.5	3.1	3.5	4.0	3.5	3.0	3.25	3.5	3.5	3.0	3.0	3.0	-
24	3.0	3.1	3.5	3.25	3.5	3.0	4.0	3.0	3.0	3.5	4.0	3.0	-
25	3.5	3.3	3.0	3.75	3.0	3.0	3.5	4.0	3.5	3.5	3.5	3.5	-
26	3.5	3.3	3.5	3.75	3.5	3.0	3.25	3.5	3.5	3.5	3.5	3.5	-
27	2.75	3.3	3.0	2.75	3.5	3.5	3.25	3.0	3.0	3.5	3.5	3.5	-
28	3.0	3.4	3.5	3.5	3.5	3.0	3.25	3.0	3.0	3.0	3.5	3.5	-
29	3.5	3.0	3.5	3.25	2.5	2.5	3.75	3.0	3.0	3.5	3.0	3.0	-
30	2.75	3.4	3.0	3.5	3.5	3.0	3.25	3.5	3.0	3.5	3.0	3.0	-
31	2.75	3.1	3.0	3.5	3.0	3.0	3.0	3.5	3.0	3.0	3.5	3.5	-
32	3.0	3.4	3.0	3.75	3.0	3.5	3.25	3.0	4.0	3.5	3.5	3.5	-
33	3.0	3.3	3.5	3.5	3.0	3.0	3.5	3.0	3.0	2.5	3.5	3.5	-
34	3.0	3.6	3.0	3.0	4.0	3.5	3.0	4.0	4.0	3.5	3.0	3.5	-

35	3.25	2.9	3.0	3.25	3.0	3.0	3.0	3.5	3.5	3.0	2.5	2.5	-
36	3.0	3.2	4.0	3.25	3.5	3.5	3.25	3.0	2.5	2.5	3.0	3.5	-
37	2.75	3.1	3.0	2.75	3.0	3.0	2.75	3.5	3.5	3.5	3.5	3.5	-
38	3.75	3.3	3.0	3.5	3.0	3.5	3.5	3.5	3.5	3.5	3.5	3.5	-
39	3.0	3.0	3.0	3.75	3.0	3.0	3.5	4.0	3.5	3.0	3.5	3.5	-
40	3.25	3.7	3.5	3.75	3.5	4.0	3.25	3.5	3.5	3.5	3.5	3.5	-
41	3.75	3.5	4.0	3.25	4.0	3.5	3.0	4.0	3.5	3.0	3.5	3.0	-
42	3.5	3.6	3.0	3.75	3.0	3.5	3.5	3.0	3.5	3.5	3.5	3.0	-
43	3.75	3.3	4.0	3.5	3.5	3.5	3.75	3.5	3.0	3.5	3.5	3.5	-
44	3.25	3.7	4.0	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	-
45	3.5	3.6	4.0	3.5	4.0	4.0	3.5	3.5	3.5	3.0	3.5	3.5	-
46	4.0	3.3	4.0	3.25	4.0	3.0	3.5	4.0	3.5	3.5	3.0	3.5	-
47	3.0	3.5	3.5	3.5	4.0	3.5	3.25	3.0	3.5	3.5	4.0	4.0	-
48	3.75	3.3	3.5	3.5	3.5	3.0	3.75	3.5	3.5	3.5	4.0	3.0	-
49	3.5	3.3	3.5	3.75	3.5	4.0	3.5	3.5	3.5	3.0	4.0	4.0	-
50	3.5	3.7	3.5	3.5	4.0	4.0	3.0	3.0	3.0	3.0	3.0	4.0	-
51	3.0	4.0	4.0	3.0	3.0	3.0	3.0	4.0	4.0	4.0	4.0	4.0	-
52	4.0	3.3	3.5	3.5	3.5	3.5	4.0	3.5	3.0	4.0	3.0	4.0	-
53	4.0	3.5	3.5	3.0	4.0	4.0	4.0	3.0	3.0	3.0	3.0	3.0	-
54	3.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	-
55	3.5	3.5	3.5	3.5	3.0	4.0	3.5	3.5	3.5	4.0	3.0	4.0	-
56	3.5	3.0	3.5	4.0	4.0	3.0	3.5	4.0	3.5	3.5	3.5	3.5	-
57	4.0	3.5	4.0	3.5	3.5	4.0	3.5	4.0	4.0	4.0	4.0	4.0	-
58	3.5	3.4	3.0	3.5	3.0	4.0	3.5	4.0	3.0	3.5	4.0	3.5	-
59	4.0	3.0	4.0	3.5	3.5	3.0	3.0	4.0	4.0	4.0	3.5	3.5	-
60	3.25	3.4	3.5	3.75	3.5	3.5	3.5	3.0	4.0	4.0	3.0	3.0	-
61	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	-
62	3.0	3.0	3.5	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	-
63	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	-
64	3.5	3.4	4.0	3.5	3.5	3.0	3.5	3.5	3.5	3.5	3.5	3.5	-
65	3.75	4.0	3.5	3.0	3.0	3.0	4.0	4.0	3.0	3.0	3.0	3.0	-
66	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	-
67	3.5	3.5	3.5	3.75	3.5	3.5	3.5	3.5	3.5	3.0	3.5	3.0	-
68	3.25	3.6	4.0	3.0	3.0	4.0	3.75	3.0	3.5	3.0	3.5	3.5	-
69	3.75	3.5	4.0	3.5	3.5	3.0	3.25	3.5	3.5	2.5	3.5	3.5	-
70	3.0	3.3	3.5	3.5	3.5	4.0	2.75	3.0	3.5	4.0	3.0	3.5	-
71	3.5	3.4	3.5	3.5	4.0	3.0	3.25	3.0	3.5	4.0	3.5	3.5	-
72	3.75	3.4	4.0	3.25	4.0	3.5	3.25	3.5	4.0	3.0	3.5	3.5	-
73	3.5	3.3	3.5	3.25	3.5	3.5	3.25	4.0	3.0	3.0	3.0	3.5	-
74	3.0	3.4	3.0	3.5	3.0	3.5	3.75	3.0	3.0	3.0	4.0	3.5	-

75	3.75	3.1	3.5	3.25	4.0	4.0	3.5	3.5	3.5	3.5	3.5	4.0	-
76	3.75	3.5	4.0	3.5	4.0	3.0	3.5	3.0	3.0	3.5	3.5	4.0	-
77	3.75	3.5	4.0	3.25	4.0	3.0	3.75	3.0	3.0	3.5	4.0	4.0	-
78	3.5	3.5	4.0	3.25	4.0	3.0	3.25	4.0	4.0	4.0	3.5	3.5	-
79	3.5	3.5	4.0	3.5	4.0	3.0	3.5	3.5	3.0	3.0	4.0	3.5	-
80	3.75	3.3	4.0	3.25	3.5	3.0	4.0	3.5	3.0	3.0	4.0	3.5	-
81	3.5	3.4	4.0	3.75	3.5	3.0	3.5	4.0	3.5	3.0	3.0	3.5	-
82	3.75	3.4	3.5	3.75	3.0	3.0	3.75	3.5	3.0	3.0	4.0	3.5	-
83	3.75	3.4	4.0	3.5	3.0	4.0	3.25	3.5	3.5	3.5	3.5	3.5	-
84	3.5	3.5	4.0	3.25	3.5	3.5	3.25	3.5	3.5	3.5	3.5	3.5	-
85	3.5	3.4	4.0	3.25	4.0	3.0	3.25	3.5	4.0	4.0	3.5	3.5	-
86	4.0	3.4	3.5	3.25	3.0	4.0	3.75	3.5	3.5	3.5	3.5	3.5	-
87	3.25	3.6	3.5	3.5	3.0	3.5	3.75	3.0	3.0	3.5	4.0	4.0	-
88	3.75	3.4	4.0	3.0	4.0	3.5	3.25	3.0	3.0	3.5	3.0	4.0	-
89	3.75	3.4	4.0	3.25	3.5	3.0	3.75	3.0	3.0	3.5	4.0	3.5	-
90	3.75	3.5	4.0	4.0	3.0	3.5	3.75	3.5	3.0	3.0	4.0	3.5	-
91	4.0	3.5	4.0	3.5	3.5	3.5	3.25	3.5	4.0	3.5	3.5	4.0	-
92	3.75	3.5	4.0	3.25	3.5	3.5	3.75	3.0	3.0	4.0	4.0	3.5	-
93	3.75	3.5	4.0	3.5	4.0	3.5	3.5	3.5	3.5	3.5	3.5	4.0	-
94	3.75	3.4	4.0	3.75	3.5	3.5	3.5	3.5	3.5	4.0	3.5	3.5	-
95	3.5	3.6	3.5	3.25	4.0	3.5	3.75	3.5	3.5	3.5	4.0	3.5	-
96	3.5	3.7	3.0	4.0	3.0	3.0	3.75	3.5	3.5	3.5	3.5	4.0	-
97	3.75	3.6	3.5	3.25	4.0	4.0	3.25	4.0	3.5	3.0	4.0	3.5	-
98	3.75	3.6	3.5	3.5	4.0	3.5	3.25	4.0	3.0	3.5	4.0	3.5	-
99	3.75	3.5	4.0	3.0	4.0	3.5	3.5	3.0	3.5	4.0	3.5	3.0	-
100	3.25	3.6	4.0	3.5	3.5	3.0	3.5	3.5	4.0	3.5	3.0	3.5	-
101	3.75	3.5	4.0	3.25	3.5	3.5	4.0	3.0	3.0	4.0	3.5	3.5	-
102	3.5	3.5	4.0	3.25	4.0	3.5	3.5	3.0	3.0	3.5	4.0	4.0	-
103	3.5	3.5	4.0	3.5	3.5	3.0	3.25	3.5	3.5	3.5	3.5	3.5	-
104	3.5	3.4	4.0	3.25	4.0	3.0	3.25	3.0	4.0	3.5	4.0	3.5	-
105	3.5	3.7	4.0	3.75	3.0	4.0	3.5	3.0	4.0	3.5	3.0	3.5	-
106	3.5	3.4	4.0	3.25	4.0	3.0	3.5	3.5	3.5	3.5	4.0	3.5	-
107	3.75	3.5	4.0	3.25	4.0	3.0	3.5	3.5	4.0	3.5	3.5	4.0	-
108	3.75	3.5	4.0	3.5	3.0	3.5	3.5	3.0	3.5	4.0	3.5	3.5	-
109	3.25	3.4	4.0	3.0	3.5	3.5	3.25	3.0	3.5	3.5	3.5	3.0	-
110	3.25	3.6	4.0	3.75	3.0	3.0	3.5	3.0	3.5	4.0	3.5	3.5	-
111	3.5	3.6	3.5	3.5	3.5	3.5	3.5	3.0	3.0	4.0	4.0	3.5	-
112	3.25	3.6	4.0	3.5	3.0	3.0	3.5	4.0	3.5	4.0	3.5	3.0	-
113	3.0	3.7	4.0	3.25	3.5	3.5	3.0	3.0	4.0	3.5	3.5	3.5	-
114	3.25	3.7	4.0	3.5	4.0	4.0	3.5	3.5	3.5	3.5	3.5	4.0	-

[illegible]

Jumlah Nilai/Unsur	539.5	533.4	554.5	528.25	540.5	528.5	532.25	535.0	529.0	535.0	542.0	540.5	-
NRR Unsur	3.53	3.49	3.62	3.45	3.53	3.45	3.48	3.5	3.46	3.5	3.54	3.53	-
NRR Tertimbang Unsur	0.29	0.29	0.3	0.29	0.29	0.29	0.29	0.29	0.29	0.29	0.29	0.29	*)3.49
IKM Unit Kerja Pelayanan Publik													**)87.25

Keterangan :

U1 - U2 = Unsur-unsur Pelayanan

NRR = Nilai Rata - Rata

IKM = Indeks Kepuasan MASYARAKAT

*) = Jumlah NRR IKM Tertimbang

**) = Jumlah NRR Tertimbang X 25

NRR tertimbang per unsur = NRR NRR per unsur X 0,083

IKM UNIT PELAYANAN

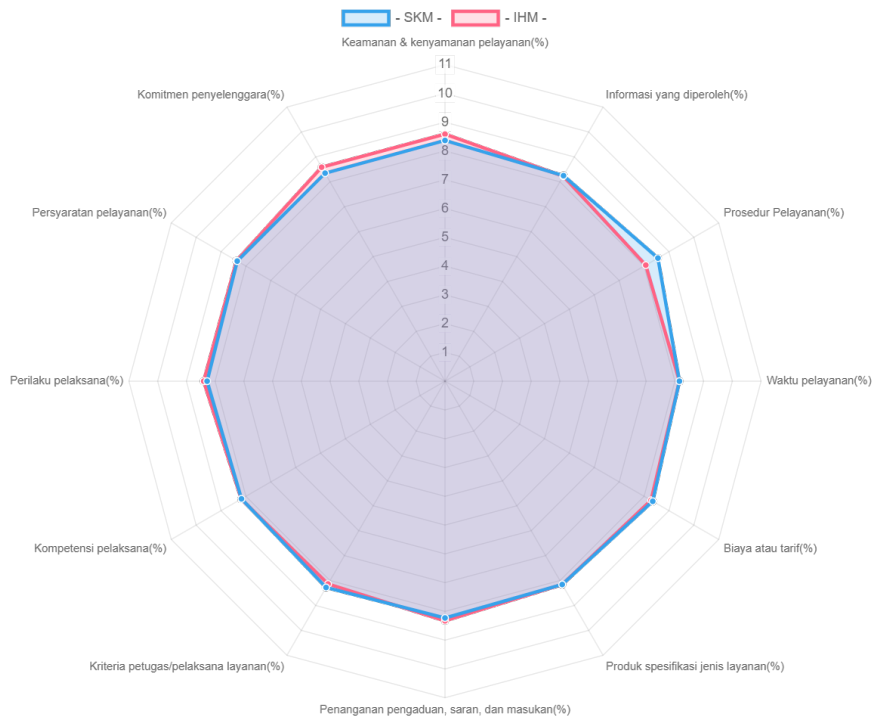
Mutu Pelayanan :

A (Sangat Baik) = 81,26 - 100,00

B (Baik) = 62,51 - 81,25

C (Kurang Baik) = 43,76 - 62,50

D (Tidak Baik) = 25 - 43,75



NO	UNSUR PELAYANAN	NILAI RATA - RATA
1	Persyaratan pelayanan	3.53
2	Informasi yang diperoleh	3.49
3	Prosedur Pelayanan	3.62
4	Waktu pelayanan	3.45
5	Biaya atau tarif	3.53
6	Produk spesifikasi jenis layanan	3.45
7	Penanganan pengaduan, saran, dan masukan	3.48
8	Kriteria petugas/pelaksana layanan	3.5
9	Kompetensi pelaksana	3.46
10	Perilaku pelaksana	3.5
11	Keamanan dan kenyamanan sarana prasarana pelayanan	3.54
12	Komitmen penyelenggara	3.53