

INDEKS KEPUASAN MASYARAKAT (IKM)		
UNIT PELAYANAN: STASIUN KLIMATOLOGI BENGKULU		
BADAN METEOROLOGI, KLIMATOLOGI, DAN GEOFISIKA		
TAHUN 2024		
NILAI IKM	NAMA PELAYANAN:	
89.25		
	RESPONDEN	
	JUMLAH	: 252 ORANG
	JENIS KELAMIN	: L = 106 / P = 146 ORANG
	PENDIDIKAN	: SD : 1 ORANG
MUTU PELAYANAN		: SMP : 3 ORANG
A		: SMA : 35 ORANG
		: D1/D2/D3 : 22 ORANG
		: D4/S1 : 181 ORANG
		: S2 ke atas : 10 ORANG
	PERIODE SURVEI	: 23-01-2024 s/d 09-01-2025
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		

NO RESP	NILAI UNSUR PELAYANAN												
	U1	U2	U3	U4	U5	U6	U7	U8	U9	U10	U11	U12	
1	3.75	4	2.5	4	4	4	4	4	4	4	4	4	-
2	4	4	4	4	4	4	4	4	4	4	4	4	-
3	3.75	3.4	3.5	3.5	3.5	4	3.75	3	3.5	3.5	3	3	-
4	3.75	3.7	3.5	4	3.5	4	3.75	4	3.5	3.5	4	3.5	-
5	3.5	3.5	3	3.5	3.5	3.5	3.5	3.5	4	3.5	3.5	3.5	-
6	4	4	4	4	4	4	4	4	4	4	4	4	-
7	3.5	3.9	4	3.5	3.5	3.5	4	4	4	4	4	4	-
8	3.75	3.8	3.5	3.75	3	3	4	4	4	4	3.5	3	-
9	4	4	4	3.5	4	4	3.75	4	4	4	4	4	-
10	3	3.1	3	3	3	3	3	3	3	3	3	3	-
11	3.5	3.1	2.5	3	3	3	3	3	3	3	3	3	-
12	3.75	3.7	4	4	4	4	4	4	4	4	4	4	-
13	3.25	3.7	4	3	3	3	3	3	3	3	3	3	-
14	4	4	4	4	3.5	4	4	4	4	4	4	4	-
15	3	3.6	3	3.75	4	3.5	3.5	4	4	3.5	4	4	-
16	3	3.4	3	3.75	3.5	3	3.75	4	3.5	3.5	4	3.5	-
17	3.5	3	4	4	4	3	3	3	4	3	3	3	-
18	3	3.3	2.5	3	3.5	3.5	3.25	3	3	3	3	3	-
19	4	4	2.5	3.75	4	3.5	4	4	4	4	3.5	4	-
20	4	4	2.5	4	4	4	4	4	4	4	4	4	-
21	4	4	4	4	4	4	4	4	4	4	4	4	-
22	4	4	2.5	4	4	4	4	4	4	4	4	4	-
23	4	3.8	2.5	4	4	4	4	4	4	4	4	4	-
24	3.75	4	2.5	4	4	4	4	4	4	4	4	4	-
25	4	4	2.5	4	4	4	4	4	4	4	4	4	-
26	3	3	2.5	3	3	3	3	3	3	3	3	3	-
27	4	4	2.5	4	4	4	4	4	4	4	4	4	-
28	3.75	4	2.5	4	4	4	4	4	4	4	4	4	-
29	4	3.2	3.5	4	4	4	4	4	4	4	4	4	-
30	3.5	3.2	3	3.25	3	3	3	3	3	3	3	3	-
31	4	4	3.5	4	4	4	4	4	4	4	4	4	-
32	3	3.3	3	3	3	3.5	3	3	3	3	3	3	-
33	4	4	3	4	4	4	4	4	4	4	4	4	-
34	3.5	3.5	2.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	-
35	3	3	2.5	3.25	3	3	3	3	3	3	3	3	-
36	3.5	3.1	3	4	2	4	3.75	4	4	4	4	4	-
37	4	4	4	3.5	2	4	3	3	3.5	3.5	3	3	-
38	3.25	3	2.5	3	3	3	3	3	3	3	3	3	-
39	3.5	3.3	4	3	2	3.5	3.25	3.5	3.5	4	4	3	-
40	3	3	3	3	3	3	3	3	3	3	3	3	-
41	3	3.2	3	3	3	3	3	3	3	3	3	3	-
42	3.25	3.5	4	1.75	1	1.5	3	3.5	3	3.5	3	3.5	-

56	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	-
57	3.5	3.6	2.5	3.5	3.5	3.5	3.75	3.5	3.5	4	4	3.5	-
58	3	3	3.5	2.5	3	3	2.5	3	3	3	3	3	-
59	3	3	3	3	3	3	3	3	3	4	4	3	-
60	4	3.8	2.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	4	-
61	4	4	3	3.25	3.5	3.5	3.25	4	4	4	4	4	-
62	3	3.2	2.5	3	3	3	3	3	3	3	3	3	-
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	3	3.5	3	3	3	3	3	3	3	3	3	-
65	3	3	2.5	3	3	3	3	3	3	3	2.5	3	-
66	3.75	3.7	4	3.5	3.5	3.5	4	3	4	3	4	3.5	-
67	3	3	3	3	3	3	3	3	3	3	3	3	-
68	3	3	2.5	3	3	3	3	3	3	3	3	3	-
69	4	4	2.5	4	4	4	4	4	4	4	4	4	-
70	4	4	4	4	4	4	4	4	4	4	4	4	-
71	3	3	2.5	3	3	3	3	3	3	3	3	3	-
72	3.5	3.5	3.5	3	3	3	3	3	3	3	3	3	-
73	4	3.8	3	3.5	4	3	3.5	4	4	4	4	4	-
74	3	3	2.5	3	3	3	3	3	3	3	3	3	-
75	4	4	3.5	4	4	4	4	4	4	4	4	4	-
76	4	4	3	4	4	4	4	4	4	4	4	4	-
77	3	3	2.5	3	3	3	3	3	3	3	3	3	-
78	3.5	3.3	2.5	3	3	3	3	3	3	3	3	3	-
79	3	3	2.5	3	3	3	3	3	3	3	3	3	-
80	3	3	2.5	2.75	3	3	3	3	3	3	3	3	-
81	3	3	2.5	3	3	3	3	3	3	3	3	3	-
82	3	3	2.5	3	3	3	3	3	3	3	3	3	-
83	4	4	2.5	4	4	4	4	4	4	4	4	4	-
84	3	3	3.5	3	3	3	3	3	3	3	3	3	-
85	3	3.2	3.5	3	4	3	3.5	3	3	3	3	3	-
86	4	3.6	3.5	3.5	3.5	4	4	4	4	4	4	4	-
87	3.5	3.7	3.5	3	3	3	3	3.5	3	3	3	3	-
88	3	3	2.5	3	3	3	3	3	3	3	3	3	-
89	3	3	3	3	3	3	3	3	3	3	3	3	-
90	4	3.9	3.5	3.5	3.5	3.5	3.75	4	4	4	3.5	4	-
91	3	3	3	3	3	3	3.25	3	3	3	3	3	-
92	3.25	3.2	2.5	3	3	3	3	3	3	3	3	3	-
93	3	3	2.5	2.75	3	3	2.75	3	3	3	3	3	-
94	4	4	2.5	4	4	4	4	4	4	4	4	4	-
95	3.75	3.7	2.5	3.5	3.5	4	4	4	4	4	4	3.5	-
96	4	4	3.5	4	4	4	4	4	4	4	4	4	-
97	3.75	4	3	4	2	4	4	4	4	4	4	4	-
98	3	3	2.5	3	3	3	3	3	3	3	3	3	-
99	3	3	3	3	3	3	3	3	3	3	3	3	-
100	3	2.9	3.5	3	3	3	3	3	3	3	3	3	-
101	3.75	4	2.5	3.75	3.5	3.5	3.75	4	4	4	4	4	-
102	4	4	4	4	4	4	4	4	4	4	4	4	-
103	4	3.6	4	4	4	4	4	4	4	4	4	4	-
104	4	4	2.5	4	4	4	4	4	4	4	4	4	-
105	4	4	4	4	4	4	4	4	4	4	4	4	-
106	3.25	3	2.5	3	3	3	3	3	3	3	3	3	-
107	4	4	3.5	4	4	4	4	4	4	4	4	4	-
108	3.5	3.6	3	3.5	3	3	3	3	3	3	3	3	-
109	3	3	2.5	3	3	3	3	3	3	3	3	3	-
110	3.5	3.5	2.5	3.5	3.5	3.5	3.5	3	3	3	3	3	-
111	4	4	3	4	4	4	4	4	4	4	4	4	-
112	3.5	3.4	2.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	-
113	3.5	3.5	2.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	-
114	4	4	2.5	3.25	4	4	3.5	3	3.5	4	3	4	-
115	3	3	2.5	3	3	3	3	3	3	3	3	3	-
116	3.5	3.4	2.5	3.5	3.5	3.5	3.5	3.5	4	3.5	3.5	3.5	-
117	3	3	2.5	3	3	3	3	3	3	3	3	3	-
118	3.5	3.2	2.5	3.5	3.5	3.5	3.5	3	3	3.5	3.5	3	-
119	3.5	3.1	4	3	3.5	3	3	3	3	3	3	3	-
120	3.5	3.2	3	3.5	3.5	3	3	3	4	4	3	3	-

121	4	4	4	4	4	4	4	4	4	4	4	4	-
122	3.5	3.4	4	3.5	3	3.5	3.5	3.5	3.5	3.5	3.5	3.5	-
123	4	4	4	4	4	4	4	4	4	4	4	4	-
124	3.75	3.2	3	3.25	4	3	3.25	3.5	3.5	4	3	3.5	-
125	4	3.8	3	3	4	4	4	4	4	4	4	4	-
126	4	4	2.5	4	4	4	4	4	4	4	4	4	-
127	3	3	3	3	3	3	3	3	3	3	3	3	-
128	4	4	4	4	4	4	4	4	4	4	4	4	-
129	4	4	4	4	3	4	4	4	4	4	4	4	-
130	3.5	3.5	3	3.75	3	3	3.5	4	4	4	4	4	-
131	3	3	2.5	3	3	3	3	3	3	3	3	3	-
132	3.25	3.4	2.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3	-
133	4	3.8	3.5	4	4	4	3	4	4	4	4	4	-
134	3	3	3	3	3	3	3	3	3	3	3	3	-
135	4	4	4	4	4	4	4	4	4	4	4	4	-
136	4	4	4	4	4	4	4	4	4	4	4	4	-
137	4	4	3.5	3.75	3.5	4	4	4	4	4	4	4	-
138	4	4	4	4	4	4	4	4	4	4	4	4	-
139	4	4	4	4	4	4	4	4	4	4	4	4	-
140	4	4	4	4	4	4	4	4	4	4	4	4	-
141	4	4	4	4	4	4	4	4	4	4	4	4	-
142	4	4	4	4	4	4	4	4	4	4	4	4	-
143	4	4	4	4	4	4	4	4	4	4	4	4	-
144	4	4	4	4	4	4	4	4	4	4	4	4	-
145	4	4	4	4	4	4	4	4	4	4	4	4	-
146	4	4	4	4	4	4	4	4	4	4	4	4	-
147	4	4	4	4	4	4	4	4	4	4	4	4	-
148	4	4	4	4	4	4	4	4	4	4	4	4	-
149	3	3	3.5	3	3	3	3	3	3	3	3.5	3	-
150	4	4	2.5	4	4	4	4	4	4	4	4	4	-
151	4	4	4	4	4	4	4	4	4	4	4	4	-
152	4	3.8	4	4	4	4	3.25	4	4	4	4	4	-
153	4	3.9	4	4	4	4	4	4	4	4	4	4	-
154	4	4	4	4	4	4	4	4	4	4	4	4	-
155	4	4	4	4	4	4	4	4	3.5	4	4	4	-
156	3	4	4	4	4	4	4	4	4	4	4	4	-
157	4	4	4	4	4	4	4	4	4	4	4	4	-
158	4	4	4	4	4	4	4	4	4	4	4	4	-
159	3	3	3	3	3	3	3	3	3	3	3	3	-
160	3	3.3	2.5	3	3	3.5	3	3	3	3	3	3	-
161	4	3.9	3	4	4	4	4	4	4	4	4	4	-
162	3.5	3.4	3.5	3	3	3	3	3	3	3	3	3.5	-
163	3.25	3.3	4	3.25	3	3.5	3	3	3.5	3	3	3	-
164	3	3.3	4	3	3	3	3	3	3	3.5	3	3	-
165	3.5	3.3	4	3.25	3.5	3.5	3.25	3	3	3	3	3	-
166	3.75	3.2	4	3.25	3	3.5	3.25	3.5	3.5	3.5	3	3	-
167	3.25	3.1	4	3.25	4	3.5	3.25	3.5	3	3.5	3	3	-
168	3.75	3.3	4	3	3	3.5	3	3	3.5	3	3.5	3.5	-
169	4	4	4	4	4	4	4	4	4	4	4	4	-
170	3.5	3.2	4	3.5	3	3.5	3.25	3.5	3	3.5	3	3.5	-
171	4	4	4	4	4	4	4	4	4	4	4	4	-
172	3.25	3.3	3.5	3.5	3	3	3	3	4	4	4	3	-
173	3.25	3.2	3.5	3	3	3	3.25	4	3	3	3	3	-
174	3	2.9	3	3	2	3	3	3	3	3	3	3	-
175	3.75	4	2.5	4	4	4	3.75	4	4	4	4	4	-
176	4	3.9	4	3.25	4	4	4	4	4	4	4	4	-
177	4	4	3	4	3	3	4	4	4	4	4	4	-
178	4	3.8	3.5	4	4	4	4	4	4	4	4	4	-
179	4	4	4	4	4	4	4	4	4	4	4	4	-
180	4	4	4	4	4	4	4	4	4	4	4	4	-

181	3.75	3.3	4	3.5	3	3	4	3.5	4	3.5	3	4	-
182	4	3.8	4	4	4	4	3.75	4	4	4	3.5	4	-
183	4	4	4	4	4	4	4	4	4	4	4	4	-
184	4	4	4	4	4	4	4	4	4	4	4	4	-
185	4	4	2.5	4	3.5	4	4	4	4	4	4	4	-
186	4	4	4	4	4	4	4	4	4	4	4	4	-
187	4	4	4	4	4	4	4	4	4	4	4	4	-
188	4	4	4	4	4	4	4	4	4	4	4	4	-
189	4	4	4	4	4	4	4	4	4	4	4	4	-
190	3.25	3.5	3.5	3.5	4	4	3.25	3.5	4	3.5	3.5	4	-
191	3.5	3.5	4	3.25	3.5	3	3.25	3	4	3	3	4	-
192	4	4	4	4	4	4	4	4	4	4	4	4	-
193	4	4	4	4	4	4	4	4	4	4	4	4	-
194	3.5	3.5	3.5	3.25	4	3	3.25	3	4	3	4	3	-
195	4	4	4	4	4	4	4	4	4	4	4	4	-
196	4	3.8	3.5	3.75	3.5	4	4	4	3.5	3.5	4	3.5	-
197	4	3.7	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	4	-
198	3	3.5	3.5	3.25	4	3	3.75	4	4	4	4	4	-
199	4	3.4	3	3	2	3	3	3	3	3	3	3	-
200	4	3.8	3.5	3.5	3.5	3.5	3	3	4	3	3.5	3.5	-
201	4	3.8	3.5	3	2.5	3	3	2.5	3.5	4	4	4	-
202	4	4	4	4	4	4	4	4	4	4	4	4	-
203	3	3	3.5	3	3	3	3	3	3	3	3	3	-
204	4	4	3.5	4	3	4	4	3.5	3	3	3	3.5	-
205	4	4	4	4	4	4	4	4	4	4	4	4	-
206	3	3.1	3.5	3.25	3	3	3	3	3	3	3	3	-
207	3.75	3.9	4	3	3	4	4	4	4	4	4	4	-
208	3	3	3.5	3.25	3	3.5	3.5	3	3	3	3	3	-
209	4	4	3.5	4	4	4	4	4	4	4	3.5	4	-
210	4	3.6	3	3	3	3	4	3.5	3.5	3.5	3	3.5	-
211	4	4	4	4	4	4	4	4	4	4	4	4	-
212	3.75	3.6	3.5	3.75	4	4	4	3.5	3.5	3.5	4	3.5	-
213	4	4	2.5	4	4	4	4	4	3.5	4	4	4	-
214	4	4	4	4	4	4	4	4	4	4	4	4	-
215	3	3.1	3	3	3.5	3.5	3.5	3	3	3	3	3	-
216	4	4	4	4	3	3	4	4	4	4	4	4	-
217	4	3.2	3.5	3.5	3	3	3	3.5	4	4	4	4	-
218	4	4	4	4	4	4	4	4	4	4	4	4	-
219	3.5	3.8	4	3.75	3.5	3.5	3.75	4	4	3.5	4	4	-
220	4	4	3	4	4	4	4	4	4	4	4	4	-
221	4	4	3	4	4	4	4	4	4	4	4	4	-
222	4	3.8	4	4	4	4	4	4	4	4	4	4	-
223	4	4	4	4	4	4	3.5	4	4	4	4	4	-
224	4	4	2.5	4	4	4	4	4	4	4	4	4	-
225	4	4	4	4	4	4	4	4	4	4	4	4	-
226	4	4	4	4	4	3.5	3.75	4	4	4	4	4	-
227	3.75	3.5	3	3	3	3	3.5	4	4	4	4	4	-
228	4	3.8	3.5	4	4	4	4	4	4	4	4	4	-
229	4	3.8	3	4	4	4	4	4	4	4	4	4	-
230	4	3.7	3.5	4	4	4	4	4	4	4	4	4	-
231	4	4	4	4	4	4	4	4	4	4	4	4	-
232	4	4	4	4	4	4	4	4	4	4	4	4	-
233	4	4	4	4	4	4	4	4	4	4	4	4	-
234	4	3.6	3.5	4	3	4	4	4	4	4	4	4	-
235	4	4	3.5	4	4	4	4	4	4	4	4	4	-
236	3	3.5	3	3	3	3	3	3	3	3	3	3	-
237	4	4	3	4	3.5	3	4	3.5	4	4	4	4	-
238	3	3	2.5	3	3	3	3	3	3	3	3	3	-
239	3	3	3	3	3	3	3	3	3	3	3	3	-
240	3	3	3	3	3	3	3	3	3	3	3	3	-

241	4	3.9	4	4	4	4	4	4	4	4	4	4	-
242	3	3	3.5	3	3	3	3	3	3	3	3	3	-
243	4	4	3	4	4	4	4	4	4	4	4	4	-
244	3.5	3.3	2.5	3.75	4	4	3	4	4	4	3	3	-
245	4	4	4	4	4	4	4	4	4	4	4	4	-
246	3.5	3.7	3.5	3	3	3	3.25	3	3	4	3	3	-
247	4	4	4	4	4	4	4	4	4	4	4	4	-
248	4	4	3.5	4	4	4	4	4	4	4	4	4	-
249	4	3.4	3	3	3	3	3	3	3	3	3	3	-
250	4	4	2.5	4	4	4	4	4	4	4	4	4	-
251	4	4	2.5	4	4	4	4	4	4	4	4	4	-
252	4	4	2.5	3.5	4	3.5	3.5	3.5	3.5	3.5	3.5	3.5	-
Jumlah Nilai/Unsur	916.5	910.7	835.5	899.25	886.5	899	902	907	915.5	915	908.5	908	-
NRR Unsur	3.64	3.61	3.32	3.57	3.52	3.57	3.58	3.6	3.63	3.63	3.61	3.6	-
NRR Tertimbang Unsur	0.3	0.3	0.28	0.3	0.29	0.3	0.3	0.3	0.3	0.3	0.3	0.3	*)3.57
IKM Unit Kerja Pelayanan Publik													**)89.25

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 :

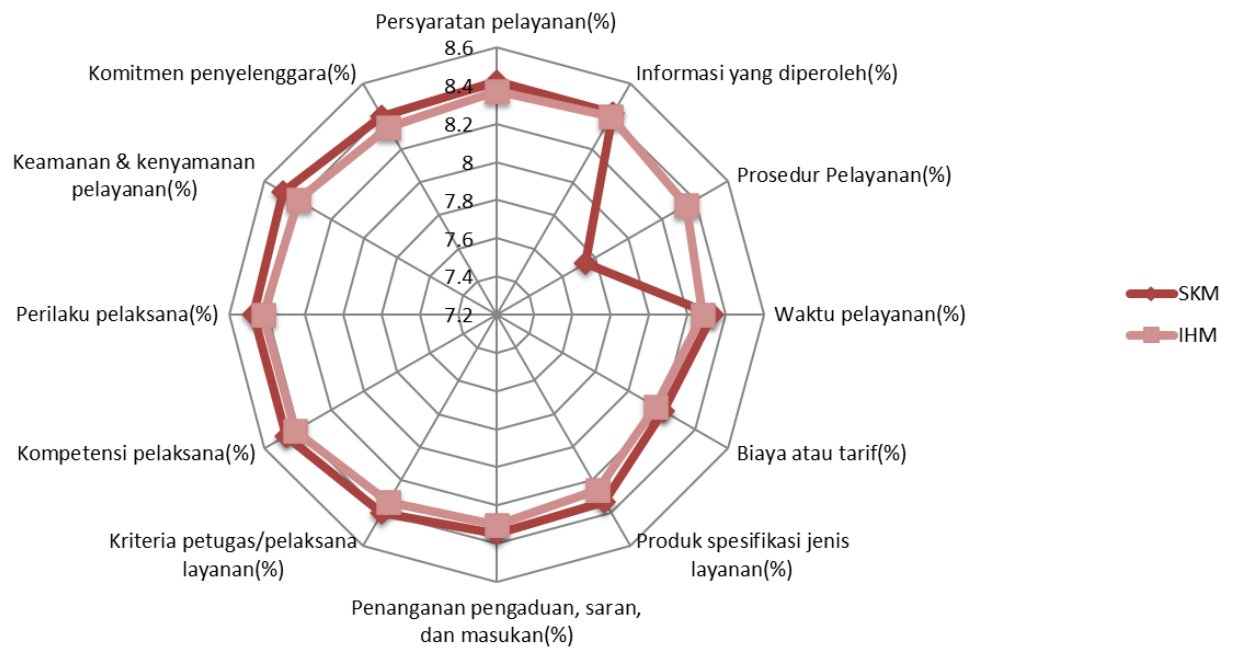
A (Sangat Baik) = 81,26 - 100,00

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

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

D (Tidak Baik) = 25 - 43,75

Grafik Survei Kepuasan Masyarakat



Unsur Pelayanan	SKM	IHM
Persyaratan pelayanan(%)	8.42	8.37
Informasi yang diperoleh(%)	8.42	8.4
Prosedur Pelayanan(%)	7.74	8.35
Waktu pelayanan(%)	8.33	8.28
Biaya atau tarif(%)	8.21	8.16
Produk spesifikasi jenis layanan(%)	8.33	8.26
Penanganan pengaduan, saran, dan masukan(%)	8.35	8.3
Kriteria petugas/pelaksana layanan(%)	8.4	8.33
Kompetensi pelaksana(%)	8.47	8.42
Perilaku pelaksana(%)	8.47	8.42
Keamanan & kenyamanan pelayanan(%)	8.49	8.4
Komitmen penyelenggara(%)	8.4	8.33