

PENGOLAHAN DATA SURVEY KEPUASAN MASYARAKAT PER RESPONDEN DAN PER PELAYANAN
UNIT PELAYANAN: STASIUN METEOROLOGI RAJA HAJI FISABILILLAH
BADAN METEOROLOGI, KLIMATOLOGI, DAN GEOFISIKA
SEMESTER 1 TAHUN 2024

NO. RESP	NILAI UNSUR PELAYANAN												
	U1	U2	U3	U4	U5	U6	U7	U8	U9	U10	U11	U12	
1	4.0	4.0	3.0	4.0	2.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	-
2	3.5	3.5	3.5	3.5	3.5	3.5	3.25	3.0	3.5	3.5	3.5	3.5	-
3	4.0	3.4	3.5	3.5	4.0	4.0	4.0	3.5	3.5	4.0	3.5	4.0	-
4	4.0	4.0	4.0	4.0	4.0	4.0	3.0	4.0	4.0	3.5	4.0	4.0	-
5	4.0	4.0	4.0	4.0	4.0	4.0	3.0	4.0	4.0	4.0	4.0	4.0	-
6	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	-
7	4.0	3.4	4.0	3.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	-
8	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	-
9	4.0	4.0	4.0	4.0	4.0	4.0	3.0	4.0	4.0	4.0	4.0	4.0	-
10	4.0	4.0	4.0	4.0	4.0	4.0	3.5	4.0	4.0	3.5	4.0	4.0	-
11	4.0	4.0	3.5	4.0	4.0	4.0	3.5	4.0	4.0	4.0	3.5	4.0	-
12	3.0	3.0	3.5	3.0	3.0	3.5	3.5	3.5	3.5	4.0	3.0	3.0	-
13	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	-
14	3.5	3.0	3.5	3.5	3.5	3.0	3.0	3.0	3.0	3.0	3.0	3.0	-
15	3.0	3.8	4.0	3.75	4.0	4.0	3.0	3.5	4.0	4.0	3.0	3.0	-
16	3.0	3.0	3.0	3.25	3.5	3.5	3.5	3.5	3.0	3.0	3.0	3.0	-
17	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	-
18	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	-
19	3.5	3.8	3.5	3.0	3.0	2.5	2.5	2.5	2.5	2.5	2.5	2.5	-
20	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	-
21	3.0	3.0	3.5	3.0	4.0	3.0	3.0	3.5	3.5	3.5	3.0	3.5	-
22	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	-
23	4.0	4.0	4.0	4.0	4.0	4.0	3.5	4.0	4.0	4.0	4.0	4.0	-
24	3.5	3.5	4.0	4.0	4.0	4.0	3.5	4.0	4.0	4.0	4.0	4.0	-
25	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	-
26	3.5	3.5	4.0	4.0	4.0	3.5	3.5	4.0	4.0	4.0	4.0	4.0	-
27	3.5	3.5	4.0	3.5	3.5	3.5	3.75	4.0	3.5	4.0	4.0	4.0	-
28	4.0	4.0	4.0	4.0	4.0	4.0	3.25	3.5	4.0	4.0	3.5	3.5	-
29	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	-
30	4.0	3.5	4.0	3.5	3.5	3.5	4.0	3.5	4.0	4.0	4.0	4.0	-
31	4.0	4.0	4.0	3.75	3.5	4.0	4.0	4.0	4.0	4.0	4.0	4.0	-
32	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	-
33	3.5	3.5	4.0	3.0	3.0	3.0	3.0	3.5	3.5	3.5	3.5	3.5	-
34	3.0	3.0	3.5	3.0	3.5	3.5	3.0	3.0	3.0	3.0	3.0	3.0	-

35	3.5	3.5	4.0	3.0	3.0	3.0	3.0	3.5	3.0	3.5	3.0	3.5	-
36	4.0	4.0	4.0	4.0	4.0	3.5	3.5	4.0	4.0	3.5	4.0	4.0	-
37	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	-
38	4.0	3.8	4.0	3.75	4.0	3.5	3.5	4.0	4.0	4.0	3.0	4.0	-
39	4.0	3.5	3.5	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	-
40	3.0	3.0	3.5	3.0	3.5	3.5	3.5	4.0	4.0	4.0	3.5	4.0	-
41	3.0	3.0	3.5	3.0	3.0	3.0	3.0	3.0	3.5	3.5	3.0	3.0	-
42	4.0	3.9	4.0	4.0	4.0	4.0	3.5	4.0	4.0	4.0	4.0	4.0	-
43	3.75	4.0	4.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	-
44	4.0	3.7	4.0	3.5	3.5	3.5	3.5	4.0	3.5	3.5	3.5	4.0	-
45	4.0	3.5	4.0	4.0	4.0	4.0	3.0	4.0	4.0	4.0	4.0	4.0	-
Jumlah Nilai/Unsur	168.25	165.8	172.0	165.0	167.0	166.5	158.25	168.5	169.0	169.5	164.5	168.5	-
NRR Unsur	3.74	3.68	3.82	3.67	3.71	3.7	3.52	3.74	3.76	3.77	3.66	3.74	-
NRR Tertimbang Unsur	0.31	0.31	0.32	0.3	0.31	0.31	0.29	0.31	0.31	0.31	0.3	0.31	*)3.69
IKM Unit Kerja Pelayanan Publik													**)92.25

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

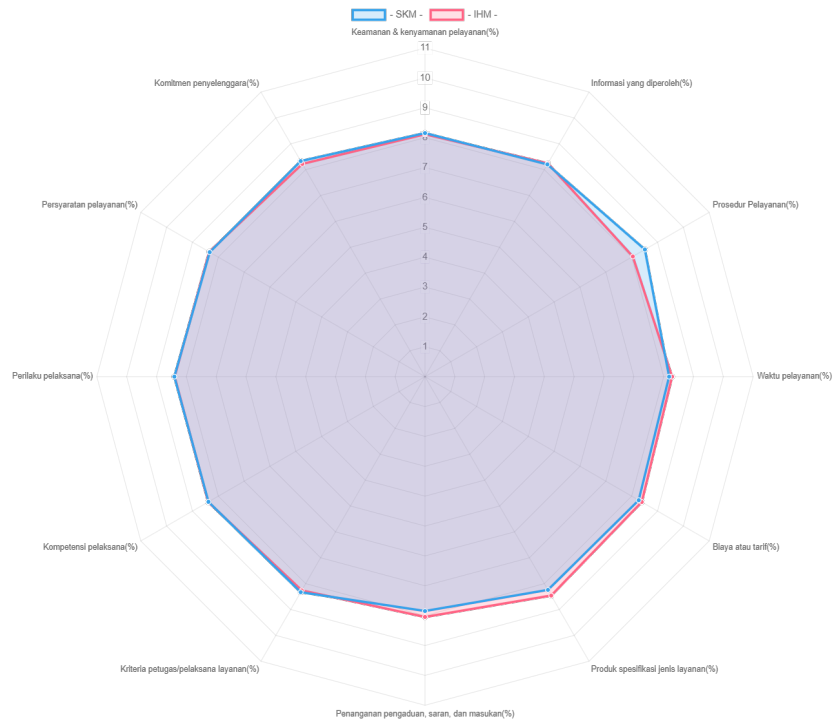
Mutu Pelayanan :

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	3.74
2	Informasi yang diperoleh	3.68
3	Prosedur Pelayanan	3.82
4	Waktu pelayanan	3.67
5	Biaya atau tarif	3.71
6	Produk spesifikasi jenis layanan	3.7
7	Penanganan pengaduan, saran, dan masukan	3.52
8	Kriteria petugas/pelaksana layanan	3.74
9	Kompetensi pelaksana	3.76
10	Perilaku pelaksana	3.77
11	Keamanan dan kenyamanan sarana prasarana pelayanan	3.66
12	Komitmen penyelenggara	3.74

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

SEMESTER 1 TAHUN 2024

NILAI IKM	NAMA PELAYANAN:
92.25	RESPONDEN JUMLAH : 45 ORANG JENIS KELAMIN : L = 35 ORANG/P = 10 ORANG PENDIDIKAN : SD = 0 ORANG : SMP = 0 ORANG : SMA = 14 ORANG : D1/D2/D3 = 1 ORANG : D4/S1 = 28 ORANG : S2 ke atas = 2 ORANG PERIODE SURVEI : 12-01-2024 s.d. 29-06-2024
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