

PENGOLAHAN DATA SURVEY KEPUASAN MASYARAKAT PER RESPONDEN DAN PER PELAYANAN
UNIT PELAYANAN: STASIUN METEOROLOGI RAJA HAJI FISABILILLAH
BADAN METEOROLOGI, KLIMATOLOGI, DAN GEOFISIKA
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	-
46	4.0	4.0	4.0	4.0	4.0	4.0	3.75	4.0	4.0	4.0	4.0	4.0	-
47	4.0	3.8	3.5	4.0	4.0	4.0	3.5	4.0	4.0	4.0	4.0	4.0	-
48	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	-
49	4.0	3.8	3.5	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	-
50	3.75	3.9	4.0	4.0	4.0	4.0	3.5	4.0	4.0	4.0	4.0	4.0	-
51	4.0	4.0	4.0	4.0	4.0	4.0	3.0	4.0	4.0	4.0	4.0	4.0	-
52	4.0	4.0	4.0	4.0	4.0	4.0	3.5	4.0	4.0	4.0	4.0	4.0	-
53	4.0	4.0	4.0	4.0	4.0	4.0	3.75	4.0	4.0	4.0	4.0	4.0	-
54	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	-
55	4.0	3.9	4.0	4.0	3.5	3.5	3.5	3.5	3.0	4.0	3.5	3.5	-
56	3.0	3.1	3.5	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	-
57	4.0	3.8	3.5	4.0	4.0	3.5	3.5	4.0	4.0	3.0	4.0	4.0	-
58	4.0	4.0	4.0	3.5	4.0	4.0	3.5	3.5	3.5	3.5	3.5	4.0	-
59	2.75	3.6	2.5	3.0	3.0	3.0	3.0	4.0	4.0	3.5	3.5	3.5	-
60	3.0	3.0	2.5	3.5	3.5	3.5	3.5	4.0	4.0	3.5	3.5	3.5	-
61	3.5	3.5	3.5	3.5	3.0	3.5	3.5	3.5	3.5	3.5	3.5	3.5	-
62	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	-
63	4.0	4.0	3.5	4.0	4.0	4.0	3.5	4.0	4.0	3.5	4.0	4.0	-
64	4.0	4.0	4.0	4.0	4.0	4.0	3.0	4.0	4.0	3.5	3.5	3.5	-
65	4.0	3.6	3.5	3.5	3.0	3.0	3.5	3.0	3.5	3.5	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	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.5	3.5	3.0	3.5	3.5	-
68	4.0	4.0	3.5	4.0	3.0	3.5	4.0	4.0	4.0	4.0	4.0	4.0	-
69	3.0	3.1	3.0	3.0	2.5	3.0	3.0	3.0	3.0	3.0	3.0	3.0	-
70	4.0	4.0	4.0	3.0	3.0	3.0	4.0	4.0	4.0	4.0	4.0	4.0	-
71	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.5	3.0	3.0	3.5	3.5	-
72	4.0	4.0	4.0	3.5	3.5	3.5	3.0	4.0	3.5	3.0	3.0	4.0	-
73	3.5	4.0	4.0	3.5	3.5	3.5	3.0	3.0	3.0	3.0	3.0	3.0	-
74	3.0	3.0	3.5	3.0	3.0	3.0	2.5	3.0	3.0	3.0	3.5	3.5	-

75	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	-
76	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.5	2.5	3.0	3.0	-
77	3.5	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	-
78	4.0	3.5	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	-
79	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	-
80	3.5	3.5	4.0	3.5	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	-
81	3.5	3.9	4.0	3.5	4.0	3.5	4.0	4.0	4.0	4.0	4.0	4.0	-
82	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	-
83	4.0	4.0	4.0	4.0	4.0	4.0	3.5	4.0	3.5	3.5	4.0	4.0	-
Jumlah Nilai/Unsur	308.25	306.8	311.5	304.0	303.5	303.5	290.75	310.0	309.5	306.0	304.0	309.5	-
NRR Unsur	3.71	3.7	3.75	3.66	3.66	3.66	3.5	3.73	3.73	3.69	3.66	3.73	-
NRR Tertimbang Unsur	0.31	0.31	0.31	0.3	0.3	0.3	0.29	0.31	0.31	0.31	0.3	0.31	*)3.66
IKM Unit Kerja Pelayanan Publik													**)91.5

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

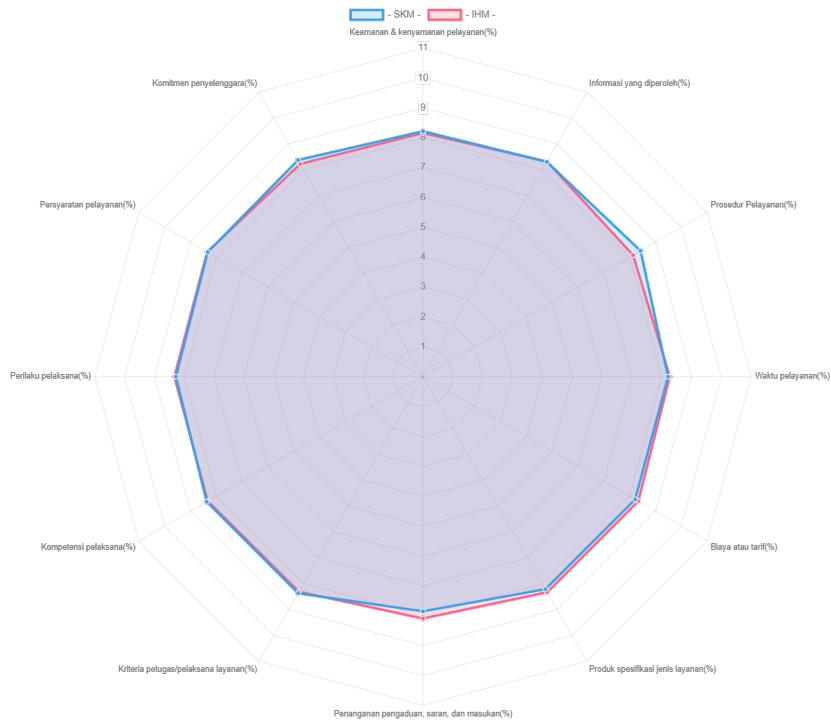
Mutu Pelayanan :

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	3.71
2	Informasi yang diperoleh	3.7
3	Prosedur Pelayanan	3.75
4	Waktu pelayanan	3.66
5	Biaya atau tarif	3.66
6	Produk spesifikasi jenis layanan	3.66
7	Penanganan pengaduan, saran, dan masukan	3.5
8	Kriteria petugas/pelaksana layanan	3.73
9	Kompetensi pelaksana	3.73
10	Perilaku pelaksana	3.69
11	Keamanan dan kenyamanan sarana prasarana pelayanan	3.66
12	Komitmen penyelenggara	3.73

INDEKS KEPUASAN MASYARAKAT (IKM) UNIT PELAYANAN: STASIUN METEOROLOGI RAJA HAJI FISABILILLAH BADAN METEOROLOGI, KLIMATOLOGI, DAN GEOFISIKA TAHUN 2024	
NILAI IKM	NAMA PELAYANAN:
91.5	RESPONDEN JUMLAH : 83 ORANG JENIS KELAMIN : L = 65 ORANG/P = 18 ORANG PENDIDIKAN : SD = 0 ORANG : SMP = 0 ORANG : SMA = 22 ORANG : D1/D2/D3 = 3 ORANG : D4/S1 = 52 ORANG : S2 ke atas = 6 ORANG PERIODE SURVEI : 12-01-2024 s.d. 07-12-2024
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	