

**Rekapitulasi Indeks Kepuasan Masyarakat (IKM)  
Pada Unit Penyelenggara Publik di Lingkungan Pemerintah Kabupaten Kebumen Triwulan Tahun 2023**

| No | Unit Penyelenggara Pelayanan Publik                                  | Unsur Pelayanan |          |                 |             |                |                      |                    |                      |                      | Jumlah | Indeks Kepuasan Masyarakat |
|----|----------------------------------------------------------------------|-----------------|----------|-----------------|-------------|----------------|----------------------|--------------------|----------------------|----------------------|--------|----------------------------|
|    |                                                                      | Persyaratan     | Prosedur | Waktu Pelayanan | Biaya/Tarif | Produk Layanan | Kompetensi Pelaksana | Perilaku Pelaksana | Sarana dan Prasarana | Penanganan Pengaduan |        |                            |
| 1  | Badan Kepegawaian dan Pengembangan Sumber Daya Manusia               | 83.12           | 81.53    | 78.93           | 95.7        | 82.53          | 83.65                | 84.47              | 82.82                | 94.32                | 767.07 | 84.38                      |
| 2  | Badan Kesatuan Bangsa dan Politik                                    | 89.41           | 89.42    | 84.24           | 97.32       | 89.4           | 87.5                 | 91.1               | 88.19                | 95.63                | 812.22 | 89.34                      |
| 3  | Badan Penanggulangan Bencana Daerah                                  | 99.59           | 99.55    | 99.56           | 99.74       | 99.59          | 99.61                | 99.6               | 99.52                | 99.8                 | 896.56 | 98.62                      |
| 4  | Badan Pengelolaan Keuangan dan Pendapatan Daerah                     | 85.86           | 84.13    | 81.81           | 95.78       | 84.11          | 87.07                | 86.09              | 85                   | 96.93                | 786.76 | 86.54                      |
| 5  | Badan Perencanaan, Penelitian dan Pengembangan Daerah                | 87.82           | 88.03    | 84.43           | 94.7        | 87.08          | 87.39                | 89.3               | 85.91                | 94.49                | 799.15 | 87.91                      |
| 6  | Dinas Kearsipan dan Perpustakaan                                     | 95.51           | 95.19    | 95.49           | 99.19       | 94.55          | 96.1                 | 95.24              | 96.14                | 97.9                 | 865.3  | 95.18                      |
| 7  | Dinas Kependudukan dan Pencatatan Sipil                              | 91.01           | 94.33    | 90.97           | 98.16       | 91.37          | 90.54                | 88.94              | 94.46                | 97.18                | 836.96 | 92.07                      |
| 8  | Dinas Komunikasi dan Informatika                                     | 87.52           | 84.29    | 84.67           | 94.62       | 84.56          | 86.97                | 88.64              | 88.41                | 94.5                 | 794.19 | 87.36                      |
| 9  | Dinas Lingkungan Hidup, Kelautan dan Perikanan                       | 86.38           | 80.65    | 79.32           | 91.52       | 86.5           | 87.55                | 88.05              | 81.27                | 89.81                | 771.04 | 84.81                      |
| 10 | Dinas Pariwisata dan Kebudayaan                                      | 85.2            | 84.91    | 82.74           | 92.09       | 84.63          | 85.07                | 86.36              | 84.7                 | 92.02                | 777.74 | 85.55                      |
| 11 | Dinas Pekerjaan Umum dan Penataan Ruang                              | 86.18           | 80.21    | 78.13           | 92.36       | 96.18          | 93.75                | 94.1               | 93.06                | 96.53                | 810.49 | 89.15                      |
| 12 | Dinas Pemberdayaan Masyarakat dan Desa                               | 82.78           | 82.64    | 82.04           | 96.52       | 83.04          | 84.56                | 85.11              | 83.4                 | 95.73                | 775.81 | 85.34                      |
| 13 | Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu               | 92.24           | 92.89    | 91.36           | 95.07       | 93.37          | 92.93                | 93.36              | 94.23                | 99.6                 | 845.05 | 92.96                      |
| 14 | Dinas Pendidikan, Kepemudaan dan Olahraga                            | 84.92           | 82.76    | 79.03           | 95.85       | 84.01          | 85.25                | 84.83              | 82.95                | 94.19                | 773.78 | 85.12                      |
| 15 | Dinas Perindustrian, Perdagangan, Koperasi, Usaha Kecil dan Menengah | 90.61           | 90.42    | 88.03           | 92.66       | 90.29          | 92                   | 92.45              | 89.03                | 97.53                | 823.03 | 90.53                      |
| 16 | Dinas Pertanian dan Pangan                                           | 87.78           | 90.1     | 85.88           | 96.31       | 86.55          | 86.34                | 85.91              | 85.39                | 94.36                | 798.6  | 87.85                      |
| 17 | Dinas Perumahan, Kawasan Permukiman dan Perhubungan                  | 96.86           | 94.44    | 93.18           | 79.35       | 95.93          | 94.3                 | 96.43              | 95.28                | 98.55                | 844.33 | 92.88                      |
| 18 | Dinas Sosial, Pemberdayaan Perempuan dan Perlindungan Anak           | 91.34           | 91.25    | 89.18           | 97.47       | 91.39          | 91.86                | 91.21              | 90.76                | 97.5                 | 831.97 | 91.52                      |
| 19 | Dinas Tenaga Kerja                                                   | 87.27           | 87.65    | 84.88           | 95.57       | 84.63          | 89.55                | 89.85              | 87.97                | 94.98                | 802.35 | 88.26                      |
| 20 | Inspektorat Daerah                                                   | 91.09           | 89.42    | 83.79           | 98.81       | 89.72          | 91.09                | 89.25              | 93.51                | 99.7                 | 826.38 | 90.9                       |
| 21 | Kecamatan Adimulyo                                                   | 90.73           | 90.48    | 91.32           | 99.03       | 91.56          | 91.82                | 90.99              | 85                   | 94.49                | 825.4  | 90.79                      |
| 22 | Kecamatan Alian                                                      | 87.74           | 88.71    | 87.86           | 99.7        | 88.83          | 88.27                | 88.65              | 87.82                | 99.65                | 817.24 | 89.9                       |
| 23 | Kecamatan Ambal                                                      | 87.5            | 83.91    | 82.61           | 98.57       | 85.53          | 84.43                | 84.01              | 80.58                | 97.34                | 784.48 | 86.29                      |
| 24 | Kecamatan Ayah                                                       | 90.15           | 89.63    | 88.81           | 99.21       | 89.12          | 86.85                | 83.98              | 89.67                | 87.13                | 804.55 | 88.5                       |
| 25 | Kecamatan Bonorowo                                                   | 76.78           | 77.83    | 79.19           | 98.98       | 82.17          | 80.31                | 80.56              | 83.75                | 99.06                | 758.63 | 83.45                      |
| 26 | Kecamatan Buayan                                                     | 93.1            | 91.51    | 89.83           | 99.77       | 93.57          | 90.73                | 93.04              | 92.26                | 96.74                | 840.55 | 92.46                      |
| 27 | Kecamatan Buluspesantren                                             | 90.34           | 90.02    | 88.21           | 99.79       | 93.03          | 93.62                | 93.65              | 90.4                 | 94.28                | 833.33 | 91.67                      |
| 28 | Kecamatan Karanggayam                                                | 83.58           | 83.96    | 83.42           | 99.77       | 82.72          | 87.12                | 85.61              | 81.24                | 93.67                | 781.09 | 85.92                      |

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|---------------|---------------------------------------------------------------|-----------------|--------------|-----------------|---------------|----------------|----------------------|--------------------|----------------------|----------------------|---------------|----------------------------|
|               |                                                               | Persyaratan     | Prosedur     | Waktu Pelayanan | Biaya/Tarif   | Produk Layanan | Kompetensi Pelaksana | Perilaku Pelaksana | Sarana dan Prasarana | Penanganan Pengaduan |               |                            |
| 29            | Kecamatan Karangsembung                                       | 86.79           | 86.73        | 85.96           | 99.96         | 86.36          | 86.18                | 86.19              | 86.26                | 99.34                | 803.78        | 88.42                      |
| 30            | Kecamatan Klirong                                             | 88.28           | 90.17        | 82.99           | 99.83         | 84.64          | 83.03                | 85.74              | 84.6                 | 91.26                | 790.54        | 86.96                      |
| 31            | Kecamatan Kutowinangun                                        | 94.43           | 93.57        | 93.11           | 99.16         | 94.11          | 94.84                | 95.21              | 92.68                | 95.32                | 852.43        | 93.77                      |
| 32            | Kecamatan Kuwarasan                                           | 92.67           | 93.13        | 92.95           | 99.61         | 94.11          | 93.91                | 94.03              | 93.97                | 95.12                | 849.49        | 93.44                      |
| 33            | Kecamatan Mirit                                               | 87.25           | 86.89        | 87.06           | 99.7          | 91.44          | 89.23                | 89.36              | 87.87                | 97.92                | 816.72        | 89.84                      |
| 34            | Kecamatan Padureso                                            | 98.42           | 98.28        | 98.25           | 99.9          | 98.7           | 98.53                | 98.52              | 98.42                | 99.7                 | 888.72        | 97.76                      |
| 35            | Kecamatan Pejagoan                                            | 87.08           | 86.89        | 86.06           | 99.21         | 88.46          | 87.81                | 87.96              | 88.38                | 99.63                | 811.47        | 89.26                      |
| 36            | Kecamatan Petanahan                                           | 91.89           | 93.75        | 90.14           | 99.15         | 92.48          | 91.18                | 91.62              | 91.25                | 98.41                | 839.86        | 92.39                      |
| 37            | Kecamatan Poncowarno                                          | 94.24           | 94.72        | 83.94           | 99.46         | 91.93          | 92.47                | 88.83              | 78.48                | 97.4                 | 821.46        | 90.36                      |
| 38            | Kecamatan Prembun                                             | 93.56           | 93.4         | 92.77           | 99.18         | 94.22          | 94.61                | 94.05              | 94.5                 | 98.34                | 854.62        | 94.01                      |
| 39            | Kecamatan Puring                                              | 83.38           | 84.27        | 83.39           | 99.19         | 84.96          | 84.9                 | 83.13              | 85.25                | 99.87                | 788.34        | 86.72                      |
| 40            | Kecamatan Rowokele                                            | 86.77           | 86.86        | 86.81           | 94.69         | 86.39          | 87.65                | 85.54              | 79.89                | 97.55                | 792.16        | 87.14                      |
| 41            | Kecamatan Sadang                                              | 96.28           | 96.48        | 93.84           | 99.48         | 96.37          | 95.01                | 94.24              | 94.75                | 98.27                | 864.73        | 95.12                      |
| 42            | Kecamatan Sempor                                              | 89.54           | 89.82        | 89.1            | 99.43         | 89.51          | 89.27                | 89.54              | 89.02                | 99.71                | 824.94        | 90.74                      |
| 43            | Kecamatan Sruweng                                             | 85.82           | 85.85        | 84.68           | 99.71         | 84.04          | 92.33                | 92.3               | 84.94                | 86.56                | 796.23        | 87.59                      |
| 44            | Satuan Polisi Pamong Praja                                    | 93.56           | 93.61        | 93.5            | 97.63         | 94.21          | 94.36                | 95.16              | 93.79                | 98.36                | 854.19        | 93.96                      |
| 45            | Sekretariat Dewan Perwakilan Rakyat Daerah                    | 81.9            | 84.46        | 80.18           | 96.55         | 83.57          | 81.01                | 85.8               | 81.01                | 97.38                | 771.88        | 84.91                      |
| 46            | UPTD Laboratorium Lingkungan                                  | 0               | 0            | 0               | 0             | 0              | 0                    | 0                  | 0                    | 0                    | 0             | 0                          |
| 47            | Dinas Kesehatan, Pengendalian Penduduk dan Keluarga Berencana | 86.13           | 86.19        | 82.9            | 87.97         | 85.61          | 86.42                | 87.08              | 85.13                | 94.11                | 781.55        | 85.97                      |
| 48            | Kecamatan Gombong                                             | 87.99           | 87.85        | 85.43           | 99.88         | 85.4           | 86.95                | 85.97              | 86.02                | 98.44                | 803.93        | 88.43                      |
| 49            | Kecamatan Karanganyar                                         | 88.28           | 88.32        | 86.77           | 99.11         | 87.71          | 89.08                | 88.32              | 84.12                | 91.44                | 803.15        | 88.35                      |
| 50            | Kecamatan Kebumen                                             | 92.52           | 92.4         | 90.81           | 99.31         | 92.18          | 92.43                | 91.11              | 92.11                | 96.8                 | 839.66        | 92.36                      |
| 51            | Sekretariat Daerah                                            | 90.58           | 90.22        | 89.07           | 93.17         | 90.17          | 90.98                | 91.86              | 89.79                | 96.34                | 822.19        | 90.44                      |
| 52            | PDAM Bumi Tirta Sentosa                                       | 507.51          | 505.88       | 500.68          | 519.12        | 505.61         | 509.34               | 513.3              | 503.97               | 533.47               | 899.02        | 98.89                      |
| <b>Jumlah</b> |                                                               | <b>97.4</b>     | <b>97.05</b> | <b>95.08</b>    | <b>105.37</b> | <b>97.41</b>   | <b>97.8</b>          | <b>97.95</b>       | <b>96.45</b>         | <b>104.79</b>        | <b>816.77</b> | <b>89.84</b>               |