UNIVERSITAS GADJAH MADA
**Kajian Pengelolaan Kualitas Air Minum PT Air Minum Bandarmasih (Perseroda) Di Zona Banjarmasin Barat Kota Banjarmasin**
Nadila Rusma Ramadhani, Dr. Margaretha Widyastuti, M.T., ; Dr. Sigit Heru Murti Budi Santosa, S.Si., M.Si.,
**Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/**

# INTISARI

Kualitas air minum merupakan salah satu aspek penting dalam penyelenggaraan Sistem Penyediaan Air Minum (SPAM) karena berkaitan langsung dengan kesehatan masyarakat dan keberlanjutan pelayanan publik. Penelitian ini bertujuan untuk menganalisis kualitas air minum, mengidentifikasi faktor-faktor yang memengaruhi perubahan kualitas air, serta merumuskan strategi pengelolaan lingkungan dalam menjaga dan meningkatkan kualitas air minum PT Air Minum Bandarmasih (Perseroda) di Zona Banjarmasin Barat Kota Banjarmasin. Penelitian menggunakan metode campuran (*mixed method*) dengan pendekatan kuantitatif dan kualitatif. Analisis kuantitatif dilakukan melalui pengujian parameter fisika, kimia, dan mikrobiologi pada air baku, air hasil pengolahan, reservoir, dan sembilan titik pelanggan. Analisis kualitatif dilakukan melalui wawancara pelanggan dan petugas teknis untuk mengetahui persepsi, kondisi operasional, serta faktor pengelolaan kualitas air. Hasil penelitian menunjukkan bahwa sebagian besar parameter kualitas air telah memenuhi persyaratan berdasarkan Peraturan Menteri Kesehatan Republik Indonesia Nomor 2 Tahun 2023. Namun, masih ditemukan beberapa parameter yang melebihi baku mutu pada titik tertentu, yaitu kekeruhan pada IPA sebesar 7,43 NTU, Basirih sebesar 3,01 NTU, dan Telawang sebesar 3,03 NTU, serta kadar besi (Fe) pada Belitung Selatan sebesar 0,44 mg/L, Kuin Cerucuk sebesar 0,52 mg/L, Pelambuan sebesar 0,68 mg/L, dan Telawang sebesar 0,48 mg/L. Faktor yang memengaruhi kualitas air meliputi kondisi air baku Sungai Martapura, efektivitas proses pengolahan, kondisi reservoir, karakteristik jaringan distribusi, serta faktor lingkungan sekitar pelanggan. Strategi pengelolaan dirumuskan menggunakan pendekatan DPSIR (*Driver–Pressure–State–Impact–Response*) melalui optimalisasi proses pengolahan, pemeliharaan jaringan distribusi, pengendalian kebocoran, kegiatan *flushing*, pemantauan kualitas air berkala, dan peningkatan komunikasi pelayanan kepada pelanggan.

Kata Kunci : kualitas air minum, SPAM, jaringan distribusi, PT Air Minum Bandarmasih, persepsi pelanggan, strategi pengelolaan

UNIVERSITAS
GADJAH MADA
**Kajian Pengelolaan Kualitas Air Minum PT Air Minum Bandarmasih (Perseroda) Di Zona Banjarmasin Barat
Kota Banjarmasin**
Nadila Rusma Ramadhani, Dr. Margaretha Widyastuti, M.T., ; Dr. Sigit Heru Murti Budi Santosa, S.Si., M.Si.,
**Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/**

# ABSTRACT

*Drinking water quality is one of the essential aspects in the implementation of the Drinking Water Supply System (SPAM) because it is directly related to public health and the sustainability of public services. This study aims to analyze drinking water quality, identify factors influencing changes in water quality, and formulate environmental management strategies to maintain and improve the drinking water quality of PT Air Minum Bandarmasih (Perseroda) in the West Banjarmasin Zone, Banjarmasin City. The study employed a mixed-method approach combining quantitative and qualitative methods. Quantitative analysis was conducted by testing physical, chemical, and microbiological parameters in raw water, treated water, reservoirs, and nine customer sampling points. Qualitative analysis was carried out through interviews with customers and technical officers to identify perceptions, operational conditions, and factors related to water quality management. The results showed that most water quality parameters complied with the requirements stipulated in the Regulation of the Minister of Health of the Republic of Indonesia Number 2 of 2023. However, several parameters exceeding the quality standards were still found at certain sampling points, including turbidity levels at the Water Treatment Plant (WTP) reaching 7.43 NTU, Basirih at 3.01 NTU, and Telawang at 3.03 NTU. In addition, iron (Fe) concentrations exceeded the standard at Belitung Selatan (0.44 mg/L), Kuin Cerucuk (0.52 mg/L), Pelambuan (0.68 mg/L), and Telawang (0.48 mg/L). Factors influencing water quality include the condition of the Martapura River as the raw water source, the effectiveness of the treatment process, reservoir conditions, distribution network characteristics, and environmental factors surrounding customer areas.The environmental management strategy was formulated using the DPSIR (Driver–Pressure–State–Impact–Response) approach through optimization of water treatment processes, distribution network maintenance, leakage control, flushing activities, periodic water quality monitoring, and improvement of communication services with customers.*

**Keywords:** *Drinking water quality, Drinking Water Supply System (SPAM), distribution network, PT Air Minum Bandarmasih, customer perception, management strategy.*