



INTISARI

Instalasi pengolahan air minum di PDAM Kolaka dibangun pada tahun 1976 dengan kapasitas pengolahan 210 liter/detik. Kondisi instalasi sudah tua dan belum pernah dilakukan perbaikan sehingga berpengaruh terhadap kualitas air yang diproduksinya. Selain itu tingkat pelayanan dan kinerja sumberdaya manusia dalam operasional penyediaan air bersih masih kurang. Penelitian ini bertujuan untuk menganalisis faktor-faktor pelayanan dari PDAM Kolaka yang mempengaruhi perspektif kepuasan pelanggan dan pengelola PDAM sebagai indikator tingkat kepuasan pelanggan, menganalisis kinerja sumber daya manusia dalam operasional sistem penyediaan air minum serta mengevaluasi kondisi IPA eksisting dalam upaya peningkatan pelayanan kepada masyarakat.

Survey dan wawancara dilakukan untuk mengetahui bagaimana tingkat kepuasan pelanggan dan kinerja PDAM dalam melayani kebutuhan air minum masyarakat. Selain itu dilakukan analisis unit instalasi pengolahan air disesuaikan dengan kriteria desain. Analisis kepuasan pelanggan dan kinerja PDAM dihitung berdasarkan Kepmendagri No. 47 Tahun 1999. Penentuan strategi peningkatan kinerja dianalisis dengan menggunakan Diagram Pareto.

Hasil penelitian menunjukkan bahwa tingkat keberhasilan PDAM Kolaka berdasarkan Kepmendagri No. 47 Tahun 1999 termasuk dalam kategori cukup dengan nilai 47,50 tahun 2015 dan 52,00 tahun 2016. Sedangkan hasil analisis sistem IPA ditinjau dengan membandingkan kondisi eksisting dengan kriteria desain menunjukkan bahwa ada beberapa parameter yang tidak memenuhi kriteria desain sehingga berpengaruh terhadap kualitas air produksi. Prioritas rekomendasi untuk peningkatan kinerja PDAM, ada 4 aspek prioritas yang harus diperbaiki yaitu: kontinuitas air, kuantitas air, kualitas air, dan penanganan keluhan pelanggan.

Kata Kunci: PDAM Kolaka, Kinerja, Operasional



ABSTRACT

The drinking water treatment plant in Kolaka's PDAM was built in 1976 with a processing capacity of 210 liters / second. The installation condition is old and has never been repaired so that it affects the quality of the water it produces. In addition, the level of service and performance of human resources in operational water supply is still lacking. This study aims to analyze the service factors of Kolaka's PDAM that affect the perspective of customer and PDAM management satisfaction as an indicator of the level of customer satisfaction, analyze the performance of human resources in the operation of the drinking water supply system and evaluate the condition of the existing water treatment plant in an effort to improve service to the community.

Surveys and interviews were conducted to find out how the level of customer satisfaction and PDAM performance in serving the needs of drinking water community. In addition, the analysis of the water treatment plant unit is adjusted to the design criteria. Analysis of customer satisfaction and PDAM performance is calculated based on Kepmendagri No. 47 Year 1999. Determination of performance improvement strategy is analyzed by using Pareto Diagram.

The results showed that the success rate of Kolaka's PDAM based on Kepmendagri No. 47 Year 1999 included in the category enough with the value of 47.50 in 2015 and 52.00 in 2016. While the results of the analysis of the IPA system are reviewed by comparing the existing conditions with design criteria indicating that there are several parameters that do not meet the design criteria so that it affects the quality of production water. Priority recommendations for improving PDAM performance, there are four priority aspects to be improved: water continuity, water quantity, water quality, and customer complaint handling.

Keywords: Kolaka's PDAM, Performance, Operational