

## INTISARI

Kontraktor berperan penting dalam tercapainya hasil konstruksi jalan yang memenuhi standar teknis dan standar mutu jalan. Hasil capaian tersebut dipengaruhi oleh faktor dan indikator kinerja Kontraktor pada saat proses pelaksanaan proyek jalan berlangsung. Sehingga, diperlukan adanya tindakan monitoring dan evaluasi terhadap berbagai kendala dan permasalahan dengan mengamati pelaksanaan manajemen pekerjaan yang diterapkan di lapangan, baik bersifat teknis maupun non-teknis.

Metode penelitian diawali dengan mengamati faktor dan indikator yang berpengaruh terhadap kinerja Kontraktor di lapangan, diantaranya: (1) utilisasi tenaga kerja; (2) utilisasi material/bahan; (3) utilisasi peralatan berat; (4) implementasi metode kerja; (5) penjadwalan proyek; (6) hubungan kontraktual antar pihak; (7) utilisasi peralatan uji mutu; (8) kondisi keuangan kontraktor; (9) perubahan desain pekerjaan; (10) kondisi lingkungan; dan (11) pelaporan administrasi proyek. Selanjutnya, dilakukan analisis evaluasi faktor dan indikator tersebut dengan menggunakan metode IPA (*Importance Performance Analysis*). Kemudian, dapat ditentukan faktor dan indikator kinerja kontraktor yang menjadi kendala di lapangan dan memerlukan prioritas penanganan.

Hasil analisis evaluasi kinerja Kontraktor berupa pemetaan kendala dan permasalahan penanganan jalan nasional, serta penentuan prioritas penanganan terhadap kendala dan permasalahan tersebut. Secara umum, faktor yang memerlukan prioritas penanganan terkait utilisasi peralatan berat, metode kerja, dan utilisasi peralatan uji mutu jalan.

**Kata kunci:** kinerja kontraktor, *importance performance analysis*, kendala, permasalahan, dan prioritas penanganan

## ABSTRACT

Contractors play an important role in the achievement of the construction of roads that meet the technical standards and quality standards of the road Contractor performance assessment can be observed through management actions pelaksanaan road construction works are faced with various obstacles and problems in the field, both technical and non-technical.

First step in analysis method is observe some factors and indicators that affect contractor performance. Factors and indicators were observed, including: (1) utilization of labor; (2) utilization of materials / ingredients; (3) utilization of heavy equipment; (4) implementation of working methods; (5) project scheduling; (6) the contractual relationship between the parties; (7) quality testing equipment utilization; (8) the financial condition of the contractor; (9) changes in the design of the work; (10) environmental conditions; and (11) reporting project administration. Then, evaluation analysis factors and indicators method is IPA (Importance Performance Analysis). The result is factor and indicators in road construction can be determined, so the countermeasures also can be determined.

Contractor performance evaluation results of the analysis in the form of the identification of obstacles and problems handling the distribution of national roads, as well as prioritizing the handling of obstacles and problems. In general, factors associated utilization requires priority handling heavy equipment, working methods and the quality test equipment utilization of road.

**Keywords:** contractor performance, importance performance analysis, constraints, problems, and priority handling