

**KINERJA PELAYANAN AIR BERSIH
PDAM KABUPATEN MAGELANG**

TESIS

Disusun Dalam Rangka Memenuhi Persyaratan
Program Studi Magister Teknik Pembangunn Wilayah dan Kota
Konsentrasi Manajemen Prasarana Perkotaan
Program Pascasarjana Universitas Diponegoro

Oleh :

**GATOT PURWADI
L4D 005078**



**PROGRAM PASCA SARJANA
MAGISTER TEKNIK PEMBANGUNAN WILAYAH DAN KOTA
UNIVERSITAS DIPONEGORO
SEMARANG
2008**

ABSTRACT

Development of a region/town will be followed with improvement of requirement to service of clean water for both domestic and non-domestic requirement. PDAM Kabupaten Magelang is a local government company which is peripatetic and tries gives service of clean water to public. As service provider of clean water, PDAM must always races quality of the service according to demand and customer/client desire. PDAM Kabupaten Magelang must give best service to customer/client public in the form of supply of adequate clean water either in amount, quality and also the continuity. Problems faced by PDAM in this time is still the low of level of service, level of leakage which still high, has not optimal of service of PDAM especially water quality distribution and water continuity distribution.

Intention of this research is to study service performance of clean water of PDAM Kabupaten Magelang especially in operational aspect and customer/client assessment to service of clean water of PDAM. This research will study service of PDAM based on service standard of like Kepmendagri 47/1999 especially operational aspect, and related expert opinion, how customer/client assessment to service of PDAM. Research also will look for service difference happened in operational aspect and customer/client assessment, improvement effort of service coverage of PDAM which still low.

To obtain operational data of PDAM, done by raising questionnaire to PDAM institution. To know customer/client assessment to service PDAM, done with spreading of questionnaire to customer/client which will be made respondent. Sample taken to know customer/client assessment to service of PDAM are 68 responders and spread over in 8 district having customer/client of PDAM. Sampling technique used the proportion sample of region.

Based on result of research, service performance of PDAM especially operational aspect assessed to be good. While according to customer/client assessment, customer/client assess is enough to service PDAM. Service difference happened especially relates to the management of service and quality of service. Region broadness Kabupaten Magelang and still the limited service network of PDAM results service coverage of PDAM very low.

Recommendation given inter alia is improvement effort of service coverage by exploiting the regional potency and seeking of new source of fund for expansion of service region, repair of the network, improvement and SDM expansion, studies - study related to requirement of expense of management, exploiting of standard water, SDM, expansion of service area so that from result of the study can be compiled strategic plan and also plan to act in the effort improvement of service of clean water of PDAM. Also the need of doing of continuation study to relate to level of customer satisfaction of PDAM applies amount measuring rod and also quality which more detail.

Keyword : performance, service, operational aspect and customer/client assessment