

**PRIORITAS PENINGKATAN KAPASITAS
PELAYANAN PDAM KOTA PALEMBANG**

TESIS

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ABSTRACT

In public service especially that has distributive character, the society access to get service is very important and must be taken care by PDAM. Service of clean water practically still not yet flattens at most of all urban region. Base on service capacities level of clean water in Kota Palembang until 2002 just reach 38,67%, meanwhile government expect that reach will be 80 % urban population. Other side, the quality of service which have not been done optimally both pressure and supply, and the continuity of flow rate to consumer.

Base on mentioned above, research question which wishes to be searched in this study “How is the priority service capacity increasing of PDAM Kota Palembang ?.

The goal of this study to arrange service capacity increasing priority of PDAM Kota Palembang to fulfill clean water service to society. The targets of this study are : (1) To identify variables that able to be used to measure service capacity of PDAM; (2) To assess service capacities variables, which variable has low value; (3) To arrange priority alternative concept increasing service capacity of PDAM Kota Palembang base on SWOT; (4) To analyze service capacity variables of PDAM from assessment (criteria), and priority alternative concept service capacity increasing of PDAM Kota Palembang by using AHP; (5) To calculate the increasing Clean Water Retribution as the effect of service capacity increasing of PDAM Kota Palembang; and (6) To recommend service capacity increasing priority of PDAM Kota Palembang.

Base on result of analysis could be conclude that the increasing of human resources quality has the highest priority equal to 22,63 % than the increasing of service performance and system equal to 19,13 %, optimize the operation of IPA equal to 15,19 %, programme rehabilitate and system revitalizes equal to 14,90 %, decreasing of water lossing level equal to 14,39 %, and finally, privatize program of PDAM or cooperation among government, private sector and society equal to 13,76 %.

The recommendations able to given : (1) The are a need of the Human Resources Development Programme to change the attitude and behaviour of the personnel, and internal controlling increasing by “Reward and Punishment” for all in order to give the excellent service to society/consumer; (2) Recruitment of professional personnel for any level; (3) To increase operation earnings of PDAM can be done by to bill arrears, addition of bill collector and payment counter, design billing pattern of Banking System, to increase the selling to tank truck and make Public Hydrant Terminal (TAHU) for high density area and out of reach of PDAM, repair and install new flow meter to increase earnings maximally; and (4) For the efficiency service performance and system of PDAM, can be done by reorganizes by making branch of PDAM base on main IPA service namely : Branch I, Regional Distribution System of Seberang Ilir; Branch II, Regional Distribution System of Seberang Ulu; Branch III, Regional Distribution System of Sukarami; and Branch IV, handling Regional Distribution System of Sako.