

ABSTRAK

**ANALISIS PENGUKURAN KINERJA PERUSAHAAN DAERAH AIR
MINUM (PDAM)
(STUDI KASUS DI KOTA LUBUKLINGGAU)**

Shella Marcelina
NIM: 142114011
Universitas Sanata Dharma
Yogyakarta
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Penelitian ini bertujuan untuk mengetahui kinerja Perusahaan Daerah Air Minum (PDAM) yang diukur menggunakan Keputusan Ketua Badan Pendukung Pengembangan Sistem Penyediaan Air Minum Nomor 002/KPTS/K-6/IV/2010 Tentang Penilaian Kinerja Pelayanan Penyelenggaraan Pengembangan Sistem Penyediaan Air Minum Pada Perusahaan Daerah Air Minum. Penelitian dilakukan di PDAM Tirta Bukit Sulap Kota Lubuklinggau.

Jenis penelitian ini adalah studi kasus di PDAM Tirta Bukit Sulap Kota Lubuklinggau. Data diperoleh dengan cara dokumentasi berupa Laporan Keuangan, Laporan Produksi dan Distribusi, dan Laporan Hubungan Langganan serta melakukan wawancara kepada Direksi, Sub Bagian Keuangan dan Akuntansi, Sub Bagian Umum dan Personalia, Bagian Teknik, dan Bagian Hubungan Langganan. Teknik analisis data terdiri dari: (1) menghitung dan memberi penilaian pada Indikator Kinerja Aspek Keuangan; (2) menghitung dan memberi penilaian pada Indikator Kinerja Aspek Pelayanan; (3) menghitung dan memberi penilaian pada Indikator Kinerja Aspek Operasional; (4) menghitung dan memberi penilaian pada Indikator Kinerja Aspek Sumber Daya Manusia; (5) menghitung total kinerja dengan menjumlahkan nilai kinerja tiap aspek yang diperoleh dari nilai indikator dikali dengan bobot indikator; (6) menetapkan status kinerja perusahaan.

Berdasarkan analisis pengukuran kinerja menurut Keputusan Ketua Badan Pendukung Pengembangan Sistem Penyediaan Air Minum diketahui bahwa kinerja perusahaan tahun 2016 masuk dalam klasifikasi “Kurang Sehat” dengan total nilai kinerja 2,2. Perusahaan belum bisa masuk dalam klasifikasi “Sehat” karena semua aspek kurang mendukung.

Kata Kunci: kinerja PDAM, analisis kinerja, Perusahaan Daerah Air Minum

ABSTRACT

PERFORMANCE ANALYSIS OF MUNICIPAL WATERWORKS (Case study at Lubuklinggau)

Shella Marcelina
NIM: 142114011
Sanata Dharma University
Yogyakarta
2018

The aim of this research was to assess the performance of Municipal Waterworks (PDAM) which was measured using the Decision of the Supporting Agency Chairperson for the Development of Drinking Water Supply Systems Number 002/KPTS/K-6/IV/2010 Concerning the Performance Assessment of the Implementation of Drinking Water Supply System Development Services in Municipal Waterworks. The research was conducted at PDAM Tirta Bukit Sulap, Lubuklinggau.

The type of this research is a case study at Municipal Waterworks of Lubuklinggau. The data was obtained by collecting the documentation of Financial Reports, Production and Distribution Reports, and Subscription Relation Reports and conducting interviews to the Director, Finance and Accounting Subdivisions, General and Personnel Subdivisions, Division of Engineering, and Division of Subscription Relation. The data analysis techniques were: (1) calculating and assessing value of Financial Performance Indicator; (2) calculating and assessing value of Service Performance Indicator; (3) calculating and assessing value of Operational Performance Indicator; (4) calculating and assessing value of Human Resources Performance Indicator; (5) calculating the total performance by adding up the performance value of each aspect obtained from the indicator value multiplied by the indicator weight; (6) determining the company's performance status.

Based on the analysis of performance measurement according to the Decision of the Supporting Agency Chairperson for the Development of Water Supply Systems, it was found that the company's performance in 2016 was classified as "Less Healthy" with a total value of performance is 2.2. The company cannot yet be included in the "Healthy" classification because all aspects are less supportive.

Keywords: PDAM performance, performance analysis, Municipal Waterworks