

PERFORMANCE OF THE WAE MBELILING REGIONAL PUBLIC COMPANY (PERUMDA) DRINKING WATER IN PROVIDING CLEAN WATER IN KOMODO DISTRICT, WEST MANGGARAI REGENCY

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Abstract

Penelitian ini mengkaji implementasi Pedoman Umum Persatuan Air Minum Provinsi (PERUMDA) Sistem Manggarai Barat Nomor 31 Tahun 2014 tentang pengelolaan air bersih oleh PERUMDA Wae Mbeliling di Kabupaten Manggarai Barat. PERUMDA dibentuk sebagai upaya memperkuat tata kelola pemerintahan daerah dalam pemenuhan kebutuhan air minum masyarakat. Tujuan penelitian ini adalah untuk mengidentifikasi dan menggambarkan faktor-faktor penghambat pelaksanaan program penyediaan air bersih di wilayah tersebut. Penelitian menggunakan pendekatan kualitatif dengan memanfaatkan model teori kinerja Levine, yang menekankan pada aspek daya tanggap, daya tangkap, dan tanggung jawab organisasi. Hasil penelitian menunjukkan bahwa PERUMDA Wae Mbeliling telah menjalankan sistem administrasi dan pelayanan air bersih dengan cukup baik, antara lain melalui pemasangan jaringan pipa di berbagai titik sesuai ketentuan pedoman tahun 2014. Namun demikian, masih ditemukan disparitas dalam aspek daya tanggap, terutama terkait respons terhadap keluhan masyarakat yang dinilai belum optimal. Secara keseluruhan, penelitian ini menyimpulkan bahwa kinerja PERUMDA dalam penyediaan air bersih sudah berjalan sesuai aturan, namun masih memerlukan peningkatan dalam responsivitas dan pelayanan publik agar tata kelola air bersih di Manggarai Barat menjadi lebih efektif.

Keywords : Kinerja; Manajemen; Perusahaan Air Minum.

Abstract

Common Drinking Water Association Provincial Guideline (PERUMDA) West Manggarai System Number 31 of 2014 concerning Clean Water The board and Organization of the Wae Mbeliling Territorial Drinking Water Association, West Manggarai Regime. Perumda is an association that was framed to take part in local change exercises and further foster the arrangement of administrations to meet drinking water needs in the West Manggarai region. The point of the examination is to distinguish and portray restraining factors. Execution of the Wae Mbeling Local Public Organization (Perumda) savoring water giving clean water in Komodo sub-area, West Manggarai Rule. This exploration utilizes a subjective unmistakable examination type using Levine's presentation hypothesis by checking out at resposivity, responsiveness and responsibility as the reason for investigation. The consequences of this exploration tracked down that the West Manggarai Local Public Organization (Perumda) has carried out an administration framework well by taking a gander at the exhibition of dealing with water conveyance by introducing pipes at a few places in West Manggarai as per the relevant arrangements of the Territorial Guideline strategy specified in 2014. region through the arrangements that have been executed. As a matter of fact, through Levine's hypothesis, the exhibition setting shows that PERUMDA has a technique as a Functional Action Plan in checking water quality, yet as far as responsiveness, it was observed that there was a disparity in client care execution, specifically workers in the segment for paying attention to public grumblings didn't answer rapidly, therefore hampering Perumda's presentation.

Keywords: Performance; Management; Drinking Water Companies.

INTRODUCTION

The Meteorology, Climatology, and Geophysics Agency (BMKG) warned that the current water emergency poses a serious threat and requires the full attention of all countries worldwide. The reason is that both developed and non-industrialized countries will experience the same consequences. It makes no difference whether they are developed or emerging. Therefore, this issue should be a legitimate concern for all countries, regardless of the situation.” (Nano, 2023).

Labuan Bajo, a region in East Nusa Tenggara, is the capital of the West Manggarai region. Following the issuance of Regulation Number 8 of 2003 concerning the Development of the West Manggarai Regime in the East Nusa Tenggara Region, Labuan Bajo City became the administrative city of West Manggarai.

The Regional Drinking Water Company (PERUMDA) is a regionally owned business unit and is now collaborating with the private sector, which is engaged in the distribution of clean water to the general public. PERUMDA is present in every province, district, and city throughout Indonesia. The Territorial Drinking Water Organization (PERUMDA) has the aim of

participating in implementing provincial development in particular, and the economic progress of the community in general, by providing quality, healthy drinking water that meets the welfare requirements for people in a region, as well as a type of administration. given by public authorities to the community.

Regional development, such as providing clean drinking water for the community, is crucial. Water is essentially one of the most essential needs of living things, especially humans, who desperately need water. We generally know that humans are highly dependent on water for their daily lives. Based on this need, almost all human activities require water, for example, drinking, bathing, washing, cleaning, and so on.

The government itself has made a regional regulation of the Regional Drinking Water Company (PERUMDA) of West Manggarai Regency Number 31 of 2014 Concerning the Management and Service of Clean Water Perumda of West Manggarai Regency, the purpose and objective of the establishment is to participate in regional development and to improve the service of fulfilling drinking water needs for the community in the region, while the details and

purpose and objective of the establishment of the drinking water company. According to Levine's Performance theory which can be used as a basis for measuring the performance of public organizations, among others, responsiveness, namely performance indicators related to the work process of public organizations. Responsiveness is used to determine the extent to which the programs and services provided by public organizations match the needs of the community. The more community needs are programmed and carried out, the better the performance of the organization is considered.

Responsibility is a performance indicator of obligations used to determine whether implemented action programs meet appropriate and correct managerial standards. This fairness is also evident in its relationship to strategy, both clearly and verifiably.

Accountability is a specific implementation indicator related to the extent to which an open association's approach and projects are dependent on public authorities. In this situation, the public authority acts as an agent for the individual. This is used to determine the extent to which the open association's strategies and projects align with the

individual's interests. In addition to predicting execution and guiding execution, there are also factors that influence execution.

METHOD

The examination technique use subjective Sugiyono (2021:7) namely something logical way For get information that is intended seeking, demonstrating and building information certain so that can utilized with Good For understand, deal with and expect problem certain. Methodological techniques in inspection This use approach explanation subjective. Exploration area is place For finish exercise inspection For get information important from respondents. Strategy This use method collection information, especially perception, meetings and documentation. Strategy investigation information use decline information, performances information, and determination achievement.

RESULTS AND DISCUSSION

Remember impact from description the examination and discussion depicted in the section previously, then in implementing the Execution program Regional Community Organization (PERUMDA), Wea Mbeliling use Levine et al.'s (1990) hypothesis in (Dwiyanto,

2015) which recommends that there are 3 instructions that is Power responsiveness, power responsive and responsible answer so Can it is said PERUMDA exhibition in provision of clean water in the Komodo sub-region of the West Manggarai region use Levine's hypothesis

Task The main point of PERUMDA is provide drinking water For try help government area local that meets quality, quality and conformity in accordance guidelines that have been set. In carry out obligation in essence, namely organization government general which includes organization related administration with clean water management and management benefit general as in Perumda as helper all effort from activity area local, pay age as in the organization must get benefit for sustainability organization. Also, for help change monetary province.

The discussion that will be explained in Research on the Performance of the Wea Mbeliling Regional Public Company (PERUMDA) use theory performance proposed by the theory from Levin et al. that is :

Responsiveness.

In hypothesis administration as put forward by Stoner and Freeman (Safroni,

2012: 44), executive is the most common way in organize, sort, direct and control effort authoritative individuals and the methods involved in utilization all asset hierarchical For reach goal. goal authoritative that has determined previously. This is done Regional Public Company with objective For manage water emergency perfect in West Manggarai. Speed response Regional Public Company West Manggarai also became indicator performance important responsiveness. When society submit complaint or request services, regional public company This must capable respond with fast. Handling process complaint or request service must done in a way efficient and without cause prolonged delay. When Perumda West Manggarai can respond with fast, society will feel that need they prioritized and regional public companies This responsible answer to need they.

For increase inclusion administration, circulation and subdistribution pipe networks introduced in an open area For candidate client. Authority public currently look for new water sources For overcome water problems in the Komodo sub- region. The goal from projects This is For repair characteristic Clean water administration

in the local area. Komodo area, West Manggarai.

The following is the total data piped water users Regional Public Company Wow Mbeling

NO	GOLONGAN	KODE	JUMBLAH
1	Sosial Umum	1A	2
2	Sosial Khusus	1B	54
3	Rumah Tangga A	2A	1.553
4	Rumah Tangga B	2B	2.662
5	Niaga Kecil	3A	172
6	Instansi Pemerintah/TNI/PO LRI	3C	31
7	Rumah Mewah	4A	1
8	Niaga Besar	4B	41
9	Industri Besar	4C	1
10	Pelabuhan Laut/Udara	5A	2
11	Hotel Berbintang	5B	8
12	Restaurant Besar	5C	2
13	Rumah Sakit Swasta	5D	1
14	Hotel Berbintang Khusus A	5E	3
15	Hotel Berbintang Khusus B	5F	2
	Jumlah		4.535

Source : Regional Public Company Wow Shopping 2023

Responsibility

Indicator responsibility based on results analysis in the development process clean water network, Keban, in Pasolong, Harbani (2017: 204), implementation is level achievement goal, then Regional Public Company West Manggarai has finish a series activity among them a number of phase For reach objective said, in particular clean water emergency for managers with gradual stages.

Stage First is regional survey and mapping. Team of experts technique do survey towards the area to be developed clean water network. They identify location in need clean water supply and mapping existing network There is.

After that, it was done planning technical. Team of experts technique make design clean water network which includes pipes, pumps, and reservoirs. They also carry out estimate required budget For implementation project.

After planning finished, done stage implementation. Field team do pipe installation, installation pumps, and construction of reservoirs according to with designs that have been made. They also conducted trials and checks quality work For ensure clean water network functioning with Good.

After the stage implementation finished, done stage maintenance and supervision. Perumda West Manggarai does maintenance routine to clean water network that has been developed.

Accountability

Yuwono et al in Hessel Nogi (2005: 10) recommend that variables main influencing factors exhibition something association remember efforts of executives For interpret and adapt objective hierarchy, culture authoritative,

the nature of the association's human resources and interesting initiatives. One of obligation fundamental Regional Public Company West Manggarai is give sufficient ground to clean water inventory. Framework Work This covers well, path designation and installation water treatment. Perumda must ensure that framework the maintained and repaired in a way consistent so that can Keep going functioning with good. This is show not quite enough answer Regional Public Company in maintain the human resources it has so that the local area still get sufficient stock of clean water.

Besides provide infrastructure, Perumda West Manggarai is also responsible answer For supervise quality of water provided to community. Supervision This covering testing periodic on the water taken from source or those who have distributed to houses. If found existence poor water quality fulfil standard, Perumda must quick take action repair and provide information to public related possible impacts caused. In matter this, Perumda show accountability in ensure that clean water is provided safe and healthy for consumer with Keep going maintain water pipes.

In action clean water supply, Perumda West Manggarai has show

accountability through various 88steps. Through provision adequate infrastructure, supervision water quality, and accountable payments, Perumda West Manggarai has ensure that public can get clean water with good. However, Perumda also needs Keep going increase its performance in order to fulfill the increasing need for clean water increased in the area this. With guard accountability, Perumda West Manggarai can Keep going give good service in clean water supply to public.

Factor Inhibitor

Element obstacle to PERUMDA Wae Shopping around West Manggarai in provide clean water is plan finances used For expand association and work on association. There are several areas where people are in need get clean water 24 hours a day Because expansion hierarchy and advancement hierarchy need support government during not enough more One year. Moreover, the water pipes in West Manggarai that exist moment This Already very old so that cause release, should be replace the water pipe again, but For replace new water pipes That need cycle, all will finished gradually.

CONCLUSION

Remember impact from description the examination and discussion depicted in the section previously, then in implementing the Execution program Regional Community Organization (PERUMDA), Wea Mbeliling use Levine et al.'s (1990) hypothesis in (Dwiyanto, 2015) which recommends that there are 3 instructions that is Power responsiveness, power responsive and responsible answer so Can it is said PERUMDA exhibition in provision of clean water in the Komodo sub-region of the West Manggarai region use Levine's hypothesis

Found Not yet walk optimality is found in the indicators Responsiveness due to Lack of workers who handle complaint public in provision clean water facilities Because many complaints and deficiencies equipment necessary repairs For do PDAM pipe repair, repair pipelines require long time.

Indicator responsibility has walk with Good due to therefore Regional Public Company West Manggarai has do a series activities involving a number of stages For reach objective the with various treatment programs clean water crisis Activity program PDAM parties such as expand ensured pipeline network help

fulfil need community in the Manggarai area especially subdistrict komodo dragon those who are still Not yet own access to clean water.

Whereas For indicator accountability that has been running optimally like provide infrastructure, Perumda West Manggarai is also responsible answer For supervise quality of water provided to community. Supervision This covering testing periodic on the water taken from source or those who have distributed to houses.

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