THE PERFORMANCE IMPROVEMENT STUDY OF PDAM KABUPATEN DONGGALA

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ABSTRACT

Based on the audit result BPKP in 2009 for PDAM Kabupaten Donggala, the performance into the less healthy category. The low performance is caused by the drinking water supply conditions that are still faced with various technical issues, financial and institutional. Problems faced include the rate of water loss that occurs an average of 37.38% and the financial condition at a loss primarily due to loans from the Financial Department, which until now there is no settlement. Another problem is the coverage of service areas that are outside the administration that is in the City of Palu, Parimo Regency and Sigi Regency and cause difficulty managing the company.

The study was conducted using survey method and the case method. Techniques of data collection is done by observation, questionnaires and interviews. The data obtained were then processed using standard performance appraisal refers to the BPP SPAM in 2010 to assess the performance of PDAM Kabupaten Donggala and obtain alternative efforts to increase further. Assessment conducted on the aspects of technical, service, finance and human resources.

In the analysis which refers to the BPP SPAM in 2010 on the performance of PDAM Kabupaten Donggala with current management, earned value of 2.43. Thus, the soundness PDAM Kabupaten Donggala into the category of "Less Healthy". Than made 3 (three) alternatives of PDAM Kabupaten Donggala management and based on AHP method obtained a first priority on the third alternative that is remove the other regions and sell water only in the city of Palu. Result assessment of the third alternative, earned value of 2.71. The effort to improve the performance of the third alternative is to utilize idle capacity in the Unit Banawa, decrease water loss through the replacement of water meters, the addition of customers especially in the City of Banawa, improve water quality by the functioning of water treatment in Unit Banawa, financing and billing efficiency, efforts to eliminate debt and improving the competence of employees through training.

Keywords: PDAM Donggala, performance, alternatives management, efforts to increase,
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