

THE PERFORMANCE OF THE REGIONAL PUBLIC COMPANY DRINKING WATER (PUDAM) IN THE PROCUREMENT OF CLEAN WATER IN BANYUWANGI DISTRICT, BANYUWANGI REGENCY

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Abstract:

Performance of Regional Public Drinking Water Company (Pudam) in Clean Water Procurement in Banyuwangi District, Banyuwangi Regency. This study aims to analyze the performance of the Banyuwangi Regional Public Drinking Water Company (PUDAM) in the procurement of clean water in Banyuwangi District, Banyuwangi Regency, with a focus on productivity, responsibility, and accountability. The results of the study showed that the productivity of PUDAM was disrupted by the community in increasing water demand during peak hours, causing water pressure to decrease, especially in remote areas or with high elevations. Service accountability is still constrained by unclear complaint procedures, slow responses, and limited access to online services, which reduce the level of public satisfaction. In terms of accountability, the main obstacles include limited infrastructure, uneven water distribution, and suboptimal human resource (HR) competence. Suggested improvement efforts include increasing infrastructure capacity, optimizing water distribution technology, and continuous training for officers. This research highlights the importance of synergy between infrastructure improvement, human resource development, and transparent management to ensure quality clean water services

Keywords: productivity, responsibility, accountability

Introduction

Clean water is a basic human need that must be available in sufficient quantities and of good quality. The Regional Public Drinking Water Company (PUDAM) has a strategic role in providing clean water services for the community (Anwar, 2019). However, in practice, the provision of clean water in Banyuwangi Regency still faces various challenges, such as limited infrastructure, lack of service effectiveness, and obstacles in water distribution throughout the region. Some of the main factors that cause obstacles in the procurement of clean water in the

Banyuwangi includes a production capacity that is insufficient to meet community demand, limited raw water sources available, and geographical conditions that cause difficulties in distributing water to certain areas. In addition, climate change and population growth are also contributing to increased pressure on clean water supply systems (Dwiyanto, 20002). This study aims to evaluate the performance of PUDAM Banyuwangi in the procurement of clean water using three main indicators, namely productivity, responsibility, and accountability. By understanding the obstacles faced, it is hoped that this study can provide recommendations for improvements to improve the quality of clean water services (Lestari, 2019).

Research Methods

This study uses a qualitative approach with a descriptive method. Data was collected through interviews with PUDAM employees, field observations, and document analysis related to clean water management policies (Lestari, 2019). To ensure the validity of the data, this study uses a triangulation technique, which is comparing information from various data sources (Harsono, 2003).

In addition, this study also uses a case study approach by researching several areas in Banyuwangi that are experiencing problems in clean water supply. Some of the data analysis techniques used include thematic analysis and qualitative analysis to understand patterns and factors that affect the performance of PUDAM.

Results and discussion

Productivity

Productivity PUDAM Banyuwangi experienced obstacles due to high water demand during peak hours, which caused water pressure to decrease, especially in areas far from distribution centers (Kemenkes,1990). Some areas are also still experiencing unstable water supply, so people have to look for alternative water sources. Another challenge is the increasing operational burden due to the increasing need for infrastructure maintenance (BPKP, 2000).

Responsibility

Customer service performance is still less than optimal. Public complaints related to water distribution disruptions often do not receive a quick response from PUDAM (Ratminto, 2025). In addition, the limitations of the online service system make it difficult for people to submit complaints or get information related to service disruptions. Improvements in the complaint system and customer service are needed so that people can easily get solutions to the problems they are experiencing (Sari, 2009).

Accountability

In terms of accountability, the main challenges faced by PUDAM Banyuwangi include suboptimal water quality and distribution, limited infrastructure, and inadequate human resource competencies. The community considers that there are still shortcomings in the transparency of clean water service management (Robertson, 2002). PUDAM needs to improve the reporting and monitoring system to ensure that the services provided are in accordance with the standards that have been set (suripan, 2002).

Conclusion

Based on the results of the research, it can be concluded that PUDAM Banyuwangi still faces great challenges in ensuring the availability of equitable and quality clean water for the community. Therefore, several strategic steps need to be taken, including:

1. Productivity Clean water management with a centralized use schedule at a certain time faces significant obstacles related to community productivity. This inhibits household activities, encouraging the use of water sources alternatives, and increase the risk of infrastructure damage due to excessive use of water pumps.
2. Responsibility The role of customer service officers in PUDAM is very important in maintaining customer satisfaction. However, the effectiveness of services is still constrained by the unclear complaint procedure, resulting in slow service responses, and limited access to online services. This problem can reduce public trust in the Banyuwangi PUDAM service.
3. Accountability of PUDAM Banyuwangi faces various challenges in ensuring quality and accountable clean water management. The main obstacles include suboptimal water quality and distribution, limited infrastructure, and inadequate human resource competencies. As a result, there is a negative assessment from the public of the performance of PUDAM.

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