

Ogo Malane Tolitoli City Drinking Water Priority Services

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ABSTRACT

This research was conducted in Tolitoli Regency, from February to June 2012. Analysis of Clean Water Services for Low-Income Customers at the Tolitoli City Water Supply Company. This study aims to determine the priority service for drinking water in PDAM Ogo Malane Tolitoli City. The sample in this study was 54 heads of households from the group of low-income household customers in five villages in Tolitoli Regency that were served by the Ogo Malane Regional Water Supply Company in Tolitoli City. The entire research sample in the five villages mentioned above was determined as a research sample using random sampling techniques, namely by providing equal opportunities to every low-income customer residing in the five villages to be selected as a research sample. Data analysis tools in this study used the Spearman Rank Correlation analysis approach. The results of this study illustrate that: first, clean water services to low-income customers are considered not good at the Regional Water Supply Company Ogo Malane Tolitoli City, because the results of the study indicate the response given by the company to customer complaints is unsatisfactory. This is due to the Regional Water Supply Company. Ogo Malane Tolitoli City seems slow to respond when there are complaints from low-income customers in connection with clean water services provided by the company through the use of Public Hydrants. Second, there is a negative and significant relationship between clean water tariffs and services to low-income customers in the Regional Water Supply Company of Ogo Malane Tolitoli City. This negative relationship occurs because the clean water tariff charged by the company is considered low-income customers less than the equivalent of clean water services provided by the company through the use of Public Hydrants.

Keywords — Clean Water Services, Customers, Low Income

INTRODUCTION

National Development is a series of sustainable development efforts covering the lives of the entire community, nation, and state. The goal to be achieved from the development is a just and prosperous society. To accelerate and support the process of achieving development, namely a just and prosperous society, it is hoped that all parties will participate in development. In this case, not only the government plays a role, but the private

sector is also given the maximum opportunity to be involved in development to support development in all fields, Lukman, Tolitoli Municipal Water Company (PDAM) is required to be able to provide water needs clean to be consumed by the people with the motto must be able to serve the needs of clean water both in quantity, quality and continuity, because until now the Regional Water Company as a provider of clean water in Indonesia is considered to

have very poor performance and low productivity. This is indicated by the national average water loss rate of 40% and the minimum national average service coverage of 30%.

In carrying out its operations, the Tolitoli Municipal Water Supply Company, besides hoping for profits, does not neglect its social function, which is oriented towards the welfare of the general public. As a regional company, the Tolitoli Municipal Water Supply Company must run its business based on the company's principles of being demanded to be able to be efficient and generate profits to develop the company. On the other hand, the Tolitoli City Regional Water Company (PDAM) must also be able to serve all levels of society from low-income to high-income groups.

The Tolitoli Municipal Water Supply Company always pays attention to the best service to customer groups, so that customer groups are satisfied. The service strategy that has been carried out by the Tolitoli Municipal Water Supply Company, especially for low-income customer groups, is to carry out a plan in the form of analyzing the estimated needs and amount of clean water tariff charged to low-income customer groups because most of the Tolitoli Municipal Water Supply Company customers are customers simple and very simple household that needs clean water to support the activities of daily life.

Estimates of the level of water demand are needed to improve the productivity of services provided by the Tolitoli Municipal Water Supply Company to low-income customer groups. Whereas the determination of clean water tariffs must also favor low-income customer groups, not only favor the interests of local government agencies and industry groups.

Low-income people who come from simple and very simple household

customer groups often complain about the large amount of clean water tariffs that are deemed unequal to the clean water services provided by the Tolitoli Municipal Water Supply Company through existing public hydrant facilities, where water flows often occur non-current (small) public hydrants that are a source of complaints about low-income people because the availability of water from public hydrants is not in accordance with the clean water needs that they need.

In connection with the complaints of the low-income customers above, if the customer complains about the clean water services provided, the Tolitoli Municipal Water Supply Company tends to be impressed not to respond quickly and correctly to the complaints submitted by the low-income customers. This condition has resulted in low-income customers not willing to pay their clean water bills because they are disappointed that the clean water they need from public hydrant facilities often does not flow smoothly (the water debit is small) or even until it does not flow. While on the other hand, another customer group that also uses clean water flow from the Tolitoli Municipal Water Supply Company, then the low-income customer reports his complaints through the staff even repeatedly, not the good service the customer receives but the service below standard.

The preceding is unfair for low-income customers because each customer has the right to be served quickly and appropriately. Besides that, clean water is one of the natural resources that is destined for the prosperity of all levels of society to realize public welfare fairly and equitably, the management of which is handed over to state-owned enterprises, in this case, managed by the Regional Water Supply Company of Tolitoli City.

METHODOLOGY

This type of research used in this study is a type of survey research. The purpose of the survey can be a simple data collection, such as the internal state of the organization and others. The goal can also be further than that, is explained or explained, namely studying social phenomena by examining the relationship of research variables. So it can be practical but can also be theoretical. This research is focused on five urban villages consisting of Tuweley Urban Village, Panasakan Urban Village, Sidoarjo Urban Village, Baru Urban Village, and Nalu Urban Village, which is served by the Tolitoli City Ogo Malane Drinking Water Company with the research planned for April to May 2012. Data triangulation is carried out with extensive research, starting from September 2018 to January 2019. The population in this study is low-income customers in five villages that are served by the Ogo Malane Regional Water Supply Company, Tolitoli City, namely

RESULT & DISCUSSION

Ogo Malane Regional Drinking Water Company was established based on the Regulations of the Buol Tolitoli Region II in 1987 on October 1, 1987 built with a reservoir capacity of 125 m³, with a water treatment plant (IPA) of 20 liters/sec from year to year Regional Corporation Ogo Malane Drinking Water increases its production capacity to a 1000 M³ Reservoir with a 50 ltr / sec Water treatment plant (IPA) thus the Reservoir Capacity is 1,125 m³ and its IPA capacity becomes 70 liters / second. Until now, the number of customers of the Ogo Malane Regional Water Supply Company has reached 11,750 customers. Data in the environment of health institutions (WHO) shows that water needs in several countries such as the

Tuweley Village, Panasakan Village, Sidoarjo Village, Baru Village, and Nalu Village. Based on information from the Tolgoli City Ogo Malane Regional Water Company, it is known that the number of low-income household customers in the five villages served by the Tolitoli City Ogo Malane Drinking Water Company is 121 households. The sample in this study is a portion of the total number of low-income customers in the five villages served by the Tolitoli City Ogo Malane Regional Water Company, whose characteristics will be observed as the main source of research data. Based on 121 households (heads of households) of low-income households, the entire study sample above was determined using random sampling techniques by providing equal opportunities to every low-income customer residing in Kelurahan Tuweley, Kelurahan Panasakan, Kelurahan Sidoarjo, Kelurahan Baru and Kelurahan Nalu, to be selected as a research sample.

city of Chicago (US) averaged 800 liters/capita, the city of Paris (France) averaged 640 liters/capita, the city of Tokyo (Japan) rat average 645 liters/capita, Uppsala city (Sweden) an average of 750 liters/capita (Suriawiria, 1996: 81).

The water source of the Ogo Malane Regional Drinking Water Company is taken from the Tuweley River and Sumalinep River where the Tuweley River is taken by means of catching with a gravity system from a capture tank and then flowing to the Reservoir (Reservoir), and the Sumalinep River is taken by means of a nasi pump system, then two This water source is combined after being treated at the Water Treatment Plant and then distributed to five villages. Installation service capability (IPA) 100 liters / second for customers 11,750

Customers with a company management system that means by dividing the two service systems, namely full and rotating systems.

This study involved 54 low-income respondents as research samples. Researchers determined the study sample of a population of 121 households as respondents by setting research areas in 5 (five) Kelurahan in Tolitoli Regency, namely Tuweley Kelurahan, Kelurahan Panasakan, Kelurahan Sidoarjo, Kelurahan Baru and Kelurahan Nalu. Based on the results of research in the field, the researchers describe the profile of respondents (low income people) descriptively.

To find out the relationship between clean water tariffs and services to low-income customers in the Tolitoli City Ogo Malane Regional Water Company, a Rank-Spearman (Rs) correlation analysis is used as one of the non-parametric statistical analysis tools with ordinal type data. Data to be analyzed using Rank-Spearman

correlation analysis (Rs) comes from various sources of observation or observations in the field of social and applied sciences.

In connection with this research, Rank-Spearman correlation analysis (Rs) is used to determine whether there is a significant relationship between clean water tariffs and services to low-income customers in the Tolgooli City Ogo Malane Drinking Water Company, with the value to be tested data -data results in responses from 54 respondents (customers) low income to the statements in the research questionnaire related to clean water tariffs and low-income customer service.

The results of the Rank-Spearman correlation analysis (Rs) on the responses of 54 respondents about the analysis of the relationship between clean water tariffs and services to low-income customers in the Regional Water Supply Company of Ogo Malane Tolitoli City can be seen in Table 1.

Table 1. Results of Spearman Rank Correlation Calculations (Rs)

| Low-Income Customer Service (Y) | | | | | |
|---------------------------------|-----------------------|-----------|----------|----------------|--------|
| No | Research Indicator | Rs-hitung | Rs-tabel | Sig (2-tailed) | Status |
| 1. | Clean Water Rates (X) | -0,450 | -0,244 | 0,001 | Sig |

Based on the results of calculations in Table 1, it is known that the clean water tariff is negatively and significantly correlated to low-income customer service at the Tolgooli Ogo Malane Regional Water Company, where the clean water tariff has an rs-count value of -0.450 greater than the value of rs-table amounting to -0,244 with a confidence level of 95% (α 0.05). This result proves that the clean water tariff is negatively and significantly correlated to low-income customer service at the Ogo Malane Regional Water Supply Company in Tolitoli Regency.

The negative and significant relationship between clean water tariffs on low-income customer service at the Tolitoli Ogo Malane Regional Water Company, is due to the clean water tariff charged by the Ogo Malane Drinking Water Company to low-income customers in the five urban areas in Tolitoli Regency which are the locations the research on the value of low-income customers is not comparable to the clean water services provided by the Ogo Malane Regional Water Company.

CONCLUSIONS

This study concludes that clean water services to low-income customers are considered not good at the Ogo Malane Regional Water Supply Company in Tolitoli City because the results of the study indicate that the response given by the company to customer complaints is unsatisfactory. This is because the Regional Water Supply Company of Ogo Malane Tolitoli City seems to be slow in responding when there are complaints from low income customers regarding the clean water services provided by the company through the use of Public Hydrants. There is a negative and significant relationship between clean water tariffs and services for low-income customers in the Ogo Malane Regional Water Supply Company in Tolitoli City. This negative relationship occurs because the clean water tariff charged by the company is considered to be low-income customers less than the clean water service provided by the company through the use of Public Hydrants. Low-income customers do not become customers who are served on a priority basis. This research recommends that the Regional Water Supply Company of Ogo Malane Tolitoli City can increase its concern in responding to complaints of low-income customers for clean water services in the five urban areas in Tolitoli Regency which are designated as research locations, to improve the quality of clean water services to low-income customers.

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