

ABSTRAK

Penelitian ini bertujuan untuk: (1) mengetahui prosedur layanan sambungan air di Kantor Perusahaan Daerah Air Minum (PDAM) Kulon Progo, (2) mengetahui berbagai hal yang harus diketahui dan dilakukan dalam prosedur layanan sambungan air. Dalam penulisan tugas akhir ini penulis melakukan pengamatan langsung pada Kantor PDAM Kulon Progo, yang beralamatkan di Jalan Masjid Agung No. 1 Wates Kulon Progo. Pengumpulan data dilakukan selama kegiatan magang berlangsung. Data diperoleh dengan melakukan wawancara kepada kepala bagian dan karyawan Kantor PDAM Kulon Progo. Hasil penelitian menunjukkan bahwa: (1) persyaratan dan ketentuan yang harus dilakukan pelanggan dalam melakukan sambungan air sudah ada dalam buku panduan yang ada di setiap kantor unit pdam, yang berisi syarat dan ketentuan menggunakan layanan sambungan air, tarif pemasangan, tarif rekening air, dan tarif pemutusan sambungan.(2) berbagai hal yang harus diketahui pelanggan dalam menggunakan layanan sambungan air diantaranya kelompok pelanggan, tarif per meter dan tata cara pembayaran, sementara itu masalah yang dihadapi karyawan PDAM Kulon Progo diantaranya tunggakan pembayaran pelanggan, kerusakan pipa air, dan kerusakan peralatan yang dapat menghambat kelancaran air.

Kata Kunci : Sambungan air, PDAM, Kulon Progo

ABSTRACT

This study aims to know the procedure of water connection services at Local Water Company (PDAM) in Kulon Progo and to find out various things that must be known and carried out in the water connection service procedures. In writing this final assignment, the writer collected data through observations at the PDAM office located at Jalan Masjid Agung No. 1 Wates, Kulon Progo. Data collection is carried out during the internship. Besides, the writer interviewed the head of section and employees of the Kulon Progo PDAM Office. The results of the study show that firstly, the terms and conditions that must be carried out by the customer in conducting water connections are already in the handbooks, which is available in every office of the water supply unit. It contains the terms and conditions of using water connection services, installation rates, water bill rates, and connection termination rates. Secondly, various things that customers must know in using water connection services are customer groups, per meter rates, and payment procedures. Meanwhile, problems faced by PDAM Kulon Progo employees in implementing the procedure are customer payment arrears, water pipe damage, and damage equipment that can inhibit the smooth running of water.

Keywords: Water connection, Local Water Company (PDAM), Kulon Progo