

**PERFORMANCE OF PDAM MUNA IN FINANCIAL, OPERATIONAL AND
ADMINISTRATION ASPECT AND SATISFACTION LEVEL OF CUSTOMER
IN SUBDISTRICTS WATOPUTE**

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ABSTRACT

Watopute is one of 29 Kecamatan (subdistricts) in Kabupaten (Regency) Muna. It covers area of 96.12 km² and located 5 km far from center of Raha City. The density in Kecamatan Watopute based on demographic census at 2004 is 10,834 peoples and the main occupancy is traditional farmers.

Water consumption of Municipal Waterworks (PDAM) is about 105 liters/person/day in average, and the level of water leakage is 30% per year in average, that up to 2015, the availability of water resource in Kecamatan Watopute will be still in sufficient. From performance estimation study of Municipal Waterworks (PDAM) in Kabupaten Muna of financial, operational, and administration aspects from years of 2000 to 2004, and based on Kepmendagri No. 47/1999, it can be concluded that the value of performance is between 42 and 43, by the highest value of performance of > 75, and the lowest of < 30. Therefore, in the future, management of Municipal Waterworks (PDAM) should take some effort to improve the performance.

From the total investments of water supply in Kecamatan Watopute at budget years of 2003-2004, referring to project period from 2000 to 2010, by prediction of operational and maintenance costs based on tendency of improvement operational and maintenance costs of 2000 to 2004, and the water consumption prediction up to 2010 based on improvement of water consumption from 2000 to 2004, it can be concluded that the investments are actually not advantageous because of annual rate of 9%, value of BCR = 0.288 and of NPV = Rp - 1.584.087.142 are obtained. This are caused by the high operational costs in the water resource, the small scope of services that can be supplied by the Municipal Waterworks (PDAM), and the low level of clean water consumption by community. Therefore, the management of Municipal Waterworks in Kab.Muna should extend the scope of services annually and replace generators as power supply by electricity for Matarawa river water source operational.

For eight aspects of services of the Municipal Waterworks (PDAM) of Kabupaten Muna in Kecamatan Watopute show that there are un-satisfaction of customers on aspects of continuity (80-88%), of quantity (64-82%), and the costumer complaining services (40-54%). Therefore, management of Municipal Waterworks (PDAM) should re-evaluate the performance of services given until recent in the three aspects above.

Keywords: *Performance of PDAM, Costumer perception, Costumer satisfaction level.*