

ABSTRAK

Agusta Doropia. 2021105015020. Manajemen Pelayanan Air Bersih Unit Pelaksana Teknis Dinas PUPR Dan Penataan Ruang Di Kabupaten Mimika Provinsi Papua Tengah. (Pembimbing I Prof. Dr. Drs. Akbar Silo., MS dan Pembimbing II Dr. Hiskia C.M. Sapioper, M.Si).

Penelitian ini bertujuan untuk mengkaji dan menganalisis Manajemen Pelayanan Air Bersih Unit Pelaksana Teknis Dinas PUPR Dan Penataan Ruang Di Kabupaten Mimika Provinsi Papua Tengah, serta mengkaji dan menganalisis faktor pendukung dan penghambat Manajemen Pelayanan Air Bersih Unit Pelaksana Teknis Dinas PUPR Dan Penataan Ruang Di Kabupaten Mimika Provinsi Papua Tengah. Penelitian ini merupakan tipe penelitian kualitatif. Lokasi penelitian dilakukan pada Dinas PUPR Dan Penataan Ruang Di Kabupaten Mimika Provinsi Papua Tengah. Sumber data dalam penelitian ini yaitu sumber data primer dan sumber data sekunder. Data primer diperoleh dengan wawancara dengan pihak Unit Pelaksana Teknis Dinas PUPR Dan Penataan Ruang Di Kabupaten Mimika Provinsi Papua Tengah. Data sekunder yang mendukung data diperoleh berupa materi dan arsip dari Unit Pelaksana Teknis Dinas PUPR Dan Penataan Ruang Di Kabupaten Mimika Provinsi Papua Tengah. Hasil penelitian ini menunjukkan bahwa Manajemen Pelayanan Air Bersih Unit Pelaksana Teknis Dinas PUPR Dan Penataan Ruang Di Kabupaten Mimika Provinsi Papua Tengah, menurut George R. Terry (2010:9) yaitu: 1) Perencanaan (Planning) Dinas PUPR Dan Penataan Ruang Kabupaten Mimika mempersiapkan setiap tahun kebutuhan dalam pelayanan air bersih. 2) Pengorganisasian (Organizing) bahwa struktur dan pembagian kerja dikoordinasikan dengan kapasitas pegawai Dinas PUPR Dan Penataan Ruang Kabupaten Mimika serta memberikan pelatihan khusus bagi petugas di lapangan. 3) Pelaksanaan (Actuating) bahwa Dinas PUPR Dan Penataan Ruang Kabupaten Mimika mampu memberikan pelayanan pelayanan air bersih untuk disalurkan ke seluruh pelanggan. 4) Pengawasan (Controlling) bahwa Dinas PUPR Dan Penataan Ruang Kabupaten Mimika memberikan pelatihan kepada karyawannya untuk menambah pengetahuannya, agar memberikan pelayanan yang memuaskan. Faktor pendukung dan penghambat Manajemen Pelayanan Air Bersih Unit Pelaksana Teknis Dinas PUPR Dan Penataan Ruang Di Kabupaten Mimika Provinsi Papua Tengah, yaitu: 1) Faktor Pendukung bahwa Dinas PUPR Dan Penataan Ruang Kabupaten Mimika melakukan pembagian kerja dan aturan untuk kelancaran layanan yang diharapkan pelanggan. 2) Faktor Penghambat bahwa Dinas PUPR Dan Penataan Ruang Kabupaten Mimika dalam pendapatan karyawan dan kemampuan dan keterampilan karyawan untuk memberikan pelayanan yang memuaskan.

Kata Kunci: Manajemen, Pelayanan, Air Bersih.

ABSTRACT

Agusta Doropia. 2021105015020. Clean Water Service Management, Technical Implementation Unit for the PUPR and Spatial Planning Service in Mimika Regency, Central Papua Province. (Supervisor I Prof. Dr. Drs. Akbar Silo., MS and Supervisor II Dr. Hiskia C.M. Sapioper, M.Si).

This research aims to examine and analyze the Clean Water Service Management of the Technical Implementation Unit of the PUPR and Spatial Planning Service in Mimika Regency, Central Papua Province, as well as examine and analyze the supporting and inhibiting factors for the Clean Water Service Management of the Technical Implementation Unit of the PUPR and Spatial Planning Service in the Regency. Mimika, Central Papua Province. This research is a type of qualitative research. The research location was carried out at the PUPR and Spatial Planning Service in Mimika Regency, Central Papua Province. The data sources in this research are primary data sources and secondary data sources. Primary data was obtained by interviews with the Technical Implementation Unit of the PUPR and Spatial Planning Service in Mimika Regency, Central Papua Province. Secondary data that supports the data was obtained in the form of material and archives from the Technical Implementation Unit of the PUPR and Spatial Planning Service in Mimika Regency, Central Papua Province. The results of this research indicate that the Clean Water Service Management of the Technical Implementation Unit of the PUPR and Spatial Planning Service in Mimika Regency, Central Papua Province, according to George R. Terry (2010:9), namely: 1) Planning (Planning) for the PUPR and Spatial Planning Service of Mimika Regency to prepare every year the need for clean water services. 2) Organizing so that the structure and division of work is coordinated with the capacity of Mimika Regency PUPR and Spatial Planning Service employees as well as providing special training for officers in the field. 3) Implementation (Actuating) that the Mimika Regency PUPR and Spatial Planning Service is able to provide clean water services to be distributed to all customers. 4) Supervision (Controlling) that the Mimika Regency PUPR and Spatial Planning Service provides training to its employees to increase their knowledge, in order to provide satisfactory service. Supporting and inhibiting factors for the Clean Water Service Management of the Technical Implementation Unit of the PUPR and Spatial Planning Service in Mimika Regency, Central Papua Province, namely: 1) Supporting Factors that the Mimika Regency PUPR and Spatial Planning Service carries out division of work and rules for the smooth service that customers expect. 2) Inhibiting factors for the Mimika Regency PUPR and Spatial Planning Service in employee income and employee abilities and skills to provide satisfactory services.

Keywords: Management, Services, Clean Water