

CHAPTER II

DESCRIPTION OF RESEARCH AREA

A. Purworejo District Overview

Geographical and Administrative Areas

Geographically, Purworejo Regency is part of Central Java Province which is located at position between 109° 47'28" East Longitude up to 110° 8'20" East Longitude and 7°32' South latitude up to 7° 54' South Latitude. Purworejo Regency has an area of 1,034.81752 km² which consist of $\pm 2/5$ or 40% plain area and $\pm 3/5$ or 60% of mountainous area, with boundaries as follows :

- a. North : Wonosobo and Magelang districts
- b. South : Indonesia Ocean
- c. West : Kebumen District
- d. East :Kulon Progo Regency



Figure 2.1 Administrative Map of Purworejo

Source: Department of Education and Culture of Purworejo Regency

Geographically, Purworejo is directly adjacent to the Indonesian Ocean makes this regency has a considerable potential in the fishery sector especially for sub-districts which are close to the coast such as Grabag, Ngombol, and Purwodadi. Administratively, Purworejo District covers 16 sub-districts, 494 villages, and 1769 dukuh (BPS, 2014). The sub-districts in Purworejo Regency are; Purwodadi, Bagelen Kaligesing, Purworejo Sub-District, Banyuurip, Bayan, Kutoarjo, Butuhah, Pituruh, Kemiri, Bruno, Gebang, Loano and Bener. From 16 sub-districts, each of which has considerable potential, and has a pretty good source of water.

Purworejo has various level of its earth surface to make a variety of plants can grow well if they are adjusted to the height of the earth's surface in Purworejo. The width of Purworejo Regency according to the height from sea level can be seen on table 2.1

Area, and Elevation

From Sea Surface in Purworejo Regency Year 2014

Districts/ Subdistricts	Total Area (Km2) Land Area	Elevation (m)
(1)	(3)	(4)
1. Grabag	64.92	2.5
2. Button	55.27	12
3. Purwodadi	53.96	12
4. Bagelen	63.76	17
5. Kaligesing	74.73	200
6. Purworejo	52.72	63
7. Banyuurip	45.08	12
8. Bayan	43.21	19
9. Kutoarjo	37.59	26
10. Butuh	46.08	10
11. Pituruh	77.42	18
12. Pecan	92.05	20
13. Bruno	108.43	325
14. Gebang	71.86	85
15. Loano	53.65	78
16. Bener	94.08	150
Purworejo Regency	1.034.82	

Source: Central Bureau of Statistics, Purworejo in 2014

Based to the altitude, can be said that most of the area in Purworeja at an elevation of about 63 meters of sea level (m. Altitude.), which includes

13 sub-districts of Ngombol, Purwodadi, Bagelen, Purworejo, Banyuurip, Bayan, Kutoarjo, Butuh, Pituruh, Kemiri, Gebang, and Loano. While sub-district Bener has a height of 150 (m altitude). Kaligesing sub-district with a height of 200 m. altitude. Or more is Bruno with a height of 325 m. altitude.

Purworejo Regency in the south and west which has a height between 0 - 25 m. is a landscape span. This makes the area as a place of intensive agricultural activity. Purworejo of northern and eastern is a mountainous area of altitude between 25 - 1064 m. Most of Purworejo District has altitude below 1,000 m.

Based on data in 2013, Purworejo District has a wet tropical climate with temperatures between 19 - 29 ° C, while humidity of Purworejo is between 70% - 90%. In 2006 rainfall in Purworejo District between Octobers to March, rainfall in Purworejo District between 2.749 – 11.118 mm while in the dry season, between April to October rainfall between 203 – 5.06 mm. In 2013, the highest rainfall is on the December with 11.118 mm while the lowest rainfall is 33 mm which occurred in August.

B. General Description of the Company

1. Brief Company History

Infrastructure and drinking water facilities Purworejo Regency is an asset of the Dutch East Indies government that operated since 1925. Initially drinking water aims to meet the needs of Dutch military dormitories and

Housing of the Dutch people. The military dormitory is now used as the TNI-AD Yonif 412 / KOSTRAD dormitory. The source of water used is Mudal water source located in the village of Kalinongko, District Loano. After the proclamation of independence on 17 August 1945, the water supply system managed by PUJT Dati of Central Java, based on Law No. 13 year of 1950 on the Establishment of the Autonomous Region of Purworejo Regency under the name of *Urusan Saluran Air Minum* (USAM).

In an effort to support the independence of drinking water management, based on Law no. 5 Year 1962 *Juncto* Law no. 6 of 1969 concerning on Regional Public Company. Dated on July 11th 1974 it is issued a Circular Letter of the Minister of Home Affairs Number: Ekbang 8/2/43, whose contents to change the status of USAM into Regional Water Company, Perusahaan Daerah Air Minum (PDAM). On the basis of that law, then the Regional Government issued Regional Regulation of Purworejo II number 58 of 1974 dated on 12 December 1974 on the establishment of PDAM at Purworejo District.

PDAM Purworejo continues to develop after receiving assistance from the Central Government. The aid is in the form of construction of Clean Water Source of District Capital of Kutarjo, Bener, Loano, Purwodadi, and Banyuurip.

PDAM Purworejo District has the main duty to seek the provision of healthy drinking water and to fulfill health and qualified drinking water for the needs of the community, to fund the development and maintain the company and as one of the Source of Original Regional Income and as a means of development in economy in the framework of regional development. To carry out the tasks and as a facilitator of drinking water for community in Purworejo District is one source of local revenue, and also function as a public service drinking water services in the framework of regional development and authority.

PDAM Purworejo District has a vision and mission compiled by guiding of Purworejo Regent's Rnstruction number 188.5 / 935 year of 1995 about compiling Vision and Mission of Regional Government Institutions.

2. Vision, Mission, and Service Promises

As government institution, PDAM Purworejo has a Vision, Mission, Motto, and the promise of service will be achieved.

a. Vision

Vision of PDAM Tirta Perwitasari Purworejo is:

Being Government Institution which is Professional and Independent toward Excellent Service.

b. Mission

PDAM Tirta Perwitasari Purworejo has mission as follow:

1. Reduces water loss gradually

2. Increasing competence of human resources to be reliable and competitive.
3. Improve the performance of the company to improve employee's welfare and contribute income of the employees.
4. Improving the quality of drinking water services which meet with the quality, quantity and continuity for the community.
5. Seek new raw water sources to improve service coverage.
6. Increase cooperation with all stakeholders and related institutions for the realization of mutual cooperation.

3. Promise of Service

- i. To serve with a smiling, a greeting, politeness, and reliability.
- ii. Providing appropriate, open, and complete service information.
- iii. Providing water distribution which meet with standard of quality, quantity and continuity.
- iv. Accommodating customer complaints, suggestions and feedback
- v. Providing service wholeheartedly

4. Main Duty and Function of PDAM

- a. Main tasks

The main task of the company is to organize drinking water management to improve the welfare of the community and to cover social, prosperity and public services aspects.

b. Function

In carrying out its main duties, the company is performing the following functions:

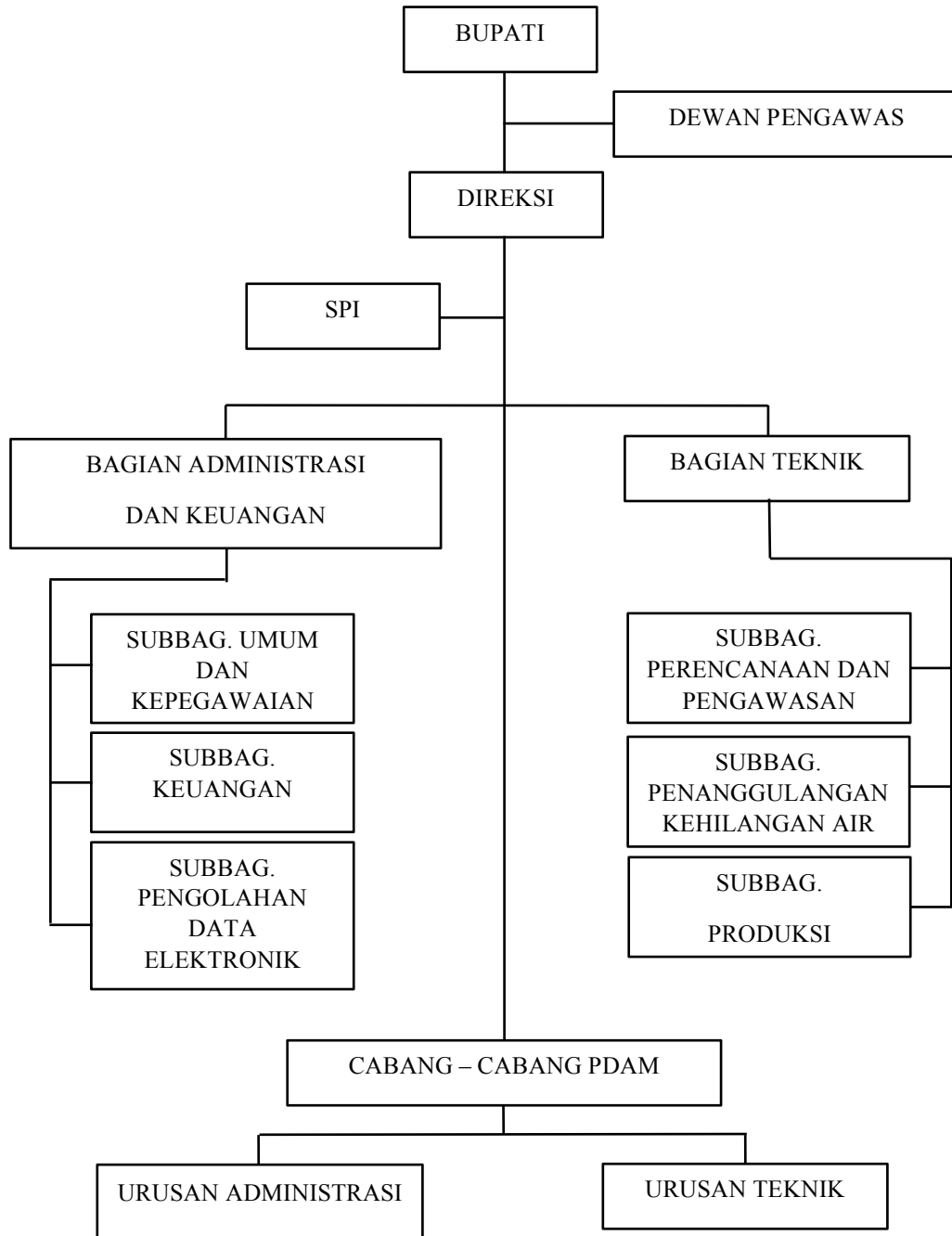
- a. Implementation in accordance with technical control over the Implementation of main tasks according to the applicable policy.
- b. Using and control over the implementation of basic tasks in accordance with policies established by the Regent of Purworejo
- c. Cultivate regional income
- d. Organizing the usage clean water
- e. Public service in the field of drinking water supply

5. Organizational Structure

In an effort to realize the vision and mission of PDAM, it is required an organizational structure which is able to accommodate all activities which are comprehensive. To realize it, it is formed an organization which has a decision structure of Regent of Purworejo number 35 of 2017 about the regulation of the implementation of the regulation of Purworejo number 15 of 2011 on the Regional Water

Company of Tirta Perwitasari, as amended by the regional regulation of Purworejo number 15 of 2016, can be seen in the chart of the Organizational Structure as follows:

Figure 2.3
REGIONAL COMPANY ORGANIZATION CHART
DRINKING WATER DISTRICT PURWOREJO



Source: PDAM Kota Purworejo

a. Director

PDAM Kabupaten Purworejo is headed by a director who is appointed and ministered by the Regent, under and responsible to the Regent. Director has ask of carrying out the duties and functions of PDAM Purworejo.

b. Administration section

The administration has the task of performing some of the director's duties in administration and finance. The administration section is headed by a section head who is under and responsible to the director:

The administration section consists of:

1. Sub-section of General and Human Resource

Sub-section of general and human resource have a duty to implement general administrative matters, which include filing, shipping, public relations documentation of household, business travel, protocol, security, order and cleanliness of the office, HR affairs and affairs of building maintenance / office inventory.

2. Sub Division of Finance

Sub finance department has the tasks of planning the budget, business accounting, and treasury matters.

3. Sub Division Logistics

The logistics subdivision has the task of buying and trading affairs. The sub - sections above are led by the head of the sub division under and responsible to the head of the administration

c. Customer Relationship Field

The field of customer relations has the task of performing some of the director's work in the field of customer relations. The customer relationship field is headed by a section head who is under and responsible to the director.

Customer relationship field consists of:

1. Service Section and Water Meter Readings

Service sections and water merer readings have the task of carrying out customer service activities, water meter readings and water meter management.

1. Account and Billing Sections

Service and tagging sections have the task of carrying out account creation and account collection activities.

The section - section above is led by a section head who is under and responsible to the head of customer relations.

d. Field of Engineering

The engineering field has the task of carrying out some of the director's duties in engineering. The engineering field is led by a head of field who is under and responsible to the director.

Engineering consists of :

1. Production Section

Procurement section has the task of carrying out maintenance activities of water sources, water management, and maintenance of production instasi

2. Transmission and Distribution Section

The transmission and distribution sections have the task of carrying out the maintenance of transmission and distribution pipes, the installation of customer connections, the closing of customer connections, the re-connecting of customer connections, the improvement of pipelines, the distribution of water to the customers and the handling of pipeline leakage.

2. Planning Section

Planning section has the task of conducting a survey potential customers, network development planning, design, development and rehabilitation of office buildings, pipelines and other surveillance techniques work and other engineering activities.

The sections above are led by a section chief who is under and responsible to the section head who is under and responsible to the head of engineering.

In carrying out its main tasks, a PDAM branch may be established with the approval of the Regent. PDAM Branch is located in the sub-district. Branches have work areas in the district. The PDAM branch has a working area in one or more sub districts. The PDAM branch is headed by a branch head who is under and responsible to the director. Head of branch is in equal level with head sub section / section head.

The PDAM branch has the task of undertaking some or all of the administrative, financial, customer relationship, technical planning, and procurement, transmission and distribution tasks.

Functional groups have the task of carrying out specific activities in accordance with the areas of expertise and skills. The functional group consists of a number of personnel in the functional position consisting of a number of personnel in the functional rankings detailed into various groups according to the areas of skills and skills required by the PDAM. The number of functional personnel is determined based on the type, needs, and work load. Fostering of functional personnel is performed by the director and / or head of the relevant department / field. The functional group is led by a senior functional person as the group leader who is under and responsible to the director and / or the head of the relevant department / field.

6. PDAM Branch

Regional PDAM Branch :

- a. Unit PDAM Kecamatan Purworejo
- b. Unit PDAM Kecamatan Kutarjo
- c. Unit PDAM Bener
- d. Unit of PDAM Loano
- e. Unit of PDAM Purwodadi
- f. Unit of PDAM Bany

7. PDAM Rates

In according with rule 110 number 2016 years Regent about th price of PDAM Tirta Perwitasari Purworejo regency.

Table 2.4

Tarif at PDAM Purworejo District pursuant to Regent Regulation number 110 year of 2016

No.	Rate & Consumption Block	Rates Per Meter Cubic				
		Year 2017	Year 2018	Year 2019	Year 2020	Year 2021
		Rp	Rp	Rp	Rp	Rp
A.	Group I					
1.	Social General	1,460	1.580	1,710	1,850	2,000
	0m3 - 10m3	1,460	1.580	1,710	1,850	2,000
	11 m3-20m3	1,460	1.580	1,710	1,850	2,000
	21 m3-30m3	1,460	1.580	1,710	1,850	2,000
	< 30m31	1,460	1.580	1,710	1,850	2,000
2.	Special Social					

	0m3 - 10m3	1,460	1,580	1,710	1,850	2,000
	11 m3-20m3	1,740	1,880	2,030	2,190	2,370
	21 m3-30m3	2,740	2,960	3,200	3,460	3,740
	< 30m31	3,580	3,870	4,180	4,510	4,870
B.	GROUP II					
1.	Households A					
	0m3 - 10m3	1,790	1,930	2,080	2,250	2,430
	11 m3-20m3	2,720	2,940	3,180	3,430	3,700
	21 m3-30m3	3,630	3,920	4,230	4,570	4,940
	< 30m31	5,340	5,770	6,230	6,730	7,270
2.	Household B					
	0m3 - 10m3	1,790	1,930	2,080	2,250	2,430
	11 m3-20m3	2,720	2,940	3,180	3,430	3,700
	21 m3-30m3	4,510	4,870	5,260	5,680	6,130
	< 30m31	6,650	7,180	7,750	8,370	9,040
3.	Household C					
	0m3 - 10m3	1,810	1,950	2,110	2,280	2,460
	11 m3-20m3	2,900	3,130	3,380	3,650	3,940
	21 m3-30m3	6,410	6,920	7,470	8,070	8,720
	< 30m31	7,840	8,470	9,150	9,880	10,670
4.	Agency					
	0m3 - 10m3	2,720	2,940	3,180	3,430	3,700
	11 m3-20m3	4,080	4,410	4,760	5,140	5,550
	21 m3-30m3	5,440	5,880	6,350	6,860	7,410
	< 30m31	8,330	9,000	9,720	10,500	11,340
C.	GROUP III					

1.	Commerce A					
	0m ³ - 10m ³	4,				
	11 m ³ -20m ³					
	21 m ³ -30m ³					
	< 30m ³					
2.	Commerce B					
	0m ³ - 10m ³					
	11 m ³ -20m ³					
	21 m ³ -30m ³					
	< 30m ³					
3.	Industry A					
	0m ³ - 10m ³					
	11 m ³ -20m ³					
	21 m ³ -30m ³					
	< 30m ³					
4.	Industry B					
	0m ³ - 10m ³					
	11 m ³ -20m ³					
	21 m ³ -30m ³					
	< 30m ³					
D.	GROUP IV	Based on the Agreement				

Remarks:

- For groups I and II, usage under 10 meters³ subject has to pay that of 10 meters³ multiplied by the price of water according to their respective types

2. For group III customers, use under 20 meters³ subject has to pay that of 20 meters³ multiplied by the price of water according to the type of tariff respectively.

8. PDAM Customer Classification

Customer of PDAM Purworejo are Divided into three social, commercial, non-commercial, and industrial groups, each category is tailored to the type of customer:

a. Social category consists of:

- i. The general social group, the subscriber group whose daily activities serve the public interest, especially for low income communities, among others: public faucets, public bathrooms and public toilets built by PDAM.
- ii. Special social classes namely class customer whose daily activities serve the public interest and to obtain funding of the activities, among others: boarding school, charities and orphanages.

b. Non-commercial groups consist of:

- i. Household A is a household customer group in which the household only serves as a residence
- ii. Institutions, such as civil government / ABRI, government agencies, civil government institutions / ABARI, public or private schools, clinic, and government hospitals type D.

c. Commerce Class

- i. Small businesses, i.e. stalls, restaurants, small workshops, guesthouses, corporate offices, hospitals of type B and C, private clinic, doctor's office, BUMD, furniture company, art studio, farming business, swimming pool, public toilet, and a communicated bathroom.
- ii. Big Commerce, supermarket, BUMD, hotel, restaurant, vehicle washing business, entertainment place, big workshop, dealer, wholesalers, filling stations / gas stations, private hospitals, type A hospitals, other large businesses.

d. Group of industries, is a group of customers who in the course of business each day to change an item into another goods for higher value to get a profit, consisting of:

- i. Small industries, namely home industries, craftsmen, convection, small hoppers, and other small business enterprises.
- ii. Large industries, namely drink factories, ice factories, fishing industries, timber factories, weaving mills, tile factories, brick, tiles, and ceramic and other large industrial enterprises.

9. Work Program

In the framework of a vision, mission, motto, and service promise of the company, PDAM Tirta Perwitasari Purworejo creates work program and work plan implemented within a certain period of time. Here are the details of the 2012- 2017:

- a. Financial Resources
- b. Human Resources
- c. Supporting resources
- d. Impact of activity on financial condition
- e. The impact of the activity on the company's performance condition

The preparation of priority-based activities to realize the plan is follows:

- f. first priority
 - i. Capacity Optimization for Clean Water Productio
 - ii. Optimization of Transmission and Distribution Installation
 - a. The second priority consists of:
 - i. Maintenance of customer's water meter
 - ii. Decrease in leakage rate
 - iii. Improved role of customer relationship
- g. Third priority consists of:
 - i. Zone determination

ii. Identify distribution network

iii. Establishment of meter workshop

The fourth priority is the correction of management related to systems and operating procedures :

a. Periodic review of basic drinking water rates

b. Customer satisfaction survey

c. Providing management information system

d. Personnel upgrading

e. Improvement of employee's welfare

f. Revamping the rules of employment

10. New Connection Setup Procedure

a. Requirements to become a customer

Of course there are certain conditions that must be fulfilled by the community if they want to be a customer of PDAM. The requirement consists of two things: the administrative requirements and technical requirements, administrative requirements, among others: submit a photo copy of ID card, a copy of a land certificate or certificate from the village, stamp @ IDR 6000, pay for survey fee IDR 29.700, installation fee after the survey / approval. While the technical requirements include the location must be reachable from the PDAM pipeline network, water pressure until customer must be good / possible, and included in the map of the proposed situation to be installed the connection.

b. New installation procedure

In the installation of new connections there are several steps that must be passed:

1. Fill a complete application letter accompanied by a copy of ID card, letter of land, and accompanied by stamp @IDR 6000.
2. Pay survey fee IDR 29,700
3. PDAM conducts surveys to potential customers. The results of the survey are used as the basis for making drawings / plans and calculating budget plans at a cost.
4. PDAM call the candidate for the customers for signing the letters and statements and pay the cost of installation.
5. Install new connections
6. One month after installation, the customer pays the water bill and installation fee (if paid in installments).

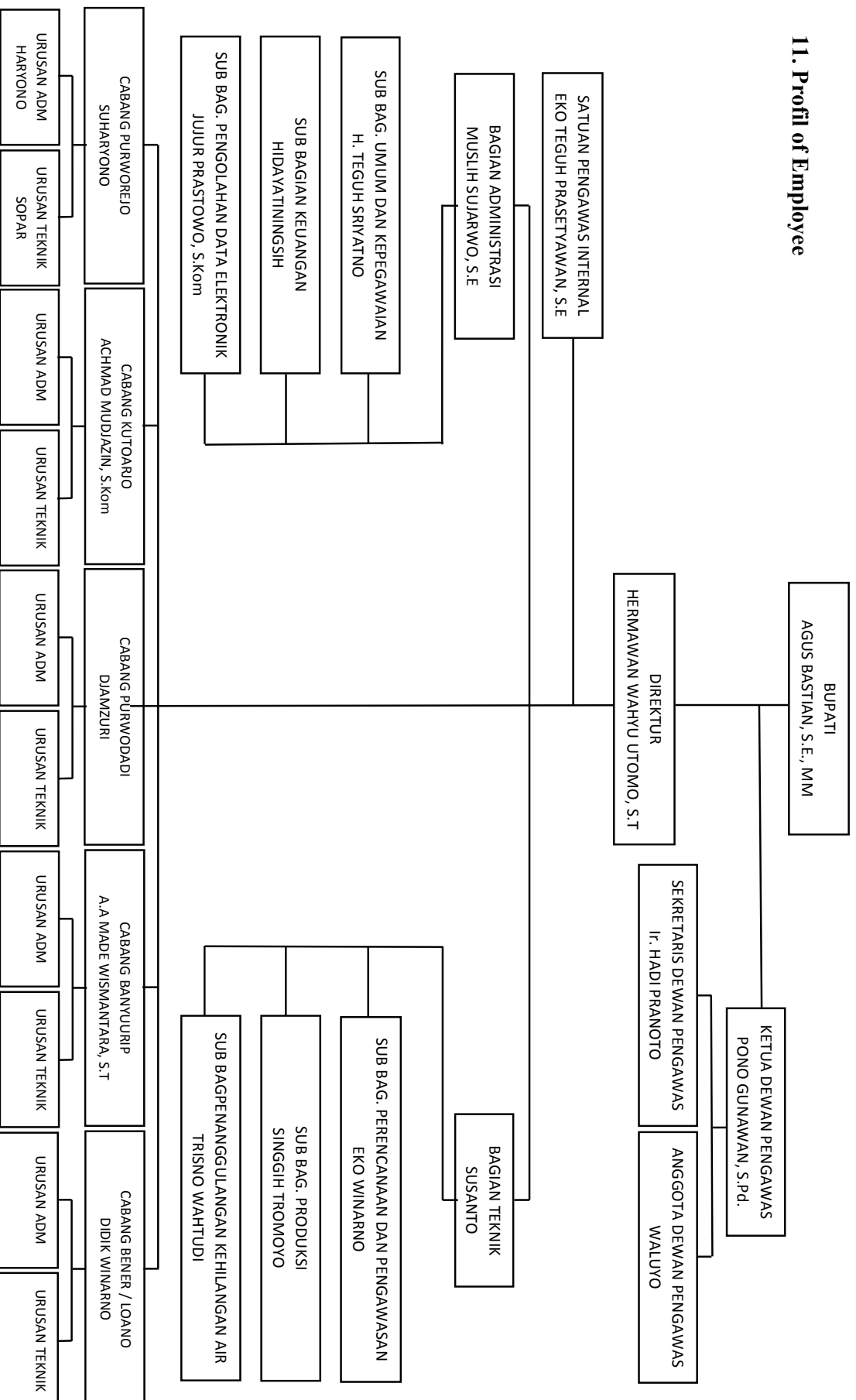
b. Customer is prohibited :

1. Customers making a direct connection without approval from PDAM, to pipeline, to transmission, to distribution pipes and / or pipes belonged by PDAM, will be charged with penalty of payment which equal to service value of 450 m³ (four hundred fifty cubic meters) according to the type of drinking water tariff applicable to the customer.
2. Customers who intentionally act to influence the water meter jets, remove the water meter and or move the water meter

without the written permission of the PDAM are subjected to a fine whose value is equal to 300 m³ (three hundred cubic meters) according to the type of water tariff applicable to customers.

3. Customers who deliberately use water pumps to suck water directly from the pipe will be subjected with fine equal to 200 m³ (two hundred cubic meters) according to the type of drinking water tariff applicable to the customer.
4. Damage to or loss of water meter caused by fault / negligence of the customer, then the customer is charged for the replacement of water meters plus the cost of repair / installation of water meter issued by taps.

11. Profil of Employee



12. Number of Employees

Employees are a very important element of an organization. The role of employees is very important for the survival of the organization in order to achieve organizational goals because employees are the wheel of the organization. In PDAM Tirta Perwitasari, the role of an employee is very important in order to achieve a company goal. As the subjects that carry out the activities of service, quantity of employees and quality owned by each employee is very influential on the performance of the company. If the quality and quantity of employees is adequate, then the company can produce good performance.

Currently there are 108 officers of PDAM Purworejo district in charge of each position on organizational structure. Of 108 people, there are status as permanent employees and non-permanent employees.

Table 2.5
Number of Personnel PDAM Purworejo District

POSITIONS / PARTS	EDUCATION FORMAL EDUCATION						
	S3	S1	S1	D3	High School	Junior High School	SD
a. Director		1					
b. Head of Division		1					
c. Head of Branch / Territory			3		5		
d. Head of subsection		1		2	3		
e. Implementers					6	2	2
f. Staff		1		1	78	2	
Amount		4	3	3	92	4	2

Source: PDAM Personnel In August 2017