

## CHAPTER IV

### CONCLUSION

#### 1. Conclusion

Based on the discussion which has been elaborated above about employee performance at PDAM Tirta Perwitasari in case of public service, it is can be concluded that:

1. Three indicator applied for measure performance employees is responsiveness, responsibility, and accountability. Measurement to The PDAM performance very important do because this will have implications to the quality of service given to community. The company tries to give good service and effort for fix performance in term of order and system.
2. Response of PDAM Purworejo related with speed of response in this case

That can be said to be the maximum and velum still need to be improved. Although there are already positive respondents against the complaint and the complaint submitted by the public associated the pipeline leak, the water off, the parameter is broken. Side PDAM are already working to respond to the complaints of both complain. Only complaint is not immediately follow up because of the limitations of the existing infrastructure, so that the public does not respond to PDAM are not

responding to complaints from them. In particular for complaints handling performance and less of his ministry.

3. Responsibility of PDAM Purworejo related with how far the service given by PDAM Purworejo is rated already good enough. It is a must to keep the qualified service, because the customers will be disappointed when the performance and the service don't meet with expectation of the community. Some results of interview with customers who are paying accounts show their response about performance employees and the service is already enough good.
4. Accountability of PDAM Purworejo is a financial report which states a report of profit, change of equity and report of current cash for year ended at the date, and it is presented in reasonable sense in accordance with standard of Accounting Standard Finance Entity without Public Accountability, and on internal control which is considered needed by management for issuing report which is free from error whether caused by fraud as well as error.

## **2. Suggestion**

Based on the results of this research about employee performance at PDAM Purworejo in term of public service which is seen from three indicators: responsiveness, responsibility, and accountability then can be concluded that the performance of PDAM Purworejo is good enough. Thus, the researcher try give some advice or recommendation as input and consideration for PDAM

Purworejo in effort to improve its service to community, some of these suggestions is following:

1. To improve trust from community toward the services provided by PDAM Purworejo, responsiveness is needed. Complaint received from the community need to be handled well and the employee is required to give clear information to communities. It is needed for the community to understand and be satisfied with services provided. Utilization of Technology of Information needs to be improved in service.
2. To improve human resources, the company need to do renewal and making good policy of recruitment and selection for employee corresponding with needs to be improve quantity, quality and professionalism of employees. In addition, PDAM need to provide education and training program regarding with motivation to work to whole employees. One of the way is by sending the employees to enroll an educational program and training or PDAM can bring in tutor / trainer to give education and training.
3. Coordination between the company and government need to be improved so that projects that will or being built by government and managed PDAM are right on the target and corresponding with PDAM needs in improve community service