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PERFORMANCE ANALYSIS OF PDAM CLEAN WATER SERVICE NEEDS FOR DOMESTIC CUSTOMERS OF WAGINOPO VILLAGE, WANGI-WANGI DISTRICT, WAKATOBI DISTRICT

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Abstract

Clean water is essential for society's basic needs like drinking, bathing, cooking, washing, and industrial purposes. Having clean water available in a community is crucial due to the busy nature of society. However, in Waginopo Village, the drinking water supply system is not functioning well. Reports show that the water from PDAM only runs every 2 days, once a week, and for a maximum of 12 hours. The aim of this research is to analyze the performance of PDAM Wakatobi's clean water services to meet the needs of the Waginopo Village community for clean water. In this research, not only numerical data will be collected, but also information about what the community desires regarding the performance of the clean water distribution system, so this research study approach uses a combination of quantitative and qualitative approaches. From the results of the analysis, it can be said that the performance of the Wakatobi Regency PDAM service for the Waginopo Village service area is based on the 6th assessment aspect, where the distribution aspect is assessed with a performance value of "Not Good", for the production quality aspect the performance value is "Good", for the meter recording aspect with the performance value is "Good", for the payment aspect the performance value is "Good", for the complaint handling aspect the performance value is "Good", and for the tariff aspect the performance value is "Not Good".

Keywords: *Service Performance Study, PDAM, Domestic Customers*

1. INTRODUCTION

Clean water is a very vital need for society, to meet the needs for drinking water, bathing, cooking, washing and including industrial needs (Azhar et al., 2020). The existence of clean water in an area is very important considering the very dynamic activities of society (Agusmerdekawan, 2017). To meet the need for clean water, residents of an area can rely on water from direct water sources such as surface water and rain because these two water sources are easily accessible even though most of it is polluted either directly or indirectly from human activities themselves (Badaruddin et al., 2023; Fauziah et al., 2021; Haiqal et al., 2020). Because of the importance of the need for clean water, it is natural that the clean water sector gets top priority because it concerns the lives of many people. Handling the need for clean water can be done in various ways, adapted to existing facilities and infrastructure. In office areas, the clean water supply system is carried out using piped and non-piped systems. The pipe system is managed by the Regional Drinking Water Company (PDAM) and the non-pipe system is managed by the community, both individually and in groups.

A clean water supply system must be planned and constructed in such a way that its construction can fulfill the objectives of, among other things, the availability of water in sufficient quantities with quality that meets drinking water requirements. Apart from that, the aim of developing a clean water supply system is to have water available all the time or on an ongoing basis and the availability of water at a price that can be affordable by the community for survival. In the Government Regulation of the Republic of Indonesia Number 122 of 2015 concerning the Drinking Water Supply System which is established to fulfill the state's responsibility in ensuring the fulfillment of the people's right to drinking water and access to drinking water, it is explained that what is meant by drinking water is household water that has gone through a processing process or without. processing that meets health requirements and can be used immediately (KepmenPU379-1998).

In residential areas, the need for clean water forms its own pattern which is greatly influenced by population growth in the residential area and the characteristics of the existing community, regarding the economic level, topography and social habits of the community in particular. The clean water supply system managed by PDAM in obtaining clean water will produce different quality and quantity of services from one city/district to another (Septiawan & Soetiman, 2021; Sihombing, 2019; Tenri et al., 2022). This also happens in Wangi-Wangi District which consists of several villages and sub-districts. In this research, research will be carried out in Waginopo Village due to the limited capacity of researchers and the large area covered by Wangi-Wangi District.

Residents in Wangi-Wangi District, Waginopo Village have varying economic levels and social status. From the differences in clean water supply systems used by the community in obtaining clean water, 90% percent of which is from PDAM Wakatobi Regency, the quality and quantity of clean water supply is different, because the performance of each system is greatly influenced by various things, both technical and non-technical. In a piped clean water supply system, the quality of service depends on the condition of the water distribution pipe network and service performance. Meanwhile, the quality of service in non-piped clean water supply systems depends on the conditions of the surrounding natural environment. From the results of a preliminary survey directly at the location of the Wakatobi Regency PDAM service area, it was found that the flow rate was small, the water pressure was low, the flow was not continuous or the flow hours were often erratic, which was very detrimental to residents.

In its implementation, the drinking water supply system in Waginopo Village has not been able to run smoothly. There are several problems that have arisen in the water supply process so far, namely the distribution system is not able to meet the water needs of all customers, which can be seen from the water supply not being available 24 hours a day. In fact, according to a temporary survey that has been carried out, PDAM water only flows once every 2 days, once a week and the maximum flow time is only 12 hours.

Apart from the problems that arise in the drinking water supply system, PDAM also faces challenges to improve system performance in order to cope with increasing community water consumption. Water consumption will always increase along with population growth. Population growth will increase the amount of water demand in general due to increased water consumption. Seeing these conditions and realities, it is

necessary to improve the PDAM Wakatobi Regency's drinking water supply system as a whole to increase the service's ability to meet the community's drinking water needs.

To find out more about Wakatobi Regency PDAM services and how the community actually faces this problem, it is necessary to conduct a study regarding the performance of clean water supply services. In this way, it is hoped that a real picture of the condition of clean water services will be known, including various problems and how to solve them. Apart from that, it can be seen the real picture of clean water insecurity that arises in the area that is the object of study so that this can be used as evaluation and input material for city planners, especially the PDAM and as learning material for the community. The aim of this research is to analyze the performance of water services clean PDAM Wakatobi to meet the needs of the Waginopo Village community for clean water.

2. LITERATURE REVIEW

2.1. Concept of Service Performance Indicators and Customer Satisfaction Levels

Performance indicators are essential for evaluating the performance of clean water supply services. These indicators focus on customer satisfaction, quality, and availability. Customer satisfaction indicators reflect consumer expectations and provide insight into how well the system meets user needs. Quality indicators evaluate service standards to ensure customer requirements are met. Availability indicators measure the availability of facilities and water supplies in the clean water supply system.

2.2. Performance Assessment Benchmarks in Providing Clean Water

The service performance or provision of clean water in each area served by PDAM is not necessarily the same quality and quantity as other areas. Therefore, in this research, the assessment of the performance of clean water services in a particular location and area will use as a reference several technical criteria for clean water services with a piped system, including:

a. Water is available continuously 24 hours a day.
b. The water pressure at the end of the pipe is at least 1,5 – 2 atm.
c. The quantity of water must meet the established standards.

2.3. Benchmarks for Satisfaction in Providing Clean Water

The quality of clean water distributed to customers, which meets clean water quality standards, and does not have a negative impact on human health or the environment is also the hope of clean water service users. By providing clean water quality that meets quality standards, it will increase the level of satisfaction of the community using services. Based on the benchmarks mentioned previously, it can be seen that there is a close relationship between the service performance of clean water service providers, which in this case is PDAM, and the level of customer satisfaction, which in this case is the community using the service. If PDAM as a service provider can improve the performance of its drinking water distribution service system, it will automatically also increase the level of customer satisfaction with the services provided.

2.4. Dimensions of PDAM Service Quality

Like goods products, the quality of service products is also influenced by many factors. To assess or determine whether a service is quality or not, the main factors that determine service quality must be identified. For service products, there are five main dimensions that influence them, including:

a. Direct evidence (tangible), namely physical evidence of the service, which can be in the form of physical facilities, equipment used and representations of the service (for example, for clean water handling services: the water supplied to consumers meets clean water standards, namely colorless, tasteless, and odorless).
b. Reliability, the ability to provide promised services immediately, accurately and satisfactorily.

2.5. Concept of Service User/Customer Satisfaction

The concept of customer satisfaction itself has many variations, therefore there are several definitions of customer satisfaction, including:

a. Satisfaction or dissatisfaction is a customer's response to an evaluation of the perceived discrepancy/disconfirmation between previous expectations (or other performance norms) and the actual performance of the product that is felt after its use.
b. Customer satisfaction is a buyer's evaluation where the alternative chosen at least provides results (outcomes) equal to or exceeding customer expectations, while dissatisfaction arises if the results obtained do not meet customer expectations.
c. Customer satisfaction is the level of a person's feelings after comparing the performance (results) he feels compared to his expectations.

3. RESEARCH METHODS

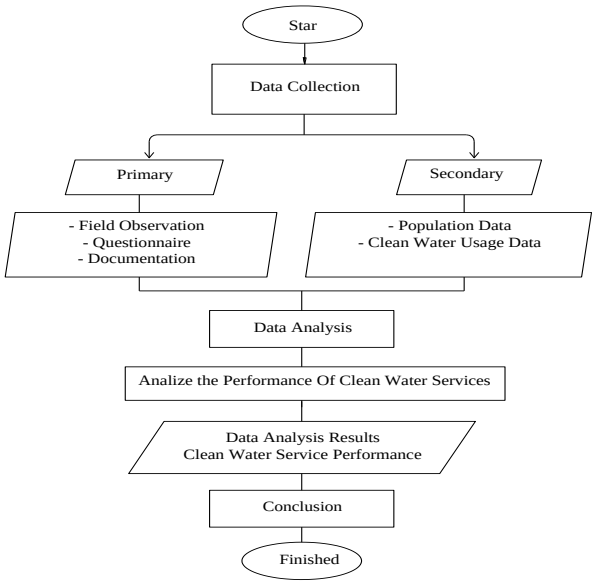


Figure 1. Research Flow

3.1. Data Collection Technique

The survey carried out to obtain the required data was:

a. Primary Survey

Look for data that is not written, or is data that has a high level of accuracy. The survey conducted by Field observation and Questionnaire.

b. Secondary Survey

This is a data search through literature review, results of previous research, required maps, population data, number of house connections, use of clean water according to the conditions of the research area obtained from related agencies. The aim of this survey is to obtain data which will then be processed using available analytical tools.

3.2. Number of Samples

In this research there are two types of respondents, with the grouping of respondents as follows:

a. Respondents to find out the level of performance of clean water distribution services by PDAM Wakatobi. Respondents were selected based on considerations of people/parties directly related to clean water services, which in this case are customers. Respondents in this group are houses that are PDAM customers.

b. The number of respondents for analyzing the level of customer satisfaction with the performance of clean water services by PDAM Wakatobi was obtained using the population formula. Based on PDAM Wakatobi data, the total customer population in Waginopo Village which originates from the Wagehe Gehe spring is 739, so in this research, researchers took an error tolerance of 15% (0,15), so sampling using the Slovin formula was as follows:

$$n = \frac{739}{1+ 739\ (0{,}15)^2} = 42$$

It can be concluded that the minimum research sample required for this research is 42, but the researcher concluded that the number of respondents was 50 respondents.

3.3. Data Processing and Presentation Techniques

This technique is needed to make it easier for researchers to process data and create targets needed in research. The primary data and secondary data that have been collected are separated according to the data. Descriptive data is separated from data in the form of numbers, or quantitative data is separated from quantitative and then ready for analysis.

3.4. Research Methods

The data used in this research are primary and secondary data. The data in question includes:

a. Data on water supply and production capacity,
b. Customer area boundary data,
c. Service area boundary data,
d. PDAM customer water usage data by customer category,

e. Secondary data was obtained from + PDAM data, while primary data was from direct measurements in the field.

4. RESULTS AND DISCUSSION

4.1. Research Results

a. Respondent's Gender

Based on the results of a survey of respondents conducted in the research area, namely Waginopo Village, there were 23 men with a percentage of 46% and 27 women with a percentage of 54%. So it can be seen in the table below.

Table 2. Gender of Respondents

No	Gender	Amount	Percentage (%)
1	Man	23	46,00
2	Women	27	54,00
	Total	50	100

Source: Researcher's Process, 2024

b. Respondent's Education Level

Based on the survey results, the respondents' education consists of high school with a percentage of 32%, junior high school with a percentage of 12%, third diploma with a percentage of 4%, bachelor's degree with a percentage of 32%, and elementary school with a percentage of 20%. So it can be seen in the table below.

Table 3. Respondents' Educational Level

No	Education	Amount	Percentage (%)
1	Elementary School	10	20,00
2	Junior High School	6	12,00
3	Senior High School	16	32,00
4	Diploma	2	4,00
5	Bachelor	16	32,00
	Total	50	100

Source: Researcher's Process, 2024

c. Respondent's Occupation

Based on table 4, it can be seen that the highest occupation of respondents for the Waginopo Village service area is Others with a total of 24 people with a percentage of 48%, while the second highest occupation is Entrepreneur with a total of 13 people with a percentage of 26%, then civil servants. with a total of 9 people with a percentage of 18%, and Private/Honorary Employees with a total of 4 people with a percentage of 8%. So it can be seen in the table below.

Table 4. Respondent's Occupation

No	Occupation	Amount	Percentage (%)
1	Civil Servant	10	20,00
2	Private/Honorary Employees	6	12,00
3	Self-employed	16	32,00
4	Etc	2	4,00
	Total	50	100

Source: Researcher's Process, 2024

d. Number of Family Members

The number of family members in one house is based on survey results that one house consists of 2 people with a percentage of 6%, 3-4 people with a percentage of 48%, 5-6 people with a percentage of 34%, 7-8 people with a percentage of 12 %, and more than 8 people with a percentage of 0%. So it can be seen in the table below.

Table 5. Number of Family Members

No	Education	Amount	Percentage (%)
1	2 person	3	6,00
2	3 - 4 person	24	48,00
3	5 - 6 person	17	34,00
4	7 - 8 person	6	12,00
5	> 8 person	0	0,00
	Total	50	100

Source: Researcher's Process, 2024

e. PDAM Payment Per Month

Based on survey results, customers spend Rp. 30.000 - Rp. 50.000 for PDAM account payments with a percentage of 82%, costs < Rp. 30.000 with a percentage of 18%, costs Rp. 51.000 - Rp. 100.000 and > Rp. 100.000 with a respective percentage of 0%.

Table 6. PDAM Account Expenditures Per Month

No	PDAM Account Expenditures Per Month	Amount	Percentage (%)
1	< Rp. 30.000	9	18,00
2	Rp. 30.000 - Rp. 50.000	41	82,00
3	Rp. 51.000 - Rp. 100.000	0	0,00
4	> Rp. 100.000	0	0,00
	Total	50	100

Source: Researcher's Process, 2024

f. PDAM Service Performance for the Waginopo Village Service Area

For PDAM service performance for the Waginopo Village service area, there are 6 aspects, namely distribution, production quality, meter recording, payment, complaint handling and tariffs.

g. Distribution Aspect Performance Assessment

For PDAM service performance for the Waginopo Village service area for the distribution aspect there are 4 statement items with the results of the analysis as follows:

Table 7. Item 1 Distribution Aspect

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	9	18.0	18.0	18.0
	Not Good	22	44.0	44.0	62.0
	Good	19	38.0	38.0	100.0
	Total	50	100.0	100.0	

Source: SPSS Analysis V.25, 2024

Table 8. Item 1 Distribution Aspect

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	6	12.0	12.0	12.0
	Not Good	22	44.0	44.0	56.0
	Good	20	40.0	40.0	96.0
	Very good	2	4.0	4.0	100.0
	Total	50	100.0	100.0	

Source: SPSS Analysis V.25, 2024

Table 9. Item 1 Distribution Aspect

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	1	2.0	2.0	2.0
	Not Good	17	34.0	34.0	36.0
	Good	32	64.0	64.0	100.0
	Total	50	100.0	100.0	

Source: SPSS Analysis V.25, 2024

Table 10. Item 1 Distribution Aspect

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	40	80.0	80.0	80.0
	Not Good	8	16.0	16.0	96.0
	Good	2	4.0	4.0	100.0
	Total	50	100.0	100.0	

Source: SPSS Analysis V.25, 2024

Based on the table above, it can be seen that the performance assessment of the distribution aspect of the 4 statement items can be concluded that the performance is "Not Good" because of the 4 items responded to by respondents the most dominant was "Not Good".

h. Performance Assessment of Production Quality Aspects

For PDAM service performance for the Waginopo Village service area, the production quality aspect has 5 statement items with the analysis results as follows:

Table 11. Item 1 Aspects of Production Quality

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	26	52.0	52.0	52.0
	Not Good	15	30.0	30.0	82.0
	Good	9	18.0	18.0	100.0
	Total	50	100.0	100.0	

Source: SPSS Analysis V.25, 2024

Table 12. Item 1 Aspects of Production Quality

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	7	14.0	14.0	14.0
	Not Good	18	36.0	36.0	50.0
	Good	25	50.0	50.0	100.0
	Total	50	100.0	100.0	

Source: SPSS Analysis V.25, 2024

Table 13. Item 1 Aspects of Production Quality

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	1	2.0	2.0	2.0
	Not Good	31	62.0	62.0	64.0
	Good	17	34.0	34.0	98.0
	Very good	1	2.0	2.0	100.0
	Total	50	100.0	100.0	

Source: SPSS Analysis V.25, 2024

Table 14. Item 1 Aspects of Production Quality

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	1	2.0	2.0	2.0
	Not Good	22	44.0	44.0	46.0
	Good	27	54.0	54.0	100.0
	Total	50	100.0	100.0	

Source: SPSS Analysis V.25, 2024

Table 15. Item 1 Aspects of Production Quality

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	3	6.0	6.0	6.0
	Not Good	11	22.0	22.0	28.0
	Good	36	72.0	72.0	100.0
	Total	50	100.0	100.0	

Source: SPSS Analysis V.25, 2024

Based on the table above, it can be seen that the performance assessment for the production quality aspect of the 5 statement items can be concluded that the performance is "Good" because of the 5 items responded to by respondents the most dominant was "Good".

i. Performance Assessment of Meter Recording Aspects

For PDAM service performance for the Waginopo Village service area for the meter recording aspect there are 4 statement items with the analysis results as follows:

Table 16. Item 1 Aspects of Meter Recording

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	3	6.0	6.0	6.0
	Not Good	44	88.0	88.0	94.0
	Good	3	6.0	6.0	100.0
	Total	50	100.0	100.0	

Source: SPSS Analysis V.25, 2024

Table 17. Item 1 Aspects of Meter Recording

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	8	16.0	16.0	16.0
	Not Good	39	78.0	78.0	94.0
	Good	3	6.0	6.0	100.0
	Total	50	100.0	100.0	

Source: SPSS Analysis V.25, 2024

Table 18. Item 1 Aspects of Meter Recording

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	3	6.0	6.0	6.0
	Not Good	5	10.0	10.0	16.0
	Good	42	84.0	84.0	100.0
	Total	50	100.0	100.0	

Source: SPSS Analysis V.25, 2024

Table 19. Item 1 Aspects of Meter Recording

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	1	2.0	2.0	2.0
	Not Good	4	8.0	8.0	10.0
	Good	45	90.0	90.0	100.0
	Total	50	100.0	100.0	

Source: SPSS Analysis V.25, 2024

Based on the table above, it can be seen that the performance assessment for the meter recording aspect of the 4 statement items can be concluded that the performance is "Good" because of the 4 items responded to by respondents the most dominant was "Good".

j. Payment Aspect Performance Assessment

For PDAM service performance for the Waginopo Village service area for the payment aspect there are 6 statement items with the results of the analysis as follows:

Table 20. Item 1 Payment Aspects

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	12	24.0	24.0	24.0
	Not Good	18	36.0	36.0	60.0
	Good	17	34.0	34.0	94.0
	Very good	3	6.0	6.0	100.0
	Total	50	100.0	100.0	

Source: SPSS Analysis V.25, 2024

Table 21. Item 1 Payment Aspects

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	1	2.0	2.0	2.0
	Not Good	5	10.0	10.0	12.0
	Good	42	84.0	84.0	96.0
	Very good	2	4.0	4.0	100.0
	Total	50	100.0	100.0	

Source: SPSS Analysis V.25, 2024

Table 22. Item 1 Aspects of Meter Recording

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	2.0	2.0	2.0	1
	Not Good	28.0	28.0	30.0	14
	Good	70.0	70.0	100.0	35
	Total	100.0	100.0		50

Source: SPSS Analysis V.25, 2024

Table 23. Item 1 Payment Aspects

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	7	14.0	14.0	14.0
	Not Good	27	54.0	54.0	68.0
	Good	15	30.0	30.0	98.0
	Very good	1	2.0	2.0	100.0
	Total	50	100.0	100.0	

Source: SPSS Analysis V.25, 2024

Table 24. Item 1 Payment Aspects

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	2	4.0	4.0	4.0
	Not Good	12	24.0	24.0	28.0
	Good	33	66.0	66.0	94.0
	Very good	3	6.0	6.0	100.0
	Total	50	100.0	100.0	

Source: SPSS Analysis V.25, 2024

Table 25. Item 1 Aspects of Meter Recording

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	15	30.0	30.0	30.0
	Not Good	32	64.0	64.0	94.0
	Good	3	6.0	6.0	100.0
	Total	50	100.0	100.0	

Source: SPSS Analysis V.25, 2024

Based on the table above, it can be seen that the performance assessment for the payment aspect of the 6 statement items can be concluded that the performance is "Good" because of the 6 items responded to by respondents the most dominant was "Good".

k. Performance Assessment of Complaint Handling Aspects

For PDAM service performance for the Waginopo Village service area, the complaint handling aspect has 6 statement items, with the results of the analysis as follows:

Table 26. Item 1 Aspects of Complaint Handling

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	2	4.0	4.0	4.0
	Not Good	5	10.0	10.0	14.0
	Good	40	80.0	80.0	94.0
	Very good	3	6.0	6.0	100.0
	Total	50	100.0	100.0	

Source: SPSS Analysis V.25, 2024

Table 27. Item 1 Aspects of Complaint Handling

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	1	2.0	2.0	2.0
	Not Good	3	6.0	6.0	8.0
	Good	39	78.0	78.0	86.0
	Very good	7	14.0	14.0	100.0
	Total	50	100.0	100.0	

Source: SPSS Analysis V.25, 2024

Table 28. Item 1 Aspects of Complaint Handling

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	2	4.0	4.0	4.0
	Not Good	3	6.0	6.0	10.0
	Good	43	86.0	86.0	96.0
	Very good	2	4.0	4.0	100.0
	Total	50	100.0	100.0	

Source: SPSS Analysis V.25, 2024

Table 29. Item 1 Aspects of Complaint Handling

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	1	2.0	2.0	2.0
	Not Good	8	16.0	16.0	18.0
	Good	41	82.0	82.0	100.0
	Total	50	100.0	100.0	

Source: SPSS Analysis V.25, 2024

Table 30. Item 1 Aspects of Complaint Handling

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	12	24.0	24.0	24.0
	Not Good	18	36.0	36.0	60.0
	Good	20	40.0	40.0	100.0
	Total	50	100.0	100.0	

Source: SPSS Analysis V.25, 2024

Table 31. Item 1 Aspects of Complaint Handling

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	1	2.0	2.0	2.0
	Not Good	27	54.0	54.0	56.0
	Good	22	44.0	44.0	100.0
	Total	50	100.0	100.0	

Source: SPSS Analysis V.25, 2024

Based on the table above, it can be seen that the performance assessment for the complaint handling aspect of the 6 statement items can be concluded that the performance is "Good" because of the 6 items responded to by respondents the most dominant was "Good".

l. Tariff Aspect Performance Assessment

For PDAM service performance for the Waginopo Village service area for the tariff aspect there are 8 statement items with the analysis results as follows:

Table 32. Item 1 Tariff Aspects

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	2	4.0	4.0	4.0
	Not Good	19	38.0	38.0	42.0
	Good	29	58.0	58.0	100.0
	Total	100.0	100.0		

Source: SPSS Analysis V.25, 2024

Table 33. Item 1 Tariff Aspects

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	2	4.0	4.0	4.0
	Not Good	31	62.0	62.0	66.0
	Good	15	30.0	30.0	96.0
	Very good	2	4.0	4.0	100.0
	Total	50	100.0	100.0	

Source: SPSS Analysis V.25, 2024

Table 34. Item 1 Tariff Aspects

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	8	16.0	16.0	16.0
	Not Good	14	28.0	28.0	44.0
	Good	28	56.0	56.0	100.0
	Total	100.0	100.0		

Source: SPSS Analysis V.25, 2024

Table 35. Item 1 Tariff Aspects

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	9	18.0	18.0	18.0
	Not Good	28	56.0	56.0	74.0
	Good	13	26.0	26.0	100.0
	Total	50	100.0	100.0	

Source: SPSS Analysis V.25, 2024

Table 36. Item 1 Tariff Aspects

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	12	24.0	24.0	24.0
	Not Good	28	56.0	56.0	80.0
	Good	10	20.0	20.0	100.0
	Total	50	100.0	100.0	

Source: SPSS Analysis V.25, 2024

Table 37. Item 1 Tariff Aspects

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	7	14.0	14.0	14.0
	Not Good	29	58.0	58.0	72.0
	Good	14	28.0	28.0	100.0
	Total	50	100.0	100.0	

Source: SPSS Analysis V.25, 2024

Table 38. Item 1 Tariff Aspects

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	2	4.0	4.0	4.0
	Not Good	35	70.0	70.0	74.0
	Good	12	24.0	24.0	98.0
	Very good	1	2.0	2.0	100.0
	Total	50	100.0	100.0	

Source: SPSS Analysis V.25, 2024

Table 37. Item 1 Tariff Aspects

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Good	2	4.0	4.0	4.0
	Not Good	44	88.0	88.0	92.0
	Good	4	8.0	8.0	100.0
	Total	50	100.0	100.0	

Source: SPSS Analysis V.25, 2024

Based on the table above, it can be seen that the performance assessment for the tariff aspect of the 8 statement items can be concluded that the performance is "Not Good" because of the 8 items responded to by respondents the most dominant was "Not Good".

5. CONCLUSION

From the results of the research conducted, several conclusions can be drawn from the Performance Analysis of PDAM Clean Water Services for Domestic Customers in Waginopo Village, Wangi-Wangi District, Wakatobi Regency, namely the performance of Wakatobi Regency PDAM services for the Waginopo Village service area from an assessment of 6 aspects, namely the performance of Wakatobi Regency PDAM services for service area of Waginopo Village from the assessment of the 6 aspects where for the assessment of the distribution aspect with a performance value of "Not Good", for the production quality aspect with a performance value of "Good", for the meter recording aspect with a performance value of "Good", for the payment aspect with a performance value "Good", for the complaint handling aspect with a performance value of "Good", and for the tariff aspect with a performance value of "Not Good".

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