

ABSTRAK

PELAYANAN PENYEDIAAN AIR MINUM DALAM PERSPEKTIF *NEW PUBLIC SERVICE* (STUDI PADA PERUSAHAAN UMUM DAERAH AIR MINUM WAY RILAU KOTA BANDAR LAMPUNG)

By

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Penelitian ini bertujuan menganalisis pelayanan penyediaan air minum pada Perumda Air Minum Way Rilau Kota Bandar Lampung dalam perspektif *New Public Service*. Penelitian ini menggunakan metode kualitatif deskriptif melalui wawancara, observasi, dan dokumentasi. Hasil penelitian menunjukkan bahwa pelayanan Perumda Air Minum Way Rilau telah bergerak ke arah nilai-nilai *New Public Service*, terutama melalui pengakuan bahwa air bersih merupakan kebutuhan dasar masyarakat, adanya upaya perluasan layanan, saluran pengaduan, pengawasan internal dan eksternal, serta sikap petugas yang berupaya melayani masyarakat. Namun, nilai tersebut belum sepenuhnya menjadi pengalaman yang konsisten bagi warga. Masyarakat masih menghadapi persoalan pada pemerataan distribusi, kepastian aliran air, keterbukaan informasi pelayanan, kejelasan tindak lanjut, tata kelola program strategis yang berdampak pada kepercayaan publik dan pelayanan air minum serta keseimbangan antara kewajiban membayar dan hak memperoleh air bersih yang layak. Temuan penelitian juga menunjukkan bahwa pelayanan Perumda Air Minum Way Rilau masih berada dalam tarik-menarik antara orientasi kewargaan, tuntutan kelembagaan sebagai BUMD, dan mekanisme administratif dalam penyelenggaraan layanan. Dengan demikian, pelayanan penyediaan air minum pada Perumda Air Minum Way Rilau sudah mengarah pada pelayanan berbasis warga, tetapi masih perlu diperkuat agar lebih adil, terbuka, bertanggung jawab, dan berkelanjutan.

Kata Kunci: *New Public Service*, Pelayanan Air Minum, Akuntabilitas.

ABSTRACT

DRINKING WATER SUPPLY SERVICES IN THE PERSPECTIVE OF NEW PUBLIC SERVICE (A STUDY AT PERUSAHAAN UMUM DAERAH AIR MINUM WAY RILAU BANDAR LAMPUNG CITY)

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This study aims to analyze drinking water supply services at Perumda Air Minum Way Rilau, Bandar Lampung City, from the perspective of New Public Service. This research uses a descriptive qualitative method, with data collected through interviews, observation, and documentation. The results show that the services provided by Perumda Air Minum Way Rilau have moved toward the values of New Public Service, particularly through the recognition of clean water as a basic public need, efforts to expand services, the availability of complaint channels, internal and external supervision, and the efforts of service officers to serve the community. However, these values have not yet become a consistent experience for citizens. The community still faces problems related to equitable water distribution, certainty of water flow, openness of service information, clarity of follow-up actions, governance of strategic programs that affect public trust and drinking water services, as well as the balance between the obligation to pay and the right to obtain proper clean water. The findings also show that the services of Perumda Air Minum Way Rilau remain in a dynamic tension between a citizenship-oriented approach, institutional demands as a region-owned enterprise, and administrative mechanisms in service delivery. Therefore, drinking water supply services at Perumda Air Minum Way Rilau have moved toward citizen-based services, but they still need to be strengthened to become more equitable, transparent, accountable, and sustainable.

Keywords: *New Public Service, Drinking Water Services, Accountability.*