

**PELAYANAN PERUSAHAAN DAERAH AIR MINUM TIRTA LINGGA
DALAM MENGATASI KRISIS AIR BERSIH DI KECAMATAN SINGKEP
KABUPATEN LINGGA**

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ABSTRAK

Krisis air bersih masih menjadi permasalahan utama di Kabupaten Lingga akibat keterbatasan sumber air baku, kondisi geografis kepulauan, dan belum meratanya jaringan distribusi. PDAM Tirta Lingga berperan penting dalam menyediakan kebutuhan air bersih, khususnya di Kecamatan Singkep yang sering mengalami gangguan distribusi. Penelitian ini bertujuan menganalisis pelayanan PDAM Tirta Lingga dalam mengatasi krisis air bersih dengan fokus pada efektivitas, responsibilitas, dan akuntabilitas pelayanan. Penelitian menggunakan pendekatan deskriptif kualitatif melalui observasi, wawancara, dan dokumentasi, dengan analisis data yang menggunakan teori Agus Dwiyanto (2002). Hasil penelitian menunjukkan bahwa pelayanan PDAM Tirta Lingga belum optimal dari aspek efektivitas, ditandai dengan distribusi air yang belum merata, aliran tidak stabil, dan kualitas air yang belum konsisten memenuhi standar. Namun dari aspek tanggung jawab dan akuntabilitas, PDAM Tirta Lingga dinilai cukup baik melalui upaya penanganan krisis serta pengelolaan dan pelaporan yang transparan.

Kata kunci: Pelayanan, Perumda, Air Bersih

**SERVICES OF THE TIRTA LINGGA REGIONAL DRINKING WATER
COMPANY IN OVERCOMING THE CLEAN WATER CRISIS IN
SINGKEP DISTRICT, LINGGA REGENCY**

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ABSTRACT

The clean water crisis remains a major problem in Lingga Regency due to limited raw water sources, the island's geographical conditions, and the unequal distribution network. PDAM Tirta Lingga plays a crucial role in providing clean water, particularly in Singkep District, which frequently experiences distribution disruptions. This study aims to analyze PDAM Tirta Lingga's services in addressing the clean water crisis, focusing on effectiveness, responsibility, and accountability. The study employed a qualitative descriptive approach through observation, interviews, and documentation, with data analysis utilizing Agus Dwiyanto's (2002) theory. The results indicate that PDAM Tirta Lingga's services are not yet optimal in terms of effectiveness, characterized by uneven water distribution, unstable flow, and water quality that does not consistently meet standards. However, in terms of responsibility and accountability, PDAM Tirta Lingga is considered quite good through its crisis management efforts and transparent management and reporting.

Keyword: *Services, Regional Public Corporation, Clean Water*