

## **ABSTRAK**

### **Kata Kunci : Tarif air PDAM, Keterjangkauan layanan PDAM**

Tarif merupakan salah satu unsur pokok dalam setiap perusahaan pemerintah daerah maupun swasta sebagai layanan penyedia jasa air bersih, penerapan tarif yang sesuai dengan perhitungan yang ditetapkan oleh pemerintah menjadi pokok utama dalam setiap penerapannya.

Tujuan penelitian ini untuk mengetahui bagaimana biaya penerapan tarif air PDAM Tirta Mukti Cianjur. penelitian ini didasarkan pada dimensi variabel yang berkaitan dengan penerapan tarif menurut teori Mt Charty dan Perrault yaitu keterjangkauan dan keadilan, mutu pelayanan, pemulihan biaya, efisiensi pemakaian air, transparansi dan akuntabel, perlindungan air baku.

Penelitian ini menggunakan metode penelitian kualitatif. Data diperoleh melalui wawancara observasi dan dokumentasi serta menggunakan teknik analisis data menggunakan Miles dan Huberman dalam Moleong. Uji keabsahan data nya menggunakan metode triangulasi.

Hasil penelitian menunjukkan bahwa penerapan tarif air PDAM Tirta Mukti Cianjur sudah memenuhi dengan kriteria pembagian blok konsumsi pelanggan adapun untuk kendala-kendala yang di hadapi adalah pola pengembangan yang belum terlaksana sehingga keterjangkauan layanan air bersih PDAM Tirta Mukti Cianjur belum merata.

Terdapat beberapa saran yaitu PDAM sebagai unit penyedia jasa layanan air bersih di daerah harus lebih meningkatkan kualitas pengembangan layanan air bersih untuk masyarakat atau pelanggan, juga penentuan blok konsumsi yang adil harus menjadi prioritas PDAM Tirta Mukti Cianjur kedepannya

## ABSTRAC

Dede Rustandi NIM 1138010055 cost analysis of water tariff implementation in an effort to increase profitability company of drinking water area of Tirta Mukti Cianjur. public administration study program. Faculty Sosial and Political Science. State Islamic University of Sunan Gunung Djati Bandung.

### **Keyword : Wates Rates PDAM, Service Capability PDAM**

Tariff is one of main element in every company of local government and also private as service of provider of clean water service, tariff application according to the calculation determined by government become the main point in each its implementation.

This research purpose to know how cost apply PDAM Tirta water tariff MuktiCianjur. This study is based on the variable dimensions associated with the application of tariffs according to the Mt Charty and Perrault theories of affordability and fairness, service quality, cost recovery, water use efficiency, transparency and accountability, raw water protection.

This research uses qualitative research method. Data obtained through interviews observation and documentation and using data analysis techniques using Miles and Huberman in Moleong. Test the validity of its data using triangulation method.

The results showed that the application of water tariff PDAM Tirta Mukti Cianjur already meet with the criteria of the distribution of consumption blocks as for the constraints faced is the pattern of development that has not been implemented so that the affordability of PDAM Tirta Mukti Cianjur water service has not evenly distributed.

There are some suggestions that PDAM As a service unit for water services in the regions should improve the quality of water service development for the community or customers, as well as the determination of a fair consumption block should be a priority of PDAM Tirta Mukti Cianjur in the future