

QUALITY OF DIRECT CUSTOMER COMPLAINTS SERVICE IN DELTA TIRTA REGIONAL DRINKING WATER COMPANIES IN SIDOARJO DISTRICT, SIDOARJO REGENCY

Reyndi Rusmanjaya

Public Administration Department
University of UPN Veteran Jawa Timur, Surabaya
yantobsana999@gmail.com

Agus Widiyarta

Public Administration Department
University of UPN Veteran Jawa Timur, Surabaya
aguswidiyarta.adneg@upnjatim.ac.id

ABSTRACT

The quality of public services can be used as a benchmark for the results of the government's performance itself has been going well or there are still things that need to be addressed. Clean water service is a product of the type of service goods which are grouped in the form of provision or management of a physical form including distribution and direct delivery to consumers in one system. PDAM "Delta Tirta" Sidoarjo District, Sidoarjo Regency is very concerned about service performance aspects to maintain continuous service continuity, but there are still complaints. The purpose of this research is to find out how quality of service for customer complaints directly to the Regional Water Company (PDAM) Delta Tirta in Sidoarjo District, Sidoarjo Regency. The type of this research is descriptive qualitative with data collection techniques in the form of interviews, observation, documentation and literature study. To determine the quality of service directly at PDAM Delta Tirta, Sidoarjo District, Sidoarjo Regency at this time, researchers chose to use the 5 dimensions of public service quality proposed by Zeithaml et al 1990 in Hardiyansyah (2011:4647), namely Tangibel, Reliability, Responsiveness, Assurance, and Empathy. Sources of data used are informants and documents related to research. The results of this study indicate that based on the five dimensions of service quality according to Parasuraman, including physical evidence (tangibles), reliability, responsiveness, assurance, and empathy, it can be concluded that PDAM Delta Tirta Sidoarjo District, Sidoarjo Regency has fulfilled these five dimensions and has good service quality.

Keyword: *Service Quality, Water Supply, Complaints.*

A. INTRODUCTION

The government has a role in providing public services both at the central and regional levels. Public services provided by the government to the community are of course not carried out directly by the central government to the people, but through local governments to facilitate access to public services as regulated in the *Undang-Undang Nomor 23 Tahun 2014* concerning Regional Government in

article (1) paragraph (5) which It reads that government power is the authority of the President whose implementation is carried out by the state ministries and regional government administrators to protect, serve, empower, and prosper the community. Local governments have the authority to regulate and manage local government affairs in certain fields with the aim of accelerating community welfare through service improvement strategies, empowerment and community participation.

Along with the progress of regional autonomy, the provision of public services carried out by the government is increasingly faced with increasingly complex challenges. There are still many complaints from the public who make complaints directly to the relevant agencies regarding the quality of services that need to be improved. The importance of public services provided to the community is useful for meeting daily needs so that it can encourage the government as a service provider to continue to create quality services in accordance with community expectations. The quality of services that have been provided by a public organization is very important because it can provide benefits to the community or organization concerned. According to Taufiqurokhman & Satispi (2018: 88) that the quality of service is the form obtained for the services provided with the expectations of a person's perspective with what is received and expected. If reality is higher than expectations, the quality of service provided can be said to be good. and vice versa if expectations are higher than the reality received, it can be said that the quality of service received is still not optimal.

The quality of public services can be used as a benchmark standard of the results of the government's performance itself has been going well or there are still things that need to be addressed. Based on the *Peraturan Menteri Penertiban Aparatur Negara Nomor 13 Tahun 2009* concerning Guidelines for Improving the Quality of Public Services. There are methodological technical considerations in improving the quality of public services, including improving the quality of services by taking concrete corrective actions, community participation from service users, and providing service improvement actions transparently to service users. Government efforts in providing service satisfaction to the community, the government is obliged to provide services, one of which must have direct access to public complaints services.

Complaint service is a service or facility provided by the government to people who experience complaints or complaints about the services provided by a service system. Direct/verbal complaints can be submitted individually, in the form of groups, or through community meeting forums (Bappenas, 2010). Complaints and complaints made by the community can be input in improving service quality.

Clean water service is a product of the type of service goods which are grouped in the form of provision or management of a physical form including distribution and direct delivery to consumers in one system. Therefore, it is necessary to provide clean water to be distributed directly to the community as a daily necessity, in order to ensure the cleanliness of the water, a drinking water

treatment plant is formed to process raw water into drinking water in accordance with the standards set for direct distribution to the community.

PDAM "Delta Tirta", Sidoarjo District, Sidoarjo Regency is very concerned about service performance aspects to maintain sustainable service continuity. The latest data we obtained from PDAM "Delta Tirta" from January 1, 2020 to November 30, 2020 stated that the number of customer complaints at that time was 2,700 (from various types of complaints). Judging from the data, PDAM "Delta Tirta" still has many complaints after receiving the year award in 2019. So that the excellent service that gets the award is only temporary. These complaints are not only related to poor water quality but also the slow service of handling complaints, including the slow handling of water pipe leaks so that they cannot be distributed to customers directly, and the continuity of water that has not met the target causing many customers to have their water needs not met. So that many problems are felt by customers who are not satisfied with the services that have been provided. The community expressed disappointment with the services provided by PDAM. The development of the number of customers has indeed increased but there are still complaints from customers that the PDAM receives every year. Thus, from the background described above, this is the basis of this research with the aim of knowing the Quality of Direct Customer Complaint Services at the Delta Tirta Drinking Water Company (PDAM) Sidoarjo District, Sidoarjo Regency.

B. LITERATURE REVIEW

a) Public Service

Service is every activity carried out by the government for a number of people who have every activity that is profitable in a group or entity, and offers satisfaction even though the results are not tied to a physical product. Although the main goal of the public sector is the delivery of public services, it does not mean that public sector organizations do not have financial goals at all. Public sector organizations also have financial goals but these are different philosophically, conceptually, and operationally with profitability goals in the private sector (Sinambela, 2008).

According to Lukman (2004:27) service is an activity that occurs in direct interaction between a person and another person or a physical machine, and provides customer satisfaction in journals (Ervani & Subandi, 2016). According to Widodo (2007:131), public services are providing services (serving) the needs of people or communities who have an interest in the organization in accordance with the basic rules and procedures set out in the journal (Ervani & Subandi, 2016). Then based on the *Undang-Undang Republik Indonesia Nomor 25 Tahun 2009* concerning public services defines public service as an activity or series of activities in the context of fulfilling service needs in accordance with laws and regulations for every citizen and resident of goods, services, and/or administrative services provided by public service providers. The scope of public services includes public goods and public services as well as administrative services regulated by legislation.

b) Public Service Quality

Quality can be interpreted as a person's good or bad in doing something which can be judged by others to measure whether someone is good or bad in serving consumers around him. There are dimensions of service quality according to the opinion of Zeithaml, Berry and Parasuraman in the journal (Parasuraman, Zeithaml, & Berry, 1998) they identify the dimensions of service quality into five main dimensions, namely:

1. Tangibles, including physical facilities, equipment, employees and means of communication.
2. Reliability, namely the ability to provide the promised service immediately, accurately and satisfactorily.
3. Responsiveness, namely the desire of the staff to help customers and provide responsive service.
4. Assurance, which includes the knowledge, ability, courtesy and trustworthiness of the staff, free from danger, risk or doubt.
5. Empathy, including the ease of making good communication relationships, personal attention and understanding the needs of customers.

c) Complaints Service

The NSW Ombudsman's Effective Complaint Handling Guidelines (2000), states that complaint handling is an important component in the formula for increasing satisfaction and support for public service users. According to the Guide to Complaint handling in Health Care Services (Michael Gorton. et.al. 2005: 2), states that: "Complaints are a vital form of consumer feedback that provides unique and valuable information to an organization concerned with quality improvement and risk management."

Public complaints have an element of handling complaints. The complaint handling element consists of several aspects, including: a). Source or Origin of Complaints; b). Contents of the Complaint; c). Complaint Handling Unit; d). Complaint Response; e) Feedback; f) A well-managed Complaint Handling Report will bring benefits or benefits to the organization being complained of, including:

1. Organizations are increasingly aware of their weaknesses or shortcomings in providing services to customers;
2. As a tool for introspection of the organization to always be responsive and willing to pay attention to the voice and choice of customers;
3. Make it easier for organizations to find solutions to improve the quality of their services;
4. When handled immediately, customers feel their interests and expectations are taken care of;
5. Strengthen a sense of trust and loyalty of customers to the organization of services;
6. Handling complaints properly can increase customer satisfaction. (Ulung Pribadi, 2018)

d) Company Regional Water (PDAM)

Regional Drinking Water Company is a company engaged in the service of providing clean water. One of the goals in the form of PDAM is to meet the

community's need for clean water, including the provision, development of advice and infrastructure services and distribution of clean water. Meanwhile, the other goal is to participate in developing the economy to support regional development by expanding employment opportunities, as well as seeking profit as the main source of financing for the region (Salim, 2018).

e) Implementation Of Public Complaints Management Model

In the module (BAPPENAS, 2010), based on the experience of handling complaints in several regions in Indonesia, there are variations in complaint handling efforts. To be able to improve the system and procedures for complaints, it requires a high commitment from the leadership, the ability of the complaint handling team, and the means to complain. Complaint systems and procedures need to be developed taking into account the following: 1. There is a strong involvement and commitment from the service leadership by determining appropriate sources and training of service staff; 2. Recognize and protect the rights of appropriate services; 3. Availability of compliance systems and procedures that are open, effective and easy to follow by customers; 4. Utilizing external institutions, such as the ombudsmen, consumer institutions, etc.; 5. Continuously monitor customer complaints so that the organization can monitor service quality; 6. Audit existing complaints systems and procedures to assess team effectiveness; 7. Inform the public about the complaint procedure (and assure customers that the complaint will be welcomed and considered for follow-up).

C. METHOD

This study uses a qualitative descriptive research approach with the aim of providing a comprehensive and in-depth overview of the research study. According to Anggito & Setiawan (2018:8) Qualitative Research is the collection of data in a natural setting with the intention of interpreting the phenomena that occur where the researcher is the key instrument and the results of qualitative research emphasize meaning rather than generalizations. The focus of this research is the quality of service for customer complaints directly at the PDAM "Delta Tirta". By using the theoretical basis according to Zeithaml, Berry, and Parasuraman who suggested that there are 5 dimensions of service quality which include Tangible, reliability, responsiveness, assurance, and empathy.

1. Direct evidence (tangibles); Direct or physical evidence is a service that can be seen, smelled and touched, so the tangible aspect becomes important as a measure of service. Customers will use the sense of sight to assess a quality of service. Direct/physical evidence includes physical facilities, equipment, employees and communication facilities as well as operational vehicles. Thus, direct evidence is one of the most concrete indicators . The form is in the form of all facilities that can be seen.
2. Reliability; a dimension that measures the reliability of the company in providing services to its customers. There are two aspects to this dimension. The first is the company's ability to deliver services as promised. The second is how far a company is able to provide accurate service or no errors .

3. Responsiveness; Namely the responsiveness of employees in providing the services needed and being able to complete them quickly. The speed of service provided is the responsiveness of the officer in providing the required service. This responsive attitude is a result of reason and thought shown to customers.
4. Guarantee (Assurance); a quality dimension related to the agency's ability and front - line staff behavior in instilling trust and confidence in its customers. Guarantee is a protective effort that is presented to the community for its citizens against risks which if that risk occurs will cause disruption in the normal structure of life.
5. Empathy; a dimension that refers to the agency's attention to its customers. The practice of agency empathy can be realized by listening to customers, helping customers find solutions, understanding what customer worries and concerns are, being in solidarity with customers, not leaving customers, and so on.

The selection of informants in the study was selected by purposive sampling, which is based on subjects who master the problem, have data and are willing to provide data that are truly relevant and competent. Sources of data in this study consisted of primary data sources and secondary data. The primary data sources in this study were obtained from the results of interviews conducted by the author with key informants. While secondary data is obtained from written sources such as documents, reports and other archives. Data collection techniques used are interviews, observation, documentation and literature study. The data analysis technique used in this study is analysis using an interactive model (interactive model of analysis) developed by Miles & Huberman (2014), where qualitative data analysis is carried out through several stages, namely data collection, data condensation, data presentation and withdrawal. conclusion.

D. EXPLANATION

Water is a very important source of life for all living things on earth, including humans, making water for daily use such as: drinking, bathing, washing and so on. With human growth increasing, the need for water is also very necessary in life. Public service is an activity to fulfill service needs in accordance with laws and regulations in meeting customer needs which are increasing every day, so each agency has special strategies used to improve service quality. Good service also has quality strategies and can provide maximum service to the community. This strategy is one way to improve the quality of public services. With the increasing number of customers and the number of complaints at PDAM Delta Tirta, Sidoarjo District, Sidoarjo Regency, PDAMs in carrying out their services are required to provide maximum good service to a customer and make it easier for customers to respond quickly and responsively to complaints about problems that have not been resolved. resolved. To determine the quality of service directly at PDAM Delta Tirta, Sidoarjo District, Sidoarjo Regency at this time, researchers chose to use the 5 dimensions of public service quality proposed by Zeithaml et al 1990 in Hardiyansyah (2011: 4647), namely Tangibel, Reliability, Responsiveness, Assurance, and Empathy.

1. Tangible

Tangible or can also be called tangible is something that can be seen and felt by both officers and service users. In measuring the quality of service directly at PDAM Delta Tirta, Sidoarjo District, Sidoarjo Regency, it can be seen from something tangible such as the appearance of an officer and customer service all look quite neat, the condition of the place to do the service is also clean enough to make it comfortable for customers who make complaints, and facilities adequate infrastructure in carrying out these services. In this study, the Tangible or tangible dimensions are determined by indicators, namely the appearance of an office officer of PDAM Delta Tirta, Sidoarjo District, Sidoarjo Regency, the convenience in carrying out a service process, the discipline of an employee in carrying out the service process, the ease of using tools in carrying out the service service.

In appearance, the employees are quite neat in accordance with the provisions or regulations set by the PDAM Delta Tirta office, Sidoarjo District, Sidoarjo Regency. It can be seen directly from the point of view of the convenience of the place to carry out the service process, the location of the service is clean enough, besides that the seats provided to customers are sufficient so that not many customers stand or jostle because it minimizes the transmission of the Covid 19 virus. from the ease of the service process, with the existence of clear service standards, customers understand how to make complaints directly at the PDAM Delta Tirta office, Sidoarjo District, Sidoarjo Regency.

To provide convenience and smoothness in customer complaint service activities at PDAM Delta Tirta, Sidoarjo District, Sidoarjo Regency, several facilities have been prepared. These facilities include waiting rooms, air conditioning, telephones, loudspeakers, queue counters, service desks, service chairs, and trash cans. According to (Moenir, 2002) the waiting room must be equipped with sufficient lighting to be able to read, chairs, as needed, ashtrays and trash cans. Meanwhile, for a large waiting room with lots of counters or doors, it is necessary to have a calling facility that is easy to read or hear by those who are waiting.

All customer complaints will be recorded by customer service personnel for future follow-up. With this complete record, PDAM can more easily handle complaints directly based on customer complaints. Therefore, for customers who complain directly to PDAM Delta Tirta, Sidoarjo District, Sidoarjo Regency, a complaint form will be provided which will be filled out by the customer based on the complaint experienced, then submitted to the customer service officer when calling the queue number.

According to interviews and observations of researchers at the research site, the first focus of this research is Tangible, which can be said to be quite good. According to customer responses to complaints from PDAM Delta Tirta, Sidoarjo District, Sidoarjo Regency, the presence of telephones, waiting rooms and trash cans is considered good and quite comfortable. In terms of cleanliness, the room is also considered clean, moreover there is a trash can not far from the chairs in the waiting room.

2. Reliability

Arie Sulistyawati & Seminari (2015) defines reliability as the consistency of appearance and service reliability, namely the company's ability to provide the promised service promptly, accurately, and satisfactorily. Therefore, it can be concluded that the reliability of the design application on the component, so that the component can perform its function normally according to the design or production process without failure. Therefore, the reliability of the application of PDAM Delta Tirta officials and employees, Sidoarjo District, Sidoarjo Regency is very important because customers who use the services of PDAM Delta Tirta, Sidoarjo District, Sidoarjo Regency believe.

The reliability of PDAM Delta Tirta officers, Sidoarjo District, Sidoarjo Regency is also tested for obstacles or obstacles when handling customers. Reliable officers in responding to complaints are assessed from the services provided which include communication (language), service attitude, responsiveness in handling customer complaints, which is more emphasized on the work of technicians for resolving customer complaints.

Thus, the reliability carried out by the officers can be concluded that the service is quite good in serving its customers. Because the PDAM Delta Tirta officer, Sidoarjo District, Sidoarjo Regency knows how to move a customer who has a lot of complaints, the officer immediately asks the customer using good and polite language so that the customer will explain how the complaint is. So the reliability of the officer is immediately agile if there are customers who have a lot of complaints and are busy wanting to go home because there is work at home or at the work office, the officers immediately deftly approach and make it easier for the customer to make his complaint and be processed immediately.

This is in accordance with Tjiptono's opinion as quoted by Hardiansyah (2018: 54) stating that service quality is conformity with requirements, suitability for use, continuous improvement, free from damage / defects, meeting customer needs from the start and at all times, doing everything right , something that can make customers happy. The concept of service quality can be understood through customer behavior, namely looking for, buying, using and evaluating a product or service that suits customer needs.

3. Responsiveness

There is still a bad image in most public services in Indonesia, one of which is due to the lack of professionalism of employees in service organizations. Responsiveness is the ability or readiness of employees to provide services needed by customers. (Erwan Agus, 2016) When public service providers provide services, they must pay attention to the principles of public services, so that service quality can be achieved. The data obtained from the results of the study indicate that the employee's response to customer complaints is very important, because if the customer service employees of PDAM Delta Tirta, Sidoarjo District, Sidoarjo Regency give a good response, they will feel they have been served well. Some customers feel that the response of the officers is good, and some customers are disappointed with the response of the officers in handling customer complaints because customer service does not resolve customer complaints properly. Thus, researchers can conclude that the quality of customer

service directly carried out through customer service in terms of responsiveness is quite good, seen from the response given by PDAM Delta Tirta employees, Sidoarjo District, Sidoarjo Regency to customers who are making complaints feel that the response given pretty good. This is in accordance with the opinion of Zeitham, et al quoted by Pasolong (2014:135) responsiveness, namely the ability to help and provide services quickly and precisely, and responsive to consumer desires.

According to Ratminto & Septi (2005:29) it is stated that every head of the unit providing public services is obliged to complete any reports or complaints from the public regarding dissatisfaction in the provision of services in accordance with their authority. Therefore, officers must follow up on handling complaints in accordance with predetermined standards by providing complaint handling quickly so that customer satisfaction can be created properly.

4. Assurance

The service process for service guarantees that provide service certainty is carried out in accordance with service standards. This can be done from several existing guarantees or assurances, time guarantees, security guarantees, tariff guarantees or costs. The existence of certainty in providing services is a real form of employees in carrying out their work.

Every form of service requires certainty about the services provided. The form of a deterministic service really depends on the guarantee of the employee who provides the service, so that the service recipient feels satisfied and believes that all forms of service affairs carried out are complete and completed according to speed, fluency and quality. Parasuraman, 2001:69). The data obtained from the results of the study indicate that, in addition to guaranteeing the certainty of costs or tariffs for PDAM Delta Tirta customers, the guarantee of fast service times for Sidoarjo Regency employees is a very important consideration for the services that have been provided.

5. Empathy

This is shown in several customer responses when interviewed, arguing that the speed of employees towards customers in making complaints is quite responsive and the certainty of costs that can be seen on the machine at customer service can also be seen precisely and accurately. However, this guarantee of cost certainty is still a lot of people who make complaints because there are still many incompatibility between the system and the original. So there are still many customers who complain about the discrepancy.

Thus the researcher can conclude that the quality of customer service directly carried out through customer service in terms of assurance (Assurance) seen from the speed of service time is quite good, seen from the response given by PDAM Delta Tirta employees, Sidoarjo District, Sidoarjo Regency to customers who are making complaints. feel that the response given is quite good. And the guarantee of cost certainty between the system and direct evidence may be able to improve the compatibility.

According to Tjiptono and Gregorius (2005:240) responding to emotional customers, complaint service employees must be "cool-headed" and empathetic. For this reason, it is very necessary to spend time listening to customer complaints

and trying to understand the situation felt by the customer. PDAM Delta Tirta employees, Sidoarjo District, Sidoarjo Regency have made it easy and approached customers, as well as serving and respecting every customer's needs.

Ease of communicating and approaching customers is very important, in order to convey criticism, suggestions, comments, and various questions about PDAM Delta Tirta, Sidoarjo District, Sidoarjo Regency in each customer's home such as pipe leaks, water blockage or water does not come out, cloudy water, etc. For this reason, the response from customer service officers and customers has considered good, both the services provided and customer complaints in their polite delivery. With the number of customer service officers who are quite a lot and scheduled, so that customers can easily meet them.

The customer service officer of PDAM Delta Tirta, Sidoarjo District, Sidoarjo Regency is willing to serve customers regardless of customer status, respecting every customer's attitude that comes. According to the results of interviews and observations, it can be concluded that the officers are willing to help with a smile and friendly in responding to customer complaints.

E. CONCLUSION

Based on the results and discussion of the quality of service for customer complaints directly at the Delta Tirta Drinking Water Company (PDAM) Delta Tirta, Sidoarjo District, Sidoarjo Regency, it can be concluded that:

1. On the focus of physical evidence (tangible) it can be stated that the quality of customer complaint services at PDAM Delt Tirta, Sidoarjo District, Sidoarjo Regency has good quality. this can be seen in the neatness of the employees, the waiting room is very comfortable and clean
2. On the focus of reliability, it can be stated that the quality of customer complaint services at PDAM Delt Tirta, Sidoarjo District, Sidoarjo Regency has good quality, it can be seen that the employees are quite reliable in serving customers who make complaints at customer service.
3. On the focus of responsiveness, it can be stated that the quality of customer complaint services at PDAM Delt Tirta, Sidoarjo District, Sidoarjo Regency has good quality, this can be seen from the number of customers served by employees who are satisfied with the complaint service by customer service employees . They also feel lucky because the employee response is very good in doing a service if there are customers who make complaints.
4. On the focus of assurance, it can be stated that the quality of customer complaint services at PDAM Delt Tirta, Sidoarjo District, Sidoarjo Regency has good quality, this can be seen from the guarantee of a fairly fast time and clear cost certainty, customers will also feel served fairly both according to the complaints experienced by customers and their complaints get a pretty good settlement guarantee.
5. At the focus of empathy can be stated that the service quality of customer complaints on PDAM Delt Tirta subdistrict of Sidoarjo Sidoarjo regency have good quality, it can be seen padapegawai and part customer sevice willing enough to serve customers regardless the status of their customers and appreciate all the customers who come with a very polite language that causes

customers to also appreciate the service at the PDAM Delta Tirta office, Sidoarjo Regency, Sidoarjo District.

6. The overall conclusion from the research entitled Quality of Direct Complaint Services at Regional Water Company PDAM Delta Tirta, Sidoarjo District, Sidoarjo Regency is based on the five dimensions of service quality according to Parasuraman, including physical evidence (tangibles), reliability, responsiveness, assurance, and empathy, it can be concluded that PDAM Delta Tirta, Sidoarjo District, Sidoarjo Regency has fulfilled the five dimensions. This is evidenced by the results, discussions and conclusions of each focus/dimension that has been well implemented by PDAM. So in conclusion, the quality of service for direct customer complaints at the Regional Water Company PDAM Delta Tirta, Sidoarjo District, Sidoarjo Regency is categorized as good enough in providing services.

BIBLIOGRAPHY

- Ahmad, N., & Aspiranti, T. (2018). *Analisis Pelayanan Jasa dengan Model Service Quality dan Ishikawa Diagram pada PT Qiblat Tour Bandung*. 4(1), 280–287.
- Arie Sulistyawati, N., & Seminari, N. (2015). Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pelanggan Restoran Indus Ubud Gianyar. *E-Jurnal Manajemen Universitas Udayana*, 4(8), 2318–2332.
- BAPPENAS. (2010). *Manajemen Pengaduan Masyarakat dalam Pelayanan Publik*.
- Dwi Aryani & Febrina Rosinta. (2010a). Jurnal Kepuasan. *Jurnal Ilmu Administrasi Dan Organisasi*, 17(2), 114–126.
- Dwi Aryani & Febrina Rosinta. (2010b). Pengaruh Kualitas Layanan terhadap Kepuasan Pelanggan dalam Membentuk Loyalitas Pelanggan. *Jurnal Ilmu Administrasi Dan Organisasi*, 17(2), 114–126.
- Dwijosusilo, K., & Isdianto, E. (2018). Pelayanan Pengaduan Masyarakat tentang Penerangan Jalan Umum di Unit Pelaksana Tehnis Penerangan Jalan Umum Dinas Kebersihan dan Pertamanan Kota Surabaya. *Jurnal Ilmiah Manajemen Publik Dan Kebijakan Sosial*, 2(2), 211–226.
- Ervani, V., & Subandi, P. (2016). *KUALITAS PELAYANAN PDAM DALAM PENYALURAN AIR KARTANEGARA Kata Kunci: Kualitas , Pelayanan PDAM , Penyaluran Air Bersih*. 4, 4751–4765.
- Erwan Agus Purwanto. (2016). *Modul Pelatihan Dasar Kader PNS Pelayanan Publik*.
- Harahap, F. (2013). Dampak Urbanisasi Bagi Perkembangan Kota Di Indonesia. *Jurnal Society UBB*, 1(1), 35–45.
- Hardiyansyah. (2018). *Kualitas Pelayanan Publik (Konsep, Dimensi, Indikator dan Implementasinya) Edisi Revisi*. Gava Media.
- Kairupan, J. K. (2015). Pengaruh Reformasi Birokrasi Terhadap Kualitas Pelayanan Publik Di Dinas Kependudukan Dan Catatan Sipil Kabupaten Minahasa Utara. *Jurnal Administrasi Publik*, 4(35).

- Kuncoro, D. J. (2016). *Studi Deskriptif tentang Kualitas Pelayanan Penanganan Keluhan Pelanggan Perusahaan Daerah Air Minum Kota Surabaya*. 4, 220–229.
- Kuswana, D. (2011). *Metode Penelitian Sosial*. Bandung: Pustaka Setia.
- Lisbet, L. (2013). Pencapaian Millenium Development Goals (MDGs). *Politica*, 4, 129–156.
- Marpaung, M. D. O., & Marsono, B. D. (2013). Uji Kualitas Air Minum Isi Ulang di Kecamatan Sukolilo Surabaya Ditinjau dari Perilaku dan Pemeliharaan Alat. *JURNAL TEKNIK POMITS Vol. 2, No. 2, (2013) ISSN: 2337-3539 (2301-9271 Print)*, 2(2), 2–6.
- Miles, & Huberman. (2007). *ANALISIS DATA KUALITATIF*. JAKARTA: UNIVERSITAS INDONESIA.
- Moleong. (2002). *Metodologi Penelitian Kualitatif*. Bandung: PT Remaja Rosdakarya.
- Moenir, H. A. S. (2002). *Manajemen Pelayanan Umum*. Jakarta.
- Murti, H., & Srimulyani, V. A. (2013). Pengaruh Motivasi Terhadap Kinerja Pegawai Dengan Variabel Pemeditasi Kepuasan Kerja Pada Pdam Kota Madiun. *JRMA Jurnal Riset Manajemen Dan Akuntansi*, 1(1), 10–17.
- Nugraha, Y. C. (2016). *Pengaruh Kualitas Produk dan Kualitas Layanan terhadap Kepuasan (Studi pada Konsumen Circle-K)*. 3, 1–17.
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1998). Servqual : A Multiple-Item Scale for Measuring Consumer Perceptions of Service Quality. *Journal of Retailing*, 64(1).
- Peraturan Bupati Sidoarjo Nomor 15 Tahun 2011*
- Pratama, M. H. (2015). *STRATEGI MENINGKATKAN KUALITAS PELAYANAN PUBLIK (Studi Deskriptif tentang Strategi UPTD Pengujian Kendaraan Bermotor Tandes Kota Surabaya dalam Meningkatkan Kualitas Pelayanan Pengujian Kendaraan Bermotor)*. 3, 90–98.
- Putra, I. B. G. S. D. (2014). *Pelayanan Pengaduan pada Kantor Perusahaan Daerah Air Minum (PDAM) Kota Samarinda*. 4.
- Putu, N., Purwanti, N., Kirya, K., & Bagia, W. (2014). *ANALISIS KUALITAS PELAYANAN PADA PERUSAHAAN DAERAH AIR MINUM (PDAM) KOTA DENPASAR*. 4(1), 10.
- Salim, R., Kusmanto, H., & Amin, M. (2018). *Jurnal Pendidikan Ilmu-Ilmu Sosial Pengaruh Kualitas Pelayanan Publik Terhadap Kepuasan Pelanggan Di Perusahaan Daerah Air Minum Tirtanadi Cabang Medan Kota*. 10(1), 155– 160.
- Sari, N. (2010). *Fakultas Ekonomi, Universitas Jambi Kampus Pinang Masak, Mendalo Darat, Jambi 36361*. 12, 35–46.
- Sinambela, L. P. (2008). *Reformasi Pelayanan Publik: Teori, Kebijakan, dan Implementasi*. Bumi Aksara.
- Spencer, J. H., & Guzinsky, C. (2008). *Innovations in Local Governance: Meeting Millennium Development Goal number 7 in Southeast Asia*. (October 2007), 245–251. <https://doi.org/10.1057/dev.2008.16>

- Taufiq, M. (2015). *Studi Deskriptif tentang Manajemen Keluhan sebagai upaya meningkatkan Kualitas Pelayanan Publik di Dinas Pekerjaan Umum Bina Marga dan Pematusan Kota Surabaya*. 3(November 2013), 1–11.
- Tjahjono, A. (2018). Kualitas Air PDAM Buruk, Dana Rp 200 Miliar Untuk Apa? <http://www.rmoljatim.com/read/2018/11/28/3797/Kualitas-Air-PDAM-Buruk,-Dana-Rp-200-Miliar-Untuk-Apa->
- Ulung Pribadi. (2018). Efektivitas Pelaksanaan Pelayanan Pengaduan Masyarakat Berbasis E-Government. *Jurnal Ilmu Pemerintahan Dan Kebijakan Publik*, 1(January 2014).
- Usman, J. (2011). Manajemen Birokrasi Profesional Dalam Meningkatkan Pelayanan Publik. *Otoritas : Jurnal Ilmu Pemerintahan*, 1(2).
- Undang-Undang Republik Indonesia Nomor 7 Tahun 2004 Tentang Sumber Daya Air*. , (2004).
- Weenas, J. R. S. (2013). Kualitas Produk, Harga, Promosi dan Kualitas Pelayanan Pengaruhnya terhadap Keputusan Pembelian Spring Bed Comforta. *Jurnal EMBA*, 1(4), 607–618.
- Winarsih, R. & S. (2006). *manajemen pelayanan*. Yogyakarta: Pustaka Pelajar.
- Wlegleb, V., & Bruns, A. (2018). Hydro-social arrangements and paradigmatic change in water governance: an analysis of the sustainable development goals (SDGs). *Sustainability Science*.
- Yusuf, M. (2014). *Metode Penelitian Kuantitatif, Kualitatif, & Penelitian Gabungan*. Jakarta: Prenadamedia Group