

DAFTAR PUSTAKA

- Agustina, D.V. 2007. *Analisa Kinerja Sistem Distribusi Air Bersih PDAM Kecamatan Banyumanik di Perumnas Banyuwani (Studi Kasus : Perumnas Banyumanik Kel. Sronol Wetan)*. Tesis. Program Pascasarjana Magister Teknik Sipil Universitas Diponegoro Semarang.
- Ardiyanto, G.G., Minarsih, M. M., & Harhono, A.T. (2015). *Pengaruh Kualitas Pelayanan dan Citra Merek Terhadap Kepuasan Konsumen serta Pengaruhnya Terhadap Loyalitas Konsumen pada Produk TV LCD Samsung (Studi Konsumen di ELEktronik Solution Jaka Supermall Semarang)*. Journal od Management, Vol. 1, No. 1.
- Budiharjo, Eko.1996. *Tata Ruang Perkotaan*. Bandung:Alumni.
- Cokorda. 2011. *Analisis Kepuasan Pelanggan Pada Perusahaan Daerah Air Minum (PDAM) Di Kabupaten Jembrana*. Tesis. Program Magister Program Studi Teknik Sipil Program Pascasarjana Universitas Udayana Denpasar.
- Fitriani, Syarifah. 2018. *Pasokan Air Bersih di Wajo juga Berkurang*. fajar.co.id (Desember 2019).
- Ibrahim, Supriadi. 2018. *Berwarna Kecoklatan, Kualitas Air PDAM Jadi Keluhan Warga*. makassar.sindonews.com (Desember 2019).
- Kepmendagri Nomor 47 Tahun 1999, *Pedoman Penilaian Kinerja Perusahaan Daerah Air Minum*. Jakarta.
- F, Wuisan EM, Tanudjaja L. 2013. *Perencanaan Jaringan Air Bersih Desa Kima Bajo Kecamatan Wori*. Jurnal Teknik Sipil 1(10), 29.



Nuridin, Jumardi. 2018. *PDAM Wajo Capai 14.000 Sambungan di Sembilan Kecamatan*. makassar.sindonews.com (Desember 2019).

Permenkes Nomor 492/MENKES/PER/IV/2010, *Persyaratan Kualitas Air Minum* Jakarta.

Permenkes Nomor 1405/MENKES/SK/IX/2002, *Persyaratan Kesehatan Lingkungan Kerja Perkantoran dan Industri*. Jakarta.

Sugiarto. 2006. *Kinerja Pelayanan Air Bersih Di Kota Cilegon*. Tesis. Program Studi Magister Teknik Pembangunan Wilayah dan Kota Konsentrasi Manajemen Prasarana Perkotaan Universitas Diponegoro Semarang.

Supranto, J. 2001. *Pengukuran Tingkat Kepuasan Pelanggan : Untuk Meningkatkan Pangsa Pasar*. PT. Asdi Mahasatya. Jakarta.

Walgito, B. *Psikologi Sosial (Suatu Pengantar)*. Yogyakarta: Yayasan Penerbitan Fakultas Psikologi, Universitas Gajah Mada,.



LAMPIRAN

ANGKET PENELITIAN

1. Bagaimana tingkat kejernihan air yang dialirkan PDAM ?
 - a. Tidak Jernih
 - b. Jernih
2. Bagaimana aroma air yang dialirkan PDAM ?
 - a. Berbau
 - b. Tidak Berbau
3. Bagaimana rasa air yang dialirkan DPAM ?
 - a. Memiliki rasa
 - b. Tidak memiliki rasa
4. Berapa lama PDAM mengalirkan air dalam sehari ?
 - a. 1 jam/hari
 - b. 4 jam/hari
 - c. 8 jam/hari
 - d. 12 jam/hari
 - e. 24 jam/hari
5. Bagaimana tekanan air yang dialirkan PDAM ?
 - a. Tidak mengalir
 - b. Mengalir dengan aliran yang kecil
 - c. Netral
 - d. Mengalir degan aliran yag sedang
 - e. Mengalir dengan lancar
6. Bagaimana tarif/harga air dan biaya pelayanan PDAM ?
 - a. Mahal
 - b. Tidak terlalu mahal
 - . Terjangkau
 - . Murah
 - . Sangat murah



7. Bagaimana cara pembayaran rekening air yang diterapkan PDAM?
 - a. Sulit dan berbelit-belit
 - b. Menggunakan perantara
 - c. Hanya dapat dibayarka secara langsung
 - d. Hanya dapat dibayarkan secara online
 - e. Dapat dibayarkan secara langsung dan online
8. Bagaimana kemudahan menjangkau kantor pelayanan PDAM ?
 - a. Terlalu jauh dari pusat kota
 - b. Jauh dari pusat kota
 - c. Netral
 - d. Dekat dari pusat kota
 - e. Berada pada pusat kota
9. Bagaimana tanggapan PDAM saat pelanggan melakukan pengaduan keluhan ?
 - a. Dilarang melakukan pengaduan
 - b. Tidak ada tanggapan
 - c. Tanggapan yang diberikan tidak mengenakan hati pelanggan
 - d. Tanggapan diberikan secukupnya
 - e. Merespon dengan baik
10. Bagaimana kecepatan respon PDAM terhadap keluhan yang disampaikan ?
 - a. Tidak ada tindakan yang dilakukan
 - b. Butuh waktu yang lama dan harus dihubungi berkali-kali
 - c. Tergantung dari kesibukan petugas
 - d. Tindakan dilakukan sehari setelah pengaduan
 - e. Tindakan dilakukan pada hari pengaduan
11. Bagaimana kemampuan petugas dalam menyelesaikan pekerjaan sesuai keluhan ?
 - . Menambah masalah baru
 - . Tidak menyelesaikan masalah
 - . Mengerjakan dengan setengah-setengah



- d. Menyelesaikan semampunya
 - e. Memiliki keterampilan dan keahlian dalam menyelesaikan masalah
12. Sejauh mana PDAM berupaya agar tidak terjadi penundaan pelayanan ?
- a. Tidak ada upaya
 - b. Petugas bersikap acuh
 - c. Berusaha agar tidak ada pekerjaan terbengkalai
 - d. Upaya yang dilakukan sesuai
 - e. Cepat tanggap
13. Bagaimana tanggapan petugas PDAM dalam mengelolah saran dari pelanggan ?
- a. Tidak ada tanggapan
 - b. Bersikap tidak mengindahkan hati
 - c. Bersikap seperlunya
 - d. Saran diterima
 - e. Saran diterima dan ditindaklanjuti
14. Bagaimana komunikasi yang dilakukan PDAM dalam melaksanakan pelayanan ?
- a. Tidak terjalin komunikasi
 - b. Hanya komunikasi singkat
 - c. Komunikasi seperlunya
 - d. Komunikasi jika terjadi masalah
 - e. Komunikasi terjalin dengan baik
15. Bagaimana perhatian PDAM dalam melayani para pelanggan secara personal ?
- a. Tidak perhatian
 - b. Tidak sopan
 - c. Pelanggan dibeda-bedakan
 - d. Jarang diperhatikan secara personal
 - e. Semua pelanggan diperhatikan secara personal



16. Bagaimana kemudahan memperoleh informasi layanan PDAM?
- Sulit dan membutuhkan waktu lama
 - Penyebaran informasi tidak merata
 - Mendapat informasi jika terjadi masalah
 - Mudah namun tidak detail
 - Mudah mendapat informasi dan lancar
17. Bagaimana ketepatan informasi yang diberikan pihak PDAM ?
- Tidak sesuai penginformasian
 - Informasi disampaikan saat telah terjadi masalah
 - Mendapat informasi beberapa jam sebelum terjadi masalah
 - Memberikan informasi sebelum terjadi masalah
 - Memberikan informasi berkala dan detail
18. Bagaimana kesopanan petugas ?
- Tidak sopan
 - Sopan jika didepan atasan
 - Biasa saja
 - Sopan
 - Sopan dan ramah
19. Apakah layanan pengaduan dan keluhan berfungsi dengan baik ?
- Tidak ada wadah pengaduan
 - Tidak berfungsi
 - Netral
 - Cukup baik
 - Baik dan maksimal
20. Apakah PDAM memberikan produk dan pelayanan yang sesuai dengan harapan pelanggan ?
- Sangat tidak sesuai
 - Tidak sesuai
 - Netral
 - Sesuai
 - Sangat Sesuai





REKAPITULASI DATA KUISIONER

ZONA PELAYANAN BAWAH

| No. | Alamat | X1.1 | X1.2 | X1.3 | X1.4 | X2.1 | X2.2 | X2.3 | X2.4 | X3.1 | X3.2 | X3.3 | X3.4 | X4.1 | X4.2 | X4.3 | X4.4 | X5.1 | X5.2 | X5.3 | X5.4 |
|-----|--------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 1 | Jl. Amanagappa | 5 | 5 | 5 | 3 | 5 | 3 | 3 | 4 | 4 | 3 | 5 | 4 | 5 | 4 | 4 | 4 | 3 | 5 | 4 | 4 |
| 2 | Jl. Amanagappa | 5 | 5 | 5 | 1 | 4 | 3 | 2 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 3 | 4 | 5 | 4 | 3 |
| 3 | Jl. A. Parenrengi | 1 | 5 | 5 | 4 | 4 | 2 | 2 | 4 | 5 | 2 | 5 | 3 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 |
| 4 | Jl. Bau Baharuddin | 1 | 5 | 5 | 2 | 2 | 3 | 2 | 4 | 2 | 2 | 4 | 1 | 1 | 2 | 3 | 1 | 2 | 3 | 1 | 2 |
| 5 | Jl. Bau Baharuddin | 5 | 5 | 5 | 3 | 5 | 3 | 5 | 5 | 2 | 3 | 4 | 1 | 3 | 3 | 4 | 2 | 2 | 3 | 1 | 2 |
| 6 | Jl. Bau Baharuddin | 5 | 5 | 5 | 4 | 5 | 3 | 5 | 4 | 4 | 2 | 4 | 3 | 4 | 3 | 4 | 3 | 2 | 3 | 3 | 3 |
| 7 | Jl. Bau Baharuddin | 5 | 5 | 5 | 4 | 4 | 3 | 3 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 2 | 3 | 4 | 4 |
| 8 | Jl. Bau Baharuddin | 5 | 5 | 5 | 3 | 4 | 3 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 |
| 9 | Jl. Bau Baharuddin | 5 | 5 | 5 | 3 | 4 | 3 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 |
| 10 | Jl. Bau Baharuddin | 1 | 5 | 5 | 2 | 2 | 3 | 2 | 4 | 2 | 2 | 4 | 1 | 1 | 2 | 3 | 1 | 2 | 3 | 1 | 2 |
| 11 | Jl. Bau Baharuddin | 1 | 5 | 5 | 2 | 2 | 3 | 2 | 4 | 2 | 2 | 4 | 1 | 1 | 2 | 3 | 1 | 2 | 3 | 1 | 2 |
| 12 | Jl. Bau Baharuddin | 5 | 5 | 5 | 3 | 4 | 2 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 |
| 13 | Jl. Bau Munawarah | 5 | 5 | 5 | 3 | 4 | 3 | 5 | 3 | 4 | 3 | 4 | 3 | 3 | 2 | 3 | 2 | 1 | 3 | 3 | 3 |
| 14 | Jl. Bau Munawarah | 5 | 5 | 5 | 3 | 4 | 3 | 5 | 3 | 4 | 3 | 4 | 3 | 3 | 2 | 3 | 2 | 1 | 3 | 3 | 3 |
| 15 | Jl. Belibis | 5 | 5 | 5 | 3 | 4 | 3 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 |
| 16 | Jl. Belibis | 5 | 5 | 5 | 3 | 4 | 3 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 |
| 17 | Jl. Empat Lima | 1 | 5 | 5 | 3 | 4 | 3 | 2 | 4 | 4 | 2 | 4 | 3 | 3 | 3 | 4 | 3 | 2 | 4 | 3 | 3 |
| 18 | Jl. A. Ninnong | 1 | 1 | 1 | 3 | 4 | 2 | 5 | 4 | 4 | 2 | 4 | 4 | 4 | 2 | 3 | 3 | 3 | 4 | 3 | 3 |
| 19 | Jl. A. Ninnong | 5 | 5 | 5 | 3 | 5 | 3 | 2 | 3 | 5 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 1 | 3 | 3 | 3 |
| 20 | Jl. A. Ninnong | 1 | 1 | 5 | 4 | 5 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 5 | 3 | 2 | 3 | 4 | 3 |
| 21 | Jl. Lapaddaga | 1 | 1 | 5 | 4 | 5 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 5 | 3 | 2 | 3 | 4 | 3 |
| 22 | Jl. Lapaddaga | 1 | 1 | 5 | 4 | 5 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 5 | 3 | 2 | 3 | 4 | 3 |
| 23 | Jl. Lasangkuru | 5 | 5 | 5 | 3 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 |
| 24 | Jl. Lasangkuru | 5 | 5 | 5 | 3 | 4 | 2 | 5 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 4 | 4 |
| 25 | Jl. Lasangkuru | 5 | 5 | 5 | 3 | 4 | 2 | 5 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 4 | 4 |
| 26 | Jl. Lasangkuru | 5 | 5 | 5 | 2 | 5 | 3 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 27 | Jl. Lombok | 5 | 5 | 5 | 4 | 2 | 3 | 3 | 4 | 4 | 3 | 2 | 1 | 3 | 3 | 3 | 3 | 2 | 4 | 3 | 3 |
| 28 | Jl. Lombok | 5 | 5 | 5 | 4 | 2 | 3 | 3 | 4 | 4 | 3 | 2 | 1 | 3 | 3 | 3 | 3 | 2 | 4 | 3 | 3 |



| Alamat | X1.1 | X1.2 | X1.3 | X1.4 | X2.1 | X2.2 | X2.3 | X2.4 | X3.1 | X3.2 | X3.3 | X3.4 | X4.1 | X4.2 | X4.3 | X4.4 | X5.1 | X5.2 | X5.3 | X5.4 |
|--------------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| Lombok | 5 | 5 | 5 | 4 | 2 | 2 | 3 | 4 | 4 | 3 | 2 | 1 | 3 | 3 | 3 | 3 | 2 | 4 | 3 | 3 |
| Mesjid Raya | 5 | 5 | 5 | 4 | 5 | 3 | 5 | 3 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 |
| 31 Jl. Mesjid Raya | 5 | 5 | 5 | 2 | 4 | 3 | 5 | 3 | 5 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 |
| 32 Jl. Mesjid Raya | 1 | 1 | 1 | 2 | 2 | 2 | 5 | 1 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 2 | 4 | 3 | 2 |
| 33 Jl. Sultan Hasanuddin | 1 | 1 | 5 | 3 | 4 | 3 | 5 | 5 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 2 | 1 | 4 | 4 | 2 |
| 34 Jl. Sungai Cenranae | 1 | 5 | 5 | 3 | 4 | 2 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 2 | 3 | 3 | 3 |
| 35 Jl. Sungai Cenranae | 5 | 5 | 5 | 2 | 2 | 3 | 5 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 2 | 3 | 3 | 3 |
| 36 Jl. Sungai Cenranae | 1 | 5 | 1 | 2 | 3 | 3 | 3 | 3 | 4 | 2 | 4 | 2 | 4 | 3 | 3 | 2 | 2 | 3 | 3 | 3 |
| 37 Jl. Sungai Walenae | 1 | 5 | 1 | 2 | 3 | 3 | 3 | 3 | 4 | 2 | 4 | 2 | 4 | 3 | 3 | 2 | 2 | 3 | 3 | 3 |
| 38 Jl. Sungai Walenae | 5 | 5 | 5 | 4 | 4 | 3 | 5 | 4 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 |
| Rata-Rata | 3.5 | 4.4 | 4.6 | 3 | 3.8 | 2.8 | 3.9 | 4 | 4.2 | 3.2 | 4.2 | 3.3 | 3.9 | 3.7 | 4.1 | 3.3 | 2.9 | 3.9 | 3.5 | 3.2 |



REKAPITULASI DATA KUISIONER

ZONA PELAYANAN TENGAH

| No. | Alamat | X1.1 | X1.2 | X1.3 | X1.4 | X2.1 | X2.2 | X2.3 | X2.4 | X3.1 | X3.2 | X3.3 | X3.4 | X4.1 | X4.2 | X4.3 | X4.4 | X5.1 | X5.2 | X5.3 | X5.4 |
|-----|-----------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 1 | Jl. A. Pallawarukka | 1 | 5 | 5 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 5 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 3 |
| 2 | Jl. A.P. Pettarani | 5 | 5 | 5 | 2 | 5 | 3 | 2 | 5 | 5 | 3 | 4 | 3 | 5 | 4 | 5 | 3 | 4 | 4 | 4 | 4 |
| 3 | Jl. Irian | 1 | 5 | 1 | 2 | 4 | 2 | 2 | 4 | 5 | 2 | 4 | 5 | 1 | 4 | 4 | 2 | 1 | 3 | 3 | 2 |
| 4 | Jl. Irian | 1 | 5 | 1 | 2 | 4 | 3 | 2 | 4 | 5 | 2 | 4 | 5 | 1 | 4 | 4 | 2 | 1 | 3 | 3 | 2 |
| 5 | Jl. Jawa | 5 | 5 | 5 | 1 | 5 | 3 | 3 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 |
| 6 | Jl. Jawa | 5 | 5 | 5 | 1 | 5 | 3 | 3 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 |
| 7 | Jl. K.C. Kirana | 5 | 5 | 5 | 2 | 5 | 3 | 5 | 5 | 5 | 3 | 5 | 3 | 5 | 5 | 5 | 5 | 2 | 5 | 5 | 4 |
| 8 | Jl. K.C. Kirana | 5 | 5 | 5 | 2 | 2 | 2 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 2 | 3 | 3 | 3 |
| 9 | Jl. K.C. Kirana | 1 | 5 | 5 | 3 | 2 | 3 | 5 | 5 | 4 | 3 | 4 | 3 | 5 | 4 | 5 | 2 | 2 | 4 | 4 | 3 |
| 10 | Jl. K.C. Kirana | 1 | 5 | 5 | 3 | 2 | 3 | 5 | 5 | 4 | 3 | 4 | 3 | 5 | 4 | 5 | 2 | 2 | 4 | 4 | 3 |
| 11 | Jl. Kalimantan | 5 | 5 | 5 | 3 | 4 | 3 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 |
| 12 | Jl. Kejaksaan | 5 | 5 | 5 | 3 | 2 | 3 | 3 | 4 | 4 | 2 | 4 | 2 | 3 | 2 | 4 | 2 | 1 | 4 | 4 | 2 |
| 13 | Jl. Lacilellang | 5 | 5 | 5 | 3 | 5 | 3 | 3 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 3 | 3 |
| 14 | Jl. Maluku | 5 | 5 | 5 | 5 | 5 | 2 | 5 | 3 | 3 | 3 | 5 | 4 | 4 | 2 | 3 | 3 | 2 | 3 | 3 | 3 |
| 15 | Jl. Merpati | 5 | 5 | 5 | 3 | 4 | 3 | 5 | 4 | 4 | 3 | 5 | 4 | 5 | 5 | 5 | 5 | 2 | 5 | 3 | 2 |
| 16 | Jl. Nanas | 5 | 5 | 5 | 3 | 4 | 3 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 |
| 17 | Jl. Nangka | 5 | 5 | 5 | 3 | 5 | 3 | 3 | 5 | 4 | 2 | 4 | 2 | 3 | 3 | 4 | 2 | 2 | 3 | 3 | 2 |
| 18 | Jl. Nangka | 1 | 5 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 3 | 2 | 5 | 4 | 4 |
| 19 | Jl. Nangka | 5 | 5 | 5 | 2 | 4 | 2 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 |
| 20 | Jl. Nangka | 5 | 5 | 5 | 3 | 5 | 1 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 |
| 21 | Jl. Nangka | 5 | 5 | 5 | 3 | 4 | 2 | 2 | 4 | 4 | 3 | 4 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 |
| 22 | Jl. Nuri | 5 | 5 | 5 | 2 | 4 | 3 | 5 | 3 | 5 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 |
| 23 | Jl. Pisang | 1 | 5 | 5 | 3 | 3 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 |
| 24 | Jl. Sulawesi | 1 | 5 | 5 | 2 | 2 | 2 | 3 | 5 | 5 | 2 | 2 | 1 | 3 | 4 | 4 | 3 | 2 | 4 | 3 | 2 |
| 25 | Jl. Wolter Monginsidi | 5 | 5 | 5 | 4 | 5 | 4 | 3 | 5 | 5 | 3 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 4 |
| 26 | Jl. Wolter Monginsidi | 5 | 5 | 1 | 4 | 4 | 2 | 5 | 4 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 |
| 27 | Jl. Wolter Monginsidi | 5 | 5 | 5 | 2 | 5 | 3 | 5 | 5 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 |
| 28 | Jl. Wolter Monginsidi | 5 | 5 | 5 | 3 | 4 | 2 | 3 | 5 | 4 | 2 | 4 | 2 | 1 | 3 | 5 | 4 | 1 | 4 | 3 | 3 |



| Alamat | X1.1 | X1.2 | X1.3 | X1.4 | X2.1 | X2.2 | X2.3 | X2.4 | X3.1 | X3.2 | X3.3 | X3.4 | X4.1 | X4.2 | X4.3 | X4.4 | X5.1 | X5.2 | X5.3 | X5.4 |
|--------------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| Wolter Monginsidi | 5 | 5 | 5 | 3 | 4 | 3 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 |
| Wolter Monginsidi | 1 | 5 | 5 | 4 | 5 | 3 | 5 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 2 | 3 | 4 | 4 |
| 31 Jl. Wolter Monginsidi | 5 | 5 | 5 | 3 | 2 | 2 | 5 | 5 | 4 | 3 | 5 | 4 | 5 | 3 | 4 | 2 | 2 | 5 | 3 | 4 |
| 32 Jl. Wolter Monginsidi | 1 | 5 | 5 | 4 | 5 | 3 | 5 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 2 | 3 | 4 | 4 |
| 33 Jl. Wolter Monginsidi | 5 | 5 | 5 | 3 | 2 | 2 | 5 | 5 | 4 | 3 | 5 | 4 | 5 | 3 | 4 | 2 | 2 | 5 | 3 | 4 |
| 34 Jl. Wolter Monginsidi | 5 | 5 | 5 | 2 | 5 | 2 | 5 | 5 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 |
| 35 Jl. Wolter Monginsidi | 5 | 5 | 5 | 3 | 4 | 3 | 3 | 5 | 4 | 2 | 4 | 2 | 1 | 3 | 5 | 4 | 1 | 4 | 3 | 3 |
| 36 Jl. Wolter Monginsidi | 5 | 5 | 5 | 4 | 5 | 4 | 3 | 5 | 5 | 3 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 4 |
| 37 Perumnas Atakkae | 5 | 5 | 5 | 2 | 4 | 3 | 3 | 4 | 5 | 3 | 4 | 4 | 5 | 4 | 5 | 3 | 5 | 5 | 4 | 4 |
| 38 Perumnas Atakkae | 5 | 5 | 1 | 3 | 4 | 3 | 3 | 5 | 5 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 5 | 3 | 4 |
| 39 Perumnas Atakkae | 1 | 5 | 1 | 3 | 2 | 3 | 5 | 3 | 2 | 2 | 3 | 2 | 4 | 3 | 5 | 4 | 2 | 5 | 3 | 3 |
| 40 Perumnas Atakkae | 5 | 5 | 5 | 2 | 4 | 3 | 3 | 4 | 5 | 3 | 4 | 4 | 5 | 4 | 5 | 3 | 5 | 5 | 4 | 4 |
| 41 Perumnas Atakkae | 1 | 5 | 1 | 3 | 2 | 3 | 5 | 3 | 2 | 2 | 3 | 2 | 4 | 3 | 5 | 4 | 2 | 5 | 3 | 3 |
| Rata-Rata | 3.8 | 5 | 4.4 | 2.8 | 3.9 | 2.8 | 4 | 4.4 | 4.4 | 3.1 | 4.3 | 3.6 | 4.1 | 4 | 4.6 | 3.8 | 3.1 | 4.4 | 3.7 | 3.5 |



REKAPITULASI DATA KUISIONER

ZONA PELAYANAN ATAS

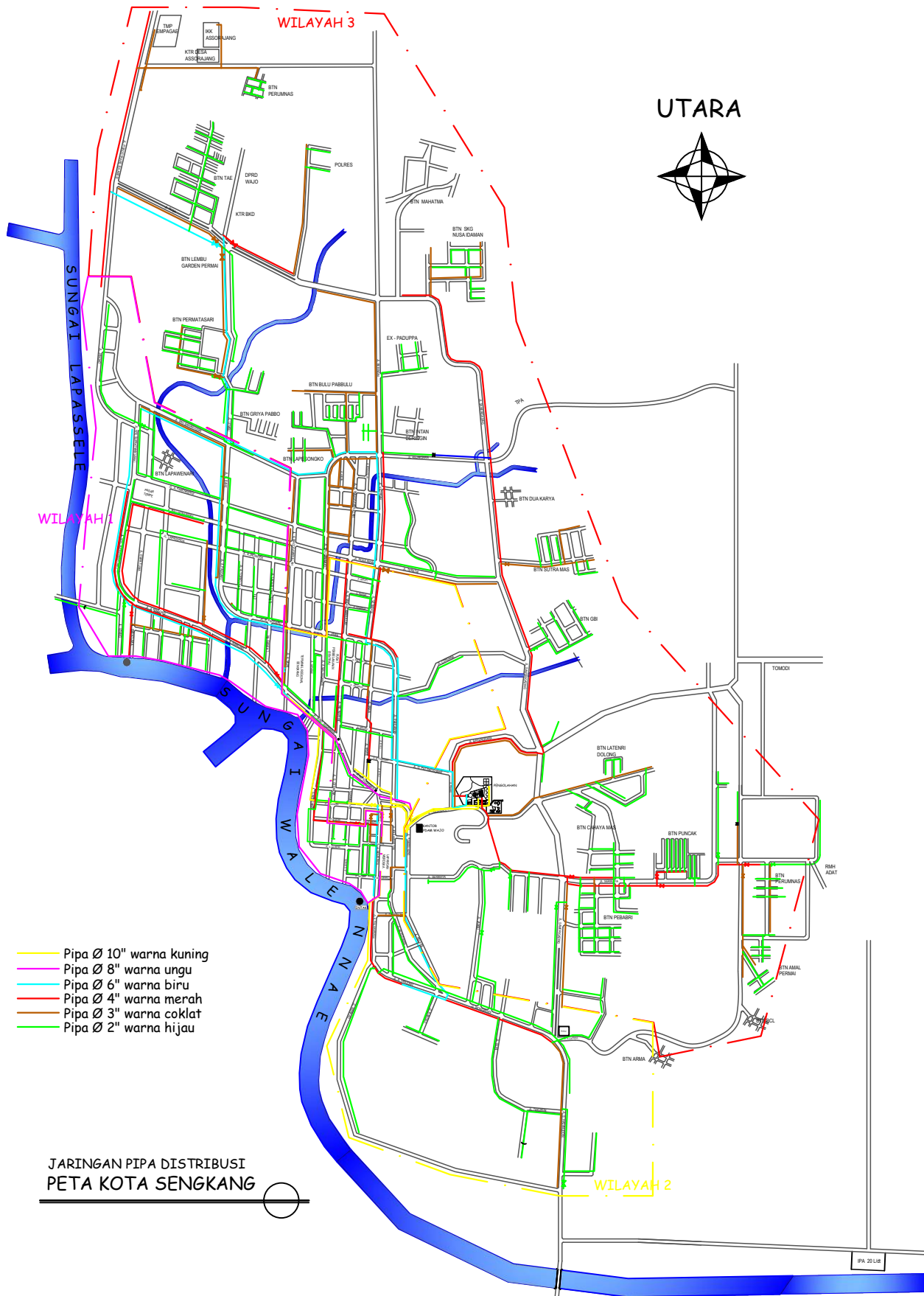
| No. | Alamat | X1.1 | X1.2 | X1.3 | X1.4 | X2.1 | X2.2 | X2.3 | X2.4 | X3.1 | X3.2 | X3.3 | X3.4 | X4.1 | X4.2 | X4.3 | X4.4 | X5.1 | X5.2 | X5.3 | X5.4 |
|-----|------------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 1 | BTN Amal Permai | 5 | 5 | 5 | 4 | 5 | 2 | 3 | 5 | 5 | 3 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 4 |
| 2 | BTN Bulu Pabbulu | 5 | 5 | 5 | 3 | 4 | 3 | 3 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 |
| 3 | BTN Bulu Pabbulu | 5 | 5 | 5 | 2 | 4 | 2 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 2 | 2 | 4 | 4 | 4 |
| 4 | BTN Sutra | 5 | 5 | 5 | 1 | 4 | 2 | 3 | 3 | 5 | 3 | 4 | 4 | 4 | 3 | 5 | 2 | 4 | 3 | 3 | 3 |
| 5 | BTN Sutra | 5 | 5 | 5 | 1 | 4 | 3 | 3 | 4 | 5 | 3 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 |
| 6 | BTN Sutra | 5 | 5 | 5 | 2 | 4 | 3 | 5 | 5 | 5 | 3 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 |
| 7 | BTN Sutra | 5 | 5 | 5 | 1 | 4 | 2 | 3 | 3 | 5 | 3 | 4 | 4 | 4 | 3 | 5 | 2 | 4 | 3 | 3 | 3 |
| 8 | BTN Sutra | 5 | 5 | 5 | 1 | 4 | 3 | 3 | 4 | 5 | 3 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 |
| 9 | BTN Sutra | 5 | 5 | 5 | 2 | 4 | 2 | 5 | 5 | 5 | 3 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 |
| 10 | BTN Tae / Jl. Rusa | 1 | 5 | 5 | 1 | 2 | 3 | 5 | 3 | 3 | 2 | 2 | 2 | 3 | 2 | 3 | 2 | 2 | 3 | 1 | 1 |
| 11 | BTN Tae / Jl. Rusa | 1 | 1 | 1 | 2 | 4 | 3 | 5 | 5 | 4 | 1 | 2 | 1 | 1 | 1 | 3 | 1 | 1 | 3 | 2 | 3 |
| 12 | Grandhill | 5 | 5 | 5 | 3 | 5 | 3 | 5 | 4 | 5 | 3 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 |
| 13 | Jl. A. Magga Amirullah | 5 | 5 | 5 | 4 | 5 | 3 | 3 | 3 | 4 | 3 | 5 | 3 | 5 | 4 | 5 | 3 | 2 | 5 | 3 | 3 |
| 14 | Jl. A. Magga Amirullah | 5 | 5 | 1 | 3 | 4 | 3 | 5 | 3 | 5 | 2 | 5 | 4 | 4 | 3 | 3 | 3 | 3 | 5 | 4 | 4 |
| 15 | Jl. A. Magga Amirullah | 5 | 5 | 1 | 3 | 4 | 3 | 5 | 3 | 5 | 2 | 5 | 4 | 4 | 3 | 3 | 3 | 3 | 5 | 4 | 4 |
| 16 | Jl. A. Magga Amirullah | 5 | 5 | 1 | 3 | 4 | 3 | 5 | 3 | 5 | 2 | 5 | 4 | 4 | 3 | 3 | 3 | 3 | 5 | 4 | 4 |
| 17 | Jl. Berigin | 5 | 5 | 1 | 2 | 4 | 3 | 4 | 3 | 5 | 3 | 4 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 18 | Jl. Berigin | 5 | 5 | 5 | 2 | 2 | 3 | 3 | 3 | 2 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 2 | 4 | 5 | 4 |
| 19 | Jl. Berigin | 5 | 5 | 5 | 3 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 20 | Jl. Berigin | 5 | 5 | 5 | 3 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 21 | Jl. Dahlia | 1 | 5 | 5 | 2 | 4 | 3 | 3 | 3 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 3 | 2 | 3 | 3 | 3 |
| 22 | Jl. KH. Dewantara | 5 | 5 | 1 | 3 | 4 | 3 | 5 | 5 | 5 | 3 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 3 |
| 23 | Jl. KH. Dewantara | 5 | 5 | 1 | 3 | 4 | 3 | 5 | 5 | 5 | 3 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 3 |
| 24 | Jl. KH. Dewantara | 5 | 5 | 1 | 3 | 4 | 3 | 5 | 5 | 5 | 3 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 3 |
| 25 | Jl. KH. Dewantara | 5 | 5 | 5 | 2 | 4 | 3 | 5 | 3 | 5 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 |
| 26 | Jl. Lembu | 1 | 5 | 5 | 1 | 4 | 2 | 5 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 |
| 27 | Jl. Lembu | 1 | 5 | 5 | 3 | 4 | 3 | 2 | 3 | 4 | 2 | 4 | 3 | 1 | 3 | 3 | 2 | 2 | 4 | 3 | 3 |
| 28 | Jl. Lembu | 1 | 5 | 5 | 3 | 4 | 3 | 3 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 5 | 3 | 5 | 3 | 3 | 3 |



| Alamat | X1.1 | X1.2 | X1.3 | X1.4 | X2.1 | X2.2 | X2.3 | X2.4 | X3.1 | X3.2 | X3.3 | X3.4 | X4.1 | X4.2 | X4.3 | X4.4 | X5.1 | X5.2 | X5.3 | X5.4 |
|---------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| Lembu | 5 | 5 | 5 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 5 | 3 | 4 | 3 | 4 | 3 | 2 | 3 | 2 | 4 |
| Lembu | 1 | 5 | 5 | 3 | 4 | 2 | 3 | 3 | 4 | 2 | 4 | 4 | 5 | 5 | 5 | 5 | 2 | 4 | 3 | 3 |
| 31 Jl. Lembu | 5 | 5 | 5 | 3 | 4 | 2 | 2 | 4 | 4 | 3 | 4 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 |
| 32 Jl. Lembu | 1 | 5 | 5 | 1 | 4 | 2 | 5 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 |
| 33 Jl. Lembu | 5 | 5 | 5 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 5 | 3 | 4 | 3 | 4 | 3 | 2 | 3 | 2 | 4 |
| 34 Jl. Lembu | 1 | 5 | 5 | 3 | 4 | 2 | 3 | 3 | 4 | 2 | 4 | 4 | 5 | 5 | 5 | 5 | 2 | 4 | 3 | 3 |
| 35 Jl. Macan | 1 | 5 | 1 | 2 | 4 | 2 | 3 | 3 | 2 | 3 | 4 | 3 | 3 | 1 | 4 | 3 | 2 | 3 | 3 | 3 |
| 36 Jl. Macan | 5 | 5 | 1 | 3 | 5 | 4 | 5 | 5 | 2 | 3 | 5 | 4 | 4 | 4 | 5 | 3 | 3 | 4 | 3 | 3 |
| 37 Jl. Macan | 1 | 5 | 1 | 2 | 4 | 2 | 3 | 3 | 2 | 3 | 4 | 3 | 3 | 1 | 4 | 3 | 2 | 3 | 3 | 3 |
| 38 Jl. Macan | 1 | 5 | 1 | 2 | 4 | 2 | 3 | 3 | 2 | 3 | 4 | 3 | 3 | 1 | 4 | 3 | 2 | 3 | 3 | 3 |
| 39 Jl. Pengadilan | 1 | 5 | 5 | 4 | 5 | 3 | 4 | 3 | 2 | 3 | 4 | 3 | 3 | 4 | 4 | 2 | 1 | 4 | 3 | 3 |
| 40 Jl. Pengadilan | 1 | 5 | 5 | 4 | 5 | 3 | 4 | 3 | 2 | 3 | 4 | 3 | 3 | 4 | 4 | 2 | 1 | 4 | 3 | 3 |
| 41 Jl. Rejeki | 5 | 5 | 5 | 3 | 5 | 3 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 |
| 42 Jl. Rusa | 5 | 5 | 5 | 4 | 5 | 1 | 5 | 5 | 3 | 3 | 4 | 5 | 5 | 5 | 3 | 3 | 3 | 3 | 2 | 4 |
| 43 Jl. Rusa | 5 | 5 | 5 | 2 | 5 | 3 | 5 | 3 | 4 | 2 | 3 | 3 | 3 | 3 | 4 | 2 | 2 | 4 | 3 | 3 |
| 44 Jl. Rusa | 1 | 5 | 5 | 2 | 4 | 3 | 3 | 5 | 4 | 2 | 5 | 3 | 5 | 4 | 5 | 4 | 3 | 3 | 3 | 2 |
| 45 Jl. Rusa | 5 | 5 | 5 | 2 | 4 | 3 | 3 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 2 | 4 | 2 | 4 |
| 46 Jl. Rusa | 5 | 5 | 5 | 2 | 5 | 3 | 3 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 2 | 5 | 5 | 5 |
| 47 Jl. Rusa | 5 | 5 | 5 | 3 | 5 | 2 | 5 | 3 | 5 | 2 | 4 | 4 | 4 | 4 | 5 | 4 | 2 | 3 | 5 | 2 |
| 48 Jl. Rusa | 1 | 5 | 5 | 2 | 2 | 2 | 5 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 2 | 2 | 3 | 3 | 4 |
| 49 Jl. Rusa | 1 | 5 | 5 | 2 | 4 | 3 | 3 | 5 | 4 | 2 | 5 | 3 | 5 | 4 | 5 | 4 | 3 | 3 | 3 | 2 |
| 50 Jl. Rusa | 1 | 5 | 5 | 2 | 4 | 3 | 3 | 5 | 4 | 2 | 5 | 3 | 5 | 4 | 5 | 4 | 3 | 3 | 3 | 2 |
| 51 Jl. Sawerigading | 1 | 5 | 5 | 3 | 3 | 3 | 5 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 2 | 2 | 3 | 3 | 2 |
| 52 Jl. Sawerigading | 5 | 5 | 1 | 2 | 5 | 3 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 |
| 53 Jl. Sawerigading | 5 | 5 | 5 | 4 | 5 | 3 | 3 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 |
| 54 Jl. Sawerigading | 5 | 5 | 5 | 3 | 4 | 2 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 |
| 55 Jl. Sawerigading | 5 | 5 | 5 | 3 | 4 | 3 | 5 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 2 | 2 | 4 | 3 | 3 |
| 56 Jl. Sawerigading | 1 | 5 | 5 | 2 | 2 | 3 | 2 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 5 | 2 | 2 | 3 | 3 | 2 |
| 57 Jl. Sawerigading | 5 | 5 | 5 | 4 | 5 | 3 | 3 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 |
| 58 Jl. Sawerigading | 1 | 5 | 5 | 2 | 2 | 3 | 2 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 5 | 2 | 2 | 3 | 3 | 2 |
| 59 Jl. Sawerigading | 5 | 5 | 1 | 2 | 5 | 3 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 |
| 60 Jl. Sawerigading | 1 | 5 | 5 | 2 | 2 | 2 | 2 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 5 | 2 | 2 | 3 | 3 | 2 |
| 61 Jl. Serikaya | 1 | 5 | 5 | 2 | 2 | 3 | 3 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 5 | 2 | 2 | 3 | 3 | 3 |



| Alamat | X1.1 | X1.2 | X1.3 | X1.4 | X2.1 | X2.2 | X2.3 | X2.4 | X3.1 | X3.2 | X3.3 | X3.4 | X4.1 | X4.2 | X4.3 | X4.4 | X5.1 | X5.2 | X5.3 | X5.4 |
|-----------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| Serikaya | 1 | 5 | 1 | 2 | 4 | 3 | 3 | 5 | 5 | 3 | 4 | 4 | 5 | 4 | 5 | 3 | 3 | 5 | 4 | 4 |
| Serikaya | 1 | 5 | 5 | 3 | 2 | 2 | 5 | 3 | 5 | 3 | 5 | 3 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 |
| 64 Jl. Serikaya | 1 | 5 | 5 | 2 | 4 | 3 | 5 | 5 | 4 | 3 | 4 | 3 | 4 | 3 | 5 | 3 | 2 | 3 | 3 | 4 |
| 65 Jl. Serikaya | 5 | 5 | 5 | 4 | 5 | 3 | 3 | 5 | 5 | 3 | 5 | 4 | 5 | 5 | 4 | 2 | 5 | 4 | 5 | 4 |
| 66 Jl. Serikaya | 5 | 5 | 5 | 3 | 4 | 3 | 1 | 3 | 5 | 2 | 4 | 5 | 5 | 3 | 5 | 2 | 2 | 3 | 4 | 3 |
| 67 Jl. Serikaya | 5 | 5 | 5 | 4 | 5 | 3 | 3 | 5 | 5 | 3 | 5 | 4 | 5 | 5 | 4 | 2 | 5 | 4 | 5 | 4 |
| 68 Jl. Serikaya | 5 | 5 | 5 | 3 | 4 | 3 | 1 | 3 | 5 | 2 | 4 | 5 | 5 | 3 | 5 | 2 | 2 | 3 | 4 | 3 |
| 69 Jl. Serikaya | 1 | 5 | 5 | 2 | 2 | 3 | 3 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 5 | 2 | 2 | 3 | 3 | 3 |
| 70 Jl. Serikaya | 1 | 5 | 5 | 3 | 2 | 3 | 5 | 3 | 5 | 3 | 5 | 3 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 |
| 71 Jl. Serikaya | 5 | 5 | 5 | 3 | 4 | 3 | 1 | 3 | 5 | 2 | 4 | 5 | 5 | 3 | 5 | 2 | 2 | 3 | 4 | 3 |
| 72 Jl. Seroja | 5 | 5 | 5 | 4 | 4 | 2 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 2 | 4 | 3 | 3 |
| 73 Jl. Seroja | 5 | 5 | 5 | 4 | 4 | 3 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 2 | 4 | 3 | 3 |
| 74 Jl. A. Tantu | 5 | 5 | 5 | 2 | 4 | 3 | 5 | 4 | 5 | 3 | 5 | 3 | 5 | 5 | 5 | 3 | 5 | 4 | 4 | 4 |
| 75 Jl. A. Tantu | 1 | 1 | 5 | 3 | 3 | 3 | 3 | 3 | 5 | 2 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 |
| 76 Jl. Akasia | 5 | 5 | 1 | 3 | 4 | 3 | 3 | 3 | 5 | 4 | 4 | 3 | 4 | 5 | 5 | 3 | 2 | 3 | 3 | 3 |
| Rata-Rata | 3.5 | 4.9 | 4.2 | 2.6 | 4 | 2.8 | 3.7 | 3.8 | 4.3 | 3 | 4.4 | 3.6 | 4.2 | 3.9 | 4.5 | 3.3 | 3.2 | 3.8 | 3.5 | 3.4 |



WILAYAH 3

UTARA

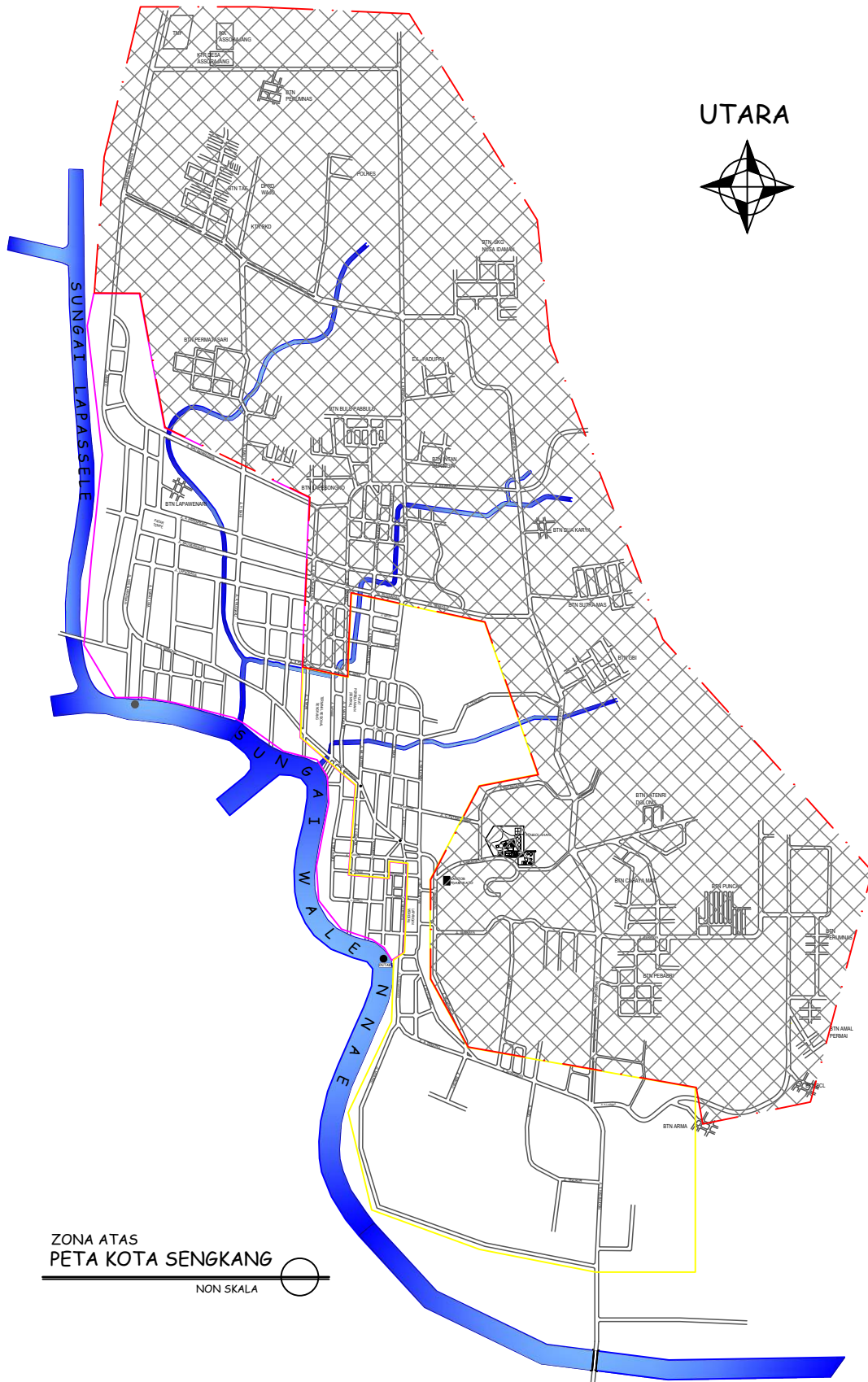


WILAYAH 1

WILAYAH 2

- Pipa Ø 10" warna kuning
- Pipa Ø 8" warna ungu
- Pipa Ø 6" warna biru
- Pipa Ø 4" warna merah
- Pipa Ø 3" warna coklat
- Pipa Ø 2" warna hijau

JARINGAN PIPA DISTRIBUSI
PETA KOTA SENGKANG



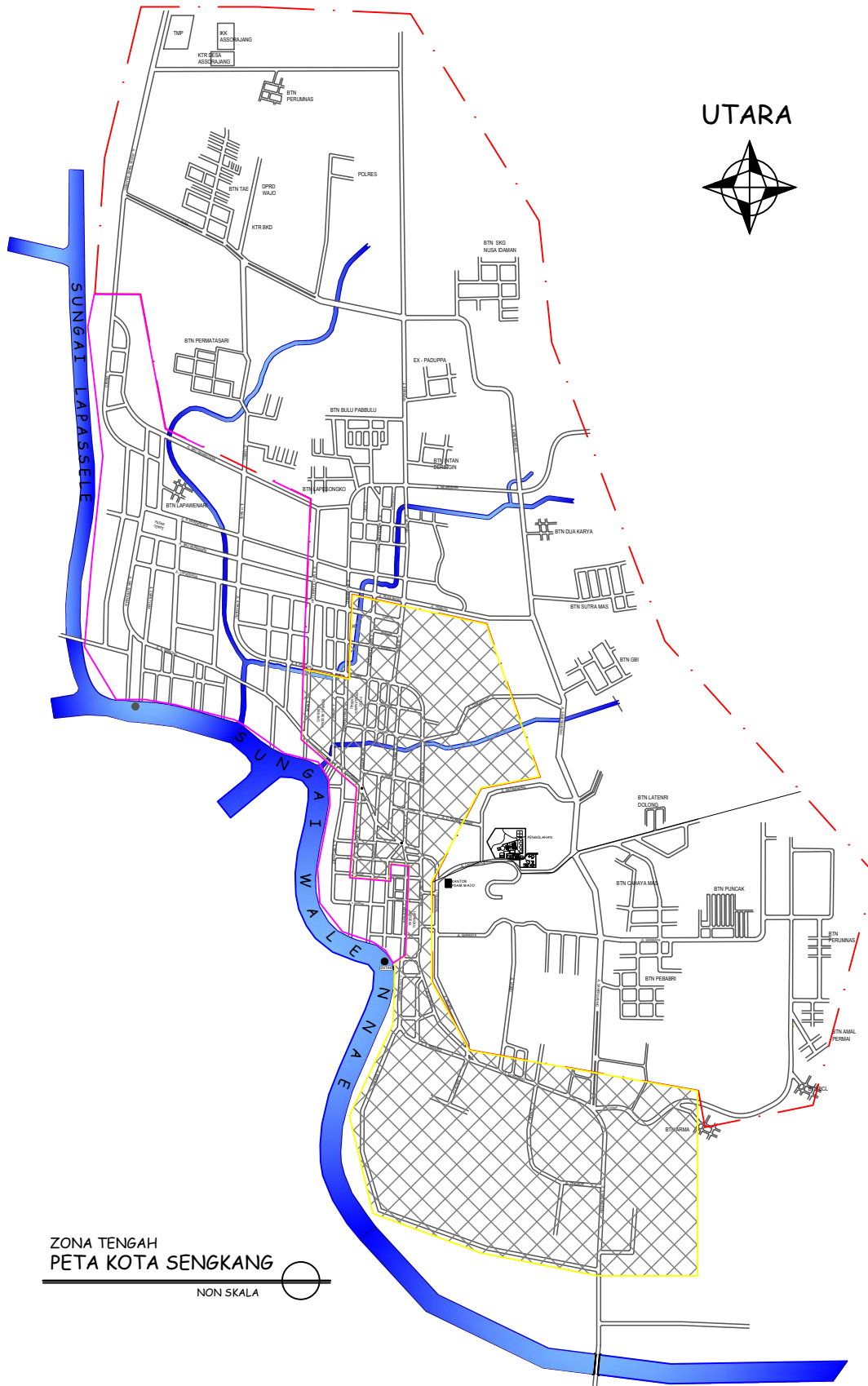
UTARA



ZONA ATAS
PETA KOTA SENGKANG

NON SKALA





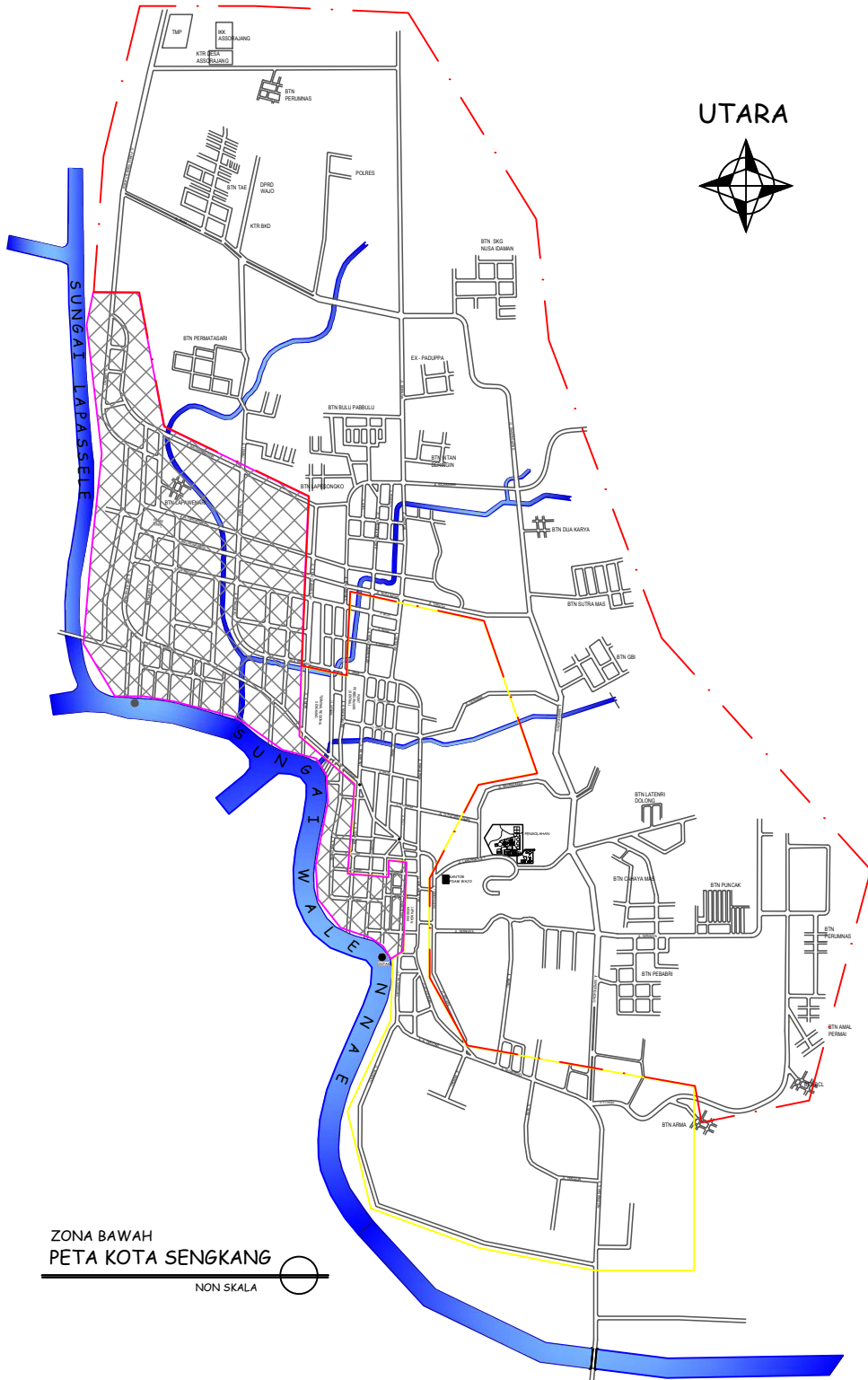
UTARA



ZONA TENGAH
PETA KOTA SENKANG

NON SKALA





UTARA



ZONA BAWAH
PETA KOTA SENGKANG
NON SKALA