

Privatisasi dan ketidakadilan akses serta distribusi air : studi kasus pelayanan PT Palyja di Muara Baru, Jakarta Utara dan Pondok Indah, Jakarta Selatan periode 1997-2013 = Privatization and injustice in access and distribution of water : case study the services by PT Palyja in Muara Baru north Jakarta and Pondok Indah South Jakarta period 1997-2013/ Kuni Ngafifah

Kuni Ngafifah, author

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Abstrak

Penelitian ini membahas bagaimana privatisasi air mempengaruhi kualitas pelayanan dan ketidakadilan dalam akses dan distribusi air. Penelitian ini menggunakan pendekatan kuantitatif dan kualitatif. Pendekatan kuantitatif dilakukan dengan cara membagikan kuesioner. Pendekatan kualitatif dengan wawancara mendalam. Privatisasi air diterapkan karena PAM Jaya dianggap tidak memiliki kemampuan teknis dan keuangan untuk meningkatkan kualitas pelayanan air di Jakarta. Berdasarkan konsep privatisasi dan kualitas pelayanan publik, penelitian ini menemukan bahwa pasca privatisasi air telah terjadi perbedaan pelayanan, ketidakadilan akses dan distribusi air.

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This thesis examines how water privatization affect the quality of services and injustice on access and water distribution. This thesis used the quantitative and qualitative approaches. The quantitative approach is done by distributing questionnaires. The qualitative approach is done by in depth interview. Water privatization is implemented due to PAM Jaya consider does not have technical and financial ability to improve the quality of water services in Jakarta. Based on the concept of privatization and the quality of public services, this thesis find that after privatization there are different services, inequality on access and water distribution.