

## RINGKASAN

Isna Wardhatul Khumairoh, 2025. *Collaborative Governance Dalam Tata Kelola PDAM (Studi Kasus: Cluster Perumahan di Probolinggo)*. Renny Candradewi P., S.Hub.Int., M.A., Nourma Ulva Kumala D., S.Sos.,M.Sos.

Ketersediaan air bersih menjadi tantangan krusial di banyak kota di Indonesia, termasuk Kota Probolinggo. Peraturan Daerah Kota Probolinggo Nomor 5 Tahun 2014 mewajibkan penggunaan layanan air bersih PDAM dalam pembangunan kawasan perumahan, namun implementasinya masih belum berjalan optimal. Penelitian ini bertujuan untuk menganalisis strategi *collaborative governance* dalam tata kelola PDAM pada kawasan perumahan, serta mengidentifikasi hambatan dan upaya para pemangku kepentingan dalam pelaksanaan kebijakan tersebut. Penelitian ini menggunakan pendekatan kualitatif deskriptif, dengan teknik pengumpulan data melalui wawancara, observasi, dan studi dokumen. Hasil penelitian menunjukkan bahwa kolaborasi antara PDAM, pemerintah, dan pengembang telah mengalami perbaikan, namun belum sepenuhnya terstruktur dan berkelanjutan. Hubungan antarpihak masih bersifat reaktif dan belum difasilitasi oleh forum resmi yang rutin. Selain itu, partisipasi masyarakat sebagai pengguna akhir belum maksimal dan lebih sering bersifat pasif. Meskipun demikian, respons PDAM terhadap keluhan masyarakat tergolong cepat. Penelitian ini menyimpulkan bahwa keberhasilan kolaborasi sangat dipengaruhi oleh desain kelembagaan, kepemimpinan yang fasilitatif, serta keterlibatan proporsional antara stakeholder primer dan sekunder.

**Kata Kunci:** *Collaborative Governance*, PDAM, Air Bersih, *Stakeholder*

## SUMMARY

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The availability of clean water remains a crucial challenge in many cities in Indonesia, including Probolinggo City. Probolinggo City Regional Regulation Number 5 of 2014 mandates the use of PDAM clean water services in residential area development. However, its implementation has yet to be optimized. This study aims to analyze collaborative governance strategies in the management of PDAM within residential areas, as well as to identify the obstacles and efforts of stakeholders in implementing the regulation. The study employs a descriptive qualitative approach, with data collected through interviews, observations, and document studies. The findings reveal that collaboration between PDAM, the local government, and developers has improved but remains insufficiently structured and unsustainable. Relationships between parties are still reactive and lack support from regular formal forums. Moreover, community participation as end-users is still limited and tends to be passive. Nonetheless, PDAM has shown a relatively quick response to public complaints. The study concludes that the success of collaboration is significantly influenced by institutional design, facilitative leadership, and proportional involvement of both primary and secondary stakeholders.

**Keywords:** Collaborative Governance, PDAM, Clean Water, Stakeholders