Human Resources Challenges In Water Utility
(PERPAMSI CASE STUDY)
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From Sabang to Merauke, from Talaud to Pulau Rote, from Natuna to Kepulauan Aru
Number of Indonesian water utilities (Dec 2013) 422

LEGAL ENTITY

- **391**
  - Local govt. owned company
  - PDAM/PDAB/PAM /PERUSDA
  - Operates under Public Work’s responsibility
  - BDAM/BPAM/BPAB/BLU/BLUD/UPT AM

- **13**
  - Private company (by concession from local govt.)
  - PT

- **18**
FIGURES OF UTILITY EMPLOYEES

INDONESIAAN GOVERNMENT

Central Government

Provincial Government

2 PDAM

Distric Government

420 PDAM

Total employees 50,840

Most without
• adequate education and skill level
• professional certification
WOPs ➔ Global Agenda

- The need for creating a mechanism for the collaboration of water utilities is highlighted in the “Hashimoto Action Plan” announced by the United Nations Secretary General’s Advisory Board on Water and Sanitation (UNSGAB) during the 4th World Water Forum 2006 in Mexico.

- One of the recommendations of the Hashimoto Action Plan was the establishment of a global mechanism to promote Water Operators Partnerships (WOPs).
PERPAMSI INITIATIVES

To facilitate partnerships among its members (PDAMs) in order to improve performances → national WOPs

SOLIDARITY PARTNERSHIPS → a concept of national WOPs developed by PERPAMSI based on the spirit of togetherness exists among PDAMs.
THE PRINCIPLES

- Focus on capacity building
- Non-profit
- Benefit and added-value for all
- Flexibility, can be adjusted based on the affordability of each partner
- Commitment of all partners
- Applicable, replicable and scale-up.
OBJECTIVE

- To boost performance improvement of PDAMs in all aspects
- To promote a model of sustainable partnership built on a not-for-profit basis, spirit of solidarity and togetherness.
APPROACH & METHODE

Approach:
• Learning community
• Transfer of knowledge, skills, experiences, values in a friendly and professional atmosphere.

Method:
• Pilot project
• On the job training
• Exchange of visits
• Mentoring and consultancy
• Formal/informal discussion, workshop
• Use of social media
OUTPUT: CAPACITY BUILDING

- SOP application
- Establishment of practitioners community
- Increase knowledge, skill level with certification
- Recipient to be mentor
Thank You
Arigato Gozaimasu