

ABSTRACT

Providing clean water is essential for public health and well-being. In Indonesia, Perusahaan Daerah Air Minum (PDAM), or regional water supply companies, play a crucial role in delivering this essential service. However, many PDAMs, particularly in West Java, face significant operational and financial challenges, including limited resources, suboptimal financial management, and high debt burdens.

This study aims to analyze the impact of transparency and human resource development (HRD) on the performance health of PDAMs. A quantitative approach is employed to assess the level of transparency and HRD within these organizations and their correlation with performance indicators.

The study examines the transparency of financial reporting, the accessibility of operational information, and HRD strategies to identify factors that contribute to a "healthy" performance classification as set by the Indonesian Water Supply System Improvement Agency (BPPSPAM).

The results indicate that while transparency plays a critical role in enhancing operational transparency and public trust, HRD efforts, particularly in staff training and development, significantly improve overall PDAM performance.

The findings highlight the importance of both transparency and HRD in fostering better performance outcomes, with practical implications for PDAM management and policymakers in the water sector. Future research could explore the integration of other operational and financial factors to provide a more comprehensive assessment of PDAM performance.

Keywords: *Health Performance, Human Resources Development, Transparency*