

# Implementasi Outage Management Yantek Optimization Pada PT PLN (Persero) UP3 Gorontalo Unit Layanan Pelanggan Kwandang = Implementation Of Outage Management Yantek Optimization At PT PLN (Persero) UP3 Gorontalo Customer Service Unit Kwandang

Nurhamon S RH, author

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## Abstrak

Tuntutan peningkatan pelayanan ketenagalistrikan tidak hanya sebatas kontinuitas suplay tetapi juga dituntut kecepatan penyelesaian gangguan (Respond Time, Recovery Time) dan tingkat kepuasan pelanggan. PLN dalam menjalankan tugasnya telah melakukan pelayanan kepada pelanggan namun masih banyak pelanggan yang belum puas dengan pelayanan PLN sehingga PLN melakukan transformasi yang berfokus pada pelanggan dengan melakukan implementasi Yantek Optimization secara Nasional. Impelementasi Outage Management Yantek Optimization di ULP Kwandang bertujuan untuk mengukur 19 performa individu petugas pelayanan teknik yang melayani Kabupaten Gorontalo Utara dengan jumlah pelanggan sebanyak 34.459 pelanggan. Performa Individu Yantek dipengaruhi oleh tingkat kepuasan pelanggan yang diberikan dalam bentuk rating pelayanan dan diukur waktu penanganan gangguan yang secara realtime di Aplikasi New PLN mobile dan dapat dipantau oleh pelanggan maupun management PLN melalui Virtual Command Center. Impelementasi Outage Management Yantek Optimization di ULP Kwandang diharapkan dapat memberikan Customer Experience yang dapat meningkatkan kepuasan pelanggan dan berujung pada peningkatan pendapatan perusahaan.

.....The demand for electricity service improvement is not only limited to supply continuity but also the speed of troubleshooting (Respond Time, Recovery Time) and the level of customer satisfaction. PLN, in carrying out its duties, has provided services to customers. However, many customers are still unsatisfied with PLN's services, so PLN has carried out a customer-focused transformation by implementing National Yantek Optimization. The implementation of Yantek Optimization Outage Management at ULP Kwandang aims to measure the performance of 19 individual technical service officers serving North Gorontalo Regency with 34,459 customers. Yantek's performance is influenced by the level of customer satisfaction given in the form of a service rating and measured time for handling disturbances in real-time in the New PLN mobile application and can be monitored by customers and PLN management through the Virtual Command Center. The implementation of Yantek Optimization Outage Management at ULP Kwandang is expected to provide a Customer Experience that can increase customer satisfaction and increase company revenue.