Abstract

Supervision of contractor performance is essential to ensure that work quality meets technical standards and serves public interests. This study analyzes contractor performance supervision in alignment with Infrastructure Governance principles within the road maintenance project in Limboto Barat District. A descriptive qualitative approach was employed, utilizing data collected through observation, interviews, and documentation. The findings reveal that contractor performance supervision based on Infrastructure Governance has been implemented, but not yet optimally. Regarding transparency, information about planning, implementation, and progress of road maintenance is not consistently disseminated to the public, despite efforts such as project signboards, public outreach, and direct field communication. In terms of accountability, supervision remains suboptimal, as alignment between technical standards and actual outcomes is not fully ensured. This is evidenced by the premature deterioration of several road sections, despite administrative review and field monitoring. With respect to integrity, work quality at several locations remains suboptimal due to external factors, even with standard operating procedures and supervisory measures in place. Regarding responsibility, supervisory implementation is constrained by budget limitations and the large number of road segments requiring attention, despite efforts to address damage reports, conduct inspections, and perform repairs during the maintenance period. In terms of participation, supervision has not reached an optimal level, as community involvement is limited in both planning and evaluation, although complaints and reports about road conditions have been submitted. Strengthening contractor performance supervision is therefore necessary to ensure the sustainability and quality of road infrastructure and to enhance public trust in local government performance.

Keywords: *Supervision; Contractor Performance; Infrastructure Governance; Road Maintenance*

Abstrak

Pengawasan kinerja kontraktor merupakan bagian penting dalam menjamin kualitas pekerjaan agar sesuai standar teknis dan kepentingan masyarakat. Penelitian ini bertujuan untuk menganalisis pengawasan kinerja kontraktor berbasis *Infrastructure Governance* pada proyek pemeliharaan jalan di Kecamatan Limboto Barat. Penelitian ini menggunakan pendekatan kualitatif deskriptif dengan teknik pengumpulan data melalui observasi, wawancara, dan dokumentasi. Hasil penelitian menunjukkan bahwa pengawasan kinerja kontraktor berbasis *Infrastructure Governance* telah dilaksanakan, namun belum optimal. Dari aspek transparansi, informasi perencanaan, pelaksanaan, dan progres pemeliharaan jalan belum disampaikan secara merata kepada masyarakat, meskipun telah dilakukan melalui pemasangan papan proyek, sosialisasi, dan komunikasi langsung di lapangan. Dari aspek akuntabilitas, belum optimal karena kesesuaian antara standar teknis dan hasil pekerjaan belum sepenuhnya terjamin yang ditunjukkan oleh masih ditemukannya jalan yang cepat rusak, meskipun pengawasan dilakukan melalui pemeriksaan administrasi dan pemantauan lapangan. Dari aspek integritas, kualitas pekerjaan di beberapa titik masih belum maksimal akibat faktor eksternal, walaupun telah dilakukan pengujian material, penerapan SOP dan pengawasan. Dari aspek tanggung jawab (Responsibility), pelaksanaan pengawasan masih terkendala karena keterbatasan anggaran serta banyaknya ruas jalan yang harus ditangani, meskipun penanganan laporan kerusakan, pengecekan dan perbaikan masa pemeliharaan sudah dijalankan. Dari aspek partisipasi, belum optimal karena keterlibatan masyarakat masih terbatas dalam perencanaan maupun evaluasi, meskipun telah ada penyampaian keluhan dan laporan terkait kondisi jalan. Dengan demikian, pengawasan kinerja kontraktor perlu diperkuat agar menjamin kualitas infrastruktur jalan yang berkelanjutan serta meningkatkan kepercayaan masyarakat terhadap kinerja pemerintah daerah.

Kata Kunci: Pengawasan, Kinerja Kontraktor, tata kelola Infrastruktur, Pemeliharaan Jalan