

Public Perceptions Of The Services Of The Drinking Water Supply System (Spam) In The Pondok Kelapa District Unit Central Bengkulu District

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ABSTRACT

This research aims to analyze community perceptions of SPAM services in the Pondok Kelapa Subdistrict Unit, Central Bengkulu Regency. This type of research is descriptive research. The population and sample in this study were all SPAM customers of the Tirta Raflesia Regional Public Company, Central Bengkulu Regency in Pondok Kelapa District, totaling 1,582 families with a sample of 158 families taken using systematic random sampling. The data analysis technique in this research uses descriptive analysis. The research results show that public perception of SPAM services is in the quite good category. The quantity of service is in the good category because there are still complaints from the public that the water they receive does not meet their daily needs or is still insufficient, the water that flows to their homes is small so it takes a long time to get the amount of water needed. Then the quality category is good because the water that flows into people's homes is clear, odorless and tasteless. Suggestions to the Tirta Raflesia Regional Public Company, Central Bengkulu Regency, to be able to pay attention to and quickly resolve customer complaints regarding the quantity of SPAM services because the water they receive does not meet their daily needs or is still insufficient, the water that flows to their homes is small, so it takes a long time to get the required amount of water, in order to improve SPAM services and ultimately have an impact on community satisfaction with the services provided by the Tirta Raflesia Regional Public Company, Central Bengkulu Regency.

ARTICLE INFO

Keywords:

Public Perception, SPAM Services, Quantity, Quality

ARTICLE HISTORY

Received [03 March 2024]

Revised [22 April 2024]

Accepted [28 April 2024]

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1. Introduction

Water used For the needs of society and managed by the state in the embodiment of welfare Which was written in Article 33 of the 1945 Constitution. Water is need external Which humans need, limited availability of fresh water Which is water Which is worthy For consumption by humans. However, the current world population growth results in improvement in consumption of clean water which is available. Limited availability of water standards becomes Wrong One problem which is faced in providing clean water services in Indonesia (Santono, 2010). Provision of drinking water is one of the basic needs and social rights of community economy that must be met by the Government, Good That Government Area and also Government Center. The availability of drinking water is one of the One determinants of improving welfare of society, which is expected with the availability of drinking water can increase public health degrees and can encourage improvements in public productivity, so that there can be improvements in public economic growth. Therefore, the provision of facilities and infrastructure for drinking water is one of the keys in regional economic development. This is in line with the objective of SDGs (Sustainable Development Goals), where SDGs target for 2030 in the field of drinking water is reach universal access and evenly distributed to safe drinking water and affordable for all. Based on Republic of Indonesia Government Regulation Number 16 of 2005 Concerning System Development Provision Water Drink, provision of water drink is activity management water drink For fulfilling needs of the public so that get a life which is healthy, clean and productive. This is emphasized again by Government regulation No. 122 Year 2015 regarding Drinking Water Provision System. In general line big provision water drink must fulfill the 3K principle that is Continuity, Quantity and Quality. The principle of continuity namely the distribution of drinking water to the community uninterrupted for 24 hours and conditions minimum pressure reaches 5-10 meters at the furthest point. The quantity principle is availability of water drink in accordance with standard need main water drink that is as big as 10 m³/family/month or as big as 60 liters/person/day. While the quality principle what is meant is that the water quality drinks distributed by the Company General Area (Regional Public Company) Water Drink must fulfill health standards as in accordance with standards set up in Regulation Minister of Health No. 492/Menkes/Per.IV/2010 concerning Condition Quality Drinking Water. Need clean water is water which is used to fulfill daily activities. Source water clean For general daily living needs must fulfill standard quantity and quality. The basic need for clean water is the minimum amount of clean water which needs to be provided so that man can operate activity base daily in a worthy way (Sudarmadji, 2014). Aslamiyah, et al (2014) explained that clean water is a vital need for every human being, so that availability determines degrees of health and welfare life of the public, if fulfilling the need of

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man will water without neglecting the quality of the water is fulfilled so it can impact on health conditions, social and economic. Regency Bengkulu Middle is The youngest district in Bengkulu Province Which own potential source Power water Which is very abundant. Fulfillment need water in Regency Bengkulu Being carried out by Public Company Tirta Rafflesia Drinking Water Area for fulfillment of city and village scale. Source water Which used by Company General Drinking Water Area Tirta Rafflesia originates from Water Infiltrate Flat Wide Subdistrict Taba Peninsula, Water Infiltrate Overflow Hydroelectric Power Plant Music in Subdistrict The Magical Merigi and Water Infiltration left lane in Subdistrict embankment Three. Where condition at moment This Company Water Drinking Water Rafflesia has own 4,991 customers, Which consists of 4,621 domestic SR units of Houses Ladder, 8 units of general hydrant And 362 non-domestic customers. From the total number of active customers that is amounting to 4,281 SR while there are 710 SR Which is No active. With the amount of customer coverage service Company Water Drink Water Rafflesia Regency Bengkulu Middle new reached 17,271 people or 14.80 %. In addition, the phenomenon that occurs is the rate of growth of residents of Regency Central Bengkulu for the last 5 years not balanced by increased capacity production water because of the more increasing number of residents, should the more increase also need for water. Amount growth resident, need And capacity production water, as follows: Based on performance evaluation report Company General Area Tirta Rafflesia Central Bengkulu Regency by the Agency Supervisor Finance And Development Bengkulu Province No PE.09.03/LHP/PW06/4/2023 date 29 May 2023 show that predicted performance as big as 49.82 in Category Enough, And service coverage as big as 15.03% and the water leakage rate is 23.47%. This shows that Not yet maximum Service Provision System Drinking Water (SPAM) at Sub-district Units Cottage Coconut Regency Bengkulu Middle. Based on data from Company Water Drink Water Rafflesia Regency Central Bengkulu in the last 3 years there was an increase in the number of reported customer complaints from 2020 until 2022.

2. Literature Review

Implementation SPAM covering development SPAM and management SPAM whose implementation is based on Policy and Strategy Implementation SPAM and Plan Parent SPAM as well as must fulfill the Standard Service Minimum (SPM) which is set by the Minister. SPAM Development covers development new, improvement, and expansion. Meanwhile management covers operations and maintenance, repair, and development sources of human power. Government Regulation No 122 Years 2015 on Drinking Water Supply System (SPAM) explains SPAM held with objective For:

- a. Availability of drinking water services for fulfilling the right people on Water Drinking.

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- b. Realization management And drinking water service quality with price Which is affordable.
- c. Achievement interest Which balance between customers and BUMN, BUMD, UPT, UPTD, Group Public, and Body Business
- d. Achievement organization water drink effective and efficient To expand my world drink service coverage.

3. Method, Data, and Analysis

Type of study This is a descriptive study. Now (2016) explains that descriptive study is research methods carried out with objective main For make description or a description of a situation in general objective and descriptive research methods used to answer problems Which are currently faced on situation now. Therefore in the research This will be done analysis in a descriptive way about Public Perception to Service SPAM on Subdistrict Unit Cottage Coconut Regency Bengkulu Middle. Sugiyono (2018) explains that population is a generalized area that consists of from subject or object Which has special qualities or characteristics Which set by researcher For studied And withdrawn in conclusion. Population And sample on study This is all over customer SPAM Company General Area Tirta Rafflesia Regency Bengkulu Middle in Pondok Kelapa District as many as 1,582 families. Arikunto (2016) said that if the population is less than 100 should be taken all And if the population is greater than 100 can be taken 10-15 percent or 20-25 percent.

Therefore, the sample in the study is taken from as much as 10 percent of the population, so that the sample can be as much as 158.2 rounded up to 158 people. The sample in the study was taken regularly random sampling, namely takeover sample in a way interval based on the customer list of SPAM Company General Area Tirta Rafflesia Central Bengkulu Regency in the Regency Bengkulu Middle. Determination interval done with method share amount population with amount sample with interval 10. Researcher Also do interviews To support the study findings from distribution of questionnaires. Then the informant For conducted interviews in This research is the Company's customers General Area Water Rafflesia Regency Bengkulu Middle in Subdistrict Cottage Coconut as many as 4 people taken in a purposive sampling way. Analysis of public perception data at the Water Supply System Service Unit Drink (SPAM) in Subdistrict Cottage Coconut Regency Bengkulu Middle use descriptive analysis.

Data analysis technique in study This uses descriptive analysis. In This descriptive research uses Respondent perception to variable Which used, do collect data And information with distribution questionnaire (Now, 2016). Sugiyono (2018) explains that in quantitative research, data analysis is activity after data from all over Respondents or other data sources collected, data analysis technique in study This uses descriptive statistics.

4. Result and Discussion

Findings study show that public perception SPAM service is in the sufficient category. quantity service Category Enough because of Still existence of public complaints that water Which received not yet fulfills his daily needs or Still not enough, water Which flow to his house is small, so that long To obtain the required amount of water. Then on quality Category Good due to the water flowing into House society is clear, odorless and No taste. By Because That, to Company General Area Water Rafflesia Regency Bengkulu Middle For can notice And quickly overcome complaints customer will quantity service SPAM Because water Which received has not met the requirements his needs a day or Still not enough, water Which flow to his house small, so that long For to obtain the amount of water Which is needed, so that can improve SPAM services and Finally impact on community satisfaction on the services provided by Company General Area Water Rafflesia Regency Bengkulu Middle. Aprilia, et al. (2020) in his research found that the quality services provided by PDAM in terms of means And infrastructure, speed, responsiveness, politeness in responding to customer complaints sufficiently and service Water Company Still felt not enough about continuity of water Which given to customers Where water flow at certain hours, the water flows slowly as well as water Still smelly drug. Then Sunday And Joachim (2020) in his research found that implementation of services is still experiencing Lots constraints Due to lack of communication And socialization to customers, lack of water discharge, network distribution Which Already old And lack of public awareness For guard facility Which there is still good. Temporary That study Jurisman, et al. (2020) found that performance of UPTD SPAM Regency Siak Not yet optimal And needs improvement, evaluation plan, process performance, measurement performance, objective And target And evaluation public service results are still low, and human resources factors, budget and management finance, means infrastructure , and work motivation influences even hinder public service performance. Study Nasution et al. (2021) found that SPAM performance in Water Company Regency Solo category No healthy, SPAM performance at PDAM Solok City category No Healthy until Healthy, And indicator Which success filled SPAM is indicator solvency, level of settlement complaints, ratio number of employees per 1,000 customers. Findings study This No in line with the research findings of Listiani, (2012) Which in his research found employee perception Water Company to implement policy transparency and accountability service Water Company including into the category Good. Temporary findings study Aronggear, et al (2019) found that water quality in Water Company based on indicated existence Chlorine has not been detected in all customers because it is affected by the

distribution distance and affected installation on the piping. Manuarta, et al. (2015) in his research Also found that Water Company Water The main thing seen from indicator quality service as well as customer satisfaction Already Good However Not yet optimal because of Still Not yet Can fulfill the need need clean water in a comprehensive way. In line with Regulation Minister of Public Works and Public Housing Republic of Indonesia Number 29 /PRT/M/2018 Regarding Service Standards Minimum Public Works and Housing The people were explained that the size of the SPM Sub Field Water Drink Area Regency/City, namely; Quantity, where needed main minimum water drink daily a number of 60 liters/person/day intended for the region districts/cities that do not have standard water sources. For area district/city Which own source water standard, so fulfillment of basic minimum water needs drink daily with adaptation to water use in the area. Then the water flows continuously with heavy pressure so that it can fulfill customer needs. Meanwhile, quality, where are the parameters physique quality water Which is No directly related to health, among others: Turbid: Drinking water is cloudy, not clear/not clear, Colored: Drinking water is visible colored like yellowish, reddish, and brownish or other colors , Tastes: Drinking water tastes sour, sweet, bitter or salty. For example when used For gargle. The sour flavor is due to the existence of sour organic and also inorganic, whereas the salty flavor is due to the existence of water-soluble salt, and Foaming: Drinking water foaming up good moment stirred and also No as well as Smells: Water drink Which smells if kissed. Water smells rotten when it contains organic material. Based on Regulation Government of the Republic of Indonesia Number 16 of 2005 Regarding System Development Provision Water Drink, provision of water drink is activity management water drink For fulfilling needs of the public so that get a life which is healthy, clean and productive. This is emphasized return by regulation Government No 122 Year 2015 about Water Drink Provision System. In general line big provision water drink must fulfill the 3K principle that is Continuity, Quantity and Quality. The principle of continuity namely the distribution of drinking water to the community uninterrupted for 24 hours and conditions minimum pressure reaches 5-10 meters at the furthest point. The quantity principle is availability of water drink in accordance with standard need main water drink that is as big as 10 m³/family/month or as big as 60 liters/person/day. While the quality principle what is meant is that the water quality drinks distributed by the Company General Area (Regional Public Company) Water Drink must fulfill health standards as in accordance with standards set up in Regulation Minister of Health No. 492/Menkes/Per.IV/2010 concerning Condition Quality Drinking Water. Provision of drinking water is one of the basic needs and social rights of community economy that must be met by the Government, Good That Government Area and also Government Center. The availability of drinking water is one of the One determinants of improvement in society's welfare,

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which is expected with the availability of drinking water can increase public health degrees and can encourage improvements in public productivity, so that there can be improvements in public economic growth. Therefore, the provision of facilities and infrastructure for drinking water is one of the keys in regional economic development. This is in line with the objective of SDGs (Sustainable Development Goals), where the SDGs target for 2030 in the field of drinking water is achieve universal access and evenly distributed to safe drinking water and affordable for all. Need clean water is water which is used to fulfill daily activities. Source water clean For general daily living needs must fulfill standard quantity and quality. Need base water clean is minimum amount of water clean Which needs to be provided so that man can operate activity base daily in a worthy way (Sudarmadji, 2014). Aslamiyah, et al (2014) explained that clean water is a vital need for every human being, so that availability determines degrees of health and welfare life of the public, if fulfilling the need of man will water without neglecting the quality of the water is fulfilled so it can impact on health conditions, social and economic. Soetomo (2014) welfare is a condition Which contains elements or components order, security, justice, peace, prosperity and life which is arranged contains broad meaning Not only creation order And security but Also justice in various dimensions. More peaceful conditions describe dimensions sociology And psychology in social life. A life Which feel comfort, protected, free from flavor Afraid including face day tomorrow. With thus prosperous condition Which coveted No only description of life fulfilled physical, material, but also spiritual, No only fulfillment of physical needs but also spiritual. Welfare is A condition Where a can fulfill basic needs, be it the need for food, clothes, place to stay, water drink Which is clean as well as an opportunity To continue education And own work Which is adequate Which can support the quality of his life so that his life is free poverty, ignorance, fear, or concern so that his life is safe, peaceful, Good born both physically and mentally (Fahrudin, 2012). Welfare is something Which nature is objective, so that measures welfare for every individual or different families. But in principle welfare related close to need basis. If need base fulfilled, so the level of individual or family welfare can be fulfilled. Whereas No the fullest need base, so it is said that the individual or family is in lower poverty. Public welfare shows that measure results community development to achieve life Which more Good includes: 1) improvement ability and equalization distribution need base (food, housing area, health, and protection); 2) improving level of education, income, and level of life which is more good, as well as improving attention to culture and mark humanity and 3) expand scale economy and availability of social choice from individual and nation (Todaro and Stephen, 2006). According to the Central Statistics Agency (2022), income per chapter is often used to measure the level of welfare of a community economy. community economy The prosperous is shown by income per chapter Which is

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high, And on the contrary less prosperous society economy is shown by income per chapter low. Level of social welfare on study measured by observation approach to condition of parent education, income, consumer and expenditure. Welfare according to Soetomo (2014) contains three indicators, namely: 1) Education, health, access to electricity and water, resident poverty; 2) Justice economy contains indicators that are: income, house ownership, level of expenditure; 3) Justice democracy contains indicators that are: flavor safe and access information. According to Bintaro (1989) welfare can be seen from a number of aspects of life that are: 1) By looking at quality of life from material aspects, such as quality House, material food and so on. 2) By looking at quality of life from physical aspect, such as body health, natural environment And and so on. 3) By looking at quality of life from mental aspect, like educational facilities, cultural environment, and so on. 4) By looking at quality of life from a spiritual aspect, like morals, ethics, harmony adjustment, and so on. Government Regulation No 122 Years 2015 on Drinking Water Supply System (SPAM) explains SPAM held with objective For: availability of water drink services For fulfilling right people on Water Drink, realization of water management and drink services Which quality with price Which affordable, And achieving interest Which balance between customer and State-owned Enterprises, BUMD, UPT, UPTD, Community Groups, and Business Agencies as well as achieving organizational effectiveness and efficient drinking water to expand my world drink service coverage. Tatik (2008) explains that there are several other factors that shape and sometimes distort perception, that are: Perceiver , person Who does observation. This factor consists of several components such as (attitude, interest, motive, experience and hope), object, person or object which becomes the object of observation. Factor This consists of some components such as (something that new, movement, sound, size or size, background, proximity and similarity) and the situation, conditions at the time of observation. This factor consists of several components like (time, work arrangement and social arrangement). The process of perception can be initiated by objects that trigger stimulation in the tool senses or receptors. A process of stimulation which involves the five senses is a natural process or physical process. Stimulation received from the sense organs forwarded to the brain in accordance with the needs of the five senses. This process is called physiological process. Then a process occurs in the brain as center awareness, where the individual feels what he looks, hears or touches. Process Which in progress in brain or awareness center called psychological center.

5. Conclusion and Suggestion

Public perception of SPAM services is in the sufficient category. In detail findings of this study, as follows:

1. Quantity service Category Enough because of Still existence complaints the community that the water they receive Not yet fulfill his needs a day or Still not enough, water Which flow to his house is small so that long For to obtain the amount of water which is needed.
2. The quality category is good because of the water Which flow to House public Already clear, No smelly And No taste.

To Company General Area Water Rafflesia Regency Bengkulu Middle For can notice And quickly overcome customer complaints will quantity of SPAM services because of the water received has not met the requirements his needs a day or Still not enough, water Which flow to his house small, so that long For to obtain the amount of water Which is needed, so that can improve SPAM services and Finally impact on community satisfaction on the services provided by Company General Area Water Rafflesia Regency Bengkulu Middle. Besides that, to Company General Tirta Rafflesia Area, Bengkulu Regency Middle For still guard water quality so that water Which distributed No colored brownish or cloudy, smelly and feel.

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