



## Community participation and management performance on the quality of service provision of community-based drinking water and sanitation facilities in Kelawi Village, Bakauheni District, South Lampung Regency

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### ARTICLE INFORMATION

### ABSTRACT

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The purpose of this study is to analyze the effect of community participation and performance management on the quality of service for the Provision of Drinking Water and Sanitation-Based Facilities Public in Kelawi Village, Bakauheni District, South Lampung Regency, the National Program for the Provision of Community-Based Drinking Water and Sanitation (PAMSIMAS) is one of the national mainstay programs (Central Government and Local Government) to improve access of rural residents to proper drinking water and sanitation facilities in a community-based approach. The Pamsimas I program which started in 2008 to 2012 and Pamsimas II from 2013 to 2015 have succeeded in increasing the number of poor rural and suburban residents who can access pel a y a n a n a i r m i n u m d a n s a n i t a s i One of them is Kelawi Village, Bakauheni District, South Lampung Regency, which has an area of 1,199.5 hectares and consists of 9 hamlets with a total population of kelawi consist from 3.687 soul. Topography village kelawi is a rocky and limestone area and borders directly with the Sunda Strait so water reserves soil very minimal. Thing this cause village kelawi vulnerable deficiency water clean. On year 2016 access water drink worthy in village kelawi only reach 61.21% and access to healthy latrines is only 35.88%. Moment That's the Kelawi village community using water sourcesraw from well dig, well drill, and river .

## 1. Introduction

### 1.1. Background

The problem of clean water and sanitation is a problem that involves several factors such as: Public, technology and management water clean and sanitation each of which affects. By because of that involvement of community members in the management of clean water and sanitation is a point central in empowerment.

Based on UU no. 32/2004 concerning Regional Governments and UU No. 33/2004 concerning Financial Balance between the Central Government and Regional Governments, regional governments are fully responsible for providing basic services to the community in their respective regions, including drinking water and sanitation services. However, for regions with relatively large rural areas, relatively high poor population and low fiscal capacity, in general their capacity is very limited. Regions like this need

financial support to finance the investments needed to improve their service capabilities to the community, both for physical investment in the form of facilities and infrastructure, as well as non-physical investments consisting of management, technical and human resource development (Guidelines for the Management of the Pamsimas Program). , 2011).

As a basic public service (Despa, 2020), based on UU no. 23 of 2014 concerning Regional Government, drinking water and sanitation services have become a mandatory business for regional governments. To support the capacity of Local Governments in providing drinking water and sanitation services that meet Minimum Service Standards (SPM), the Pamsimas Program plays a role in providing financial support for both physical investment in the form of facilities and, as well as non-physical investment in the form of management, technical support, and capacity development.

The Indonesian government is committed to continuing to achieve the target of 100% access to drinking water and

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sanitation, where by the end of 2019 it had reached 89.27% for access to safe drinking water and 77.44% for access to proper sanitation (BPS, 2019). In the 2020-2024 RPJMN, the target for Access to Adequate Drinking Water and Access to Adequate Sanitation (City and Rural) is 100%. In addition, the Government is currently also faced with the target of achieving the Sustainable Development Goals (SDGs) in 2030, namely ensuring the availability and sustainable management of clean water and sanitation for all.

The Community-Based Drinking Water and Sanitation Provision Program (Pamsimas) has become one of the national flagship programs (Government and Local Government) to increase rural population access to proper drinking water and sanitation facilities with a community-based approach. The Pamsimas program which started in 2008 to 2012 and Pamsimas II from 2013 to 2015 has succeeded in increasing the number of rural and suburban poor who can access drinking water and sanitation services, as well as increasing the value and behavior of clean and healthy living in rural areas. around 12,000 villages spread over 233 regencies/cities. To continue to improve the access of rural and suburban residents to drinking water and sanitation facilities in order to achieve the target of Universal Access to Drinking Water and Sanitation and the SDGs target, the Pamsimas Program was continued from 2016 to 2020 specifically for Villages in the Regency. The Pamsimas III program is implemented to support two national agendas to increase population coverage of proper and sustainable drinking water and sanitation services, namely (1) 100-100, 100% access to drinking water and 100% access to sanitation, and (2) Total Sanitation Based Public.

Objectives of Community-Based Drinking Water and Sanitation Facilities (Pamsimas) is for increase access service water drink and sanitation for rural communities, especially people in villages far from the district capital and difficult water. Besides increase practice life clean and healthy in Public as well as increase amount Public which have access water drink and sanitation which sustainable. The target of the PAMSIMAS program is to increase the number of households that have access to drinking water, sanitation facilities and implement behavior live clean and healthy. With Pamsimas, it is hoped that they can access services water drinking and sanitation which sustainable.

Furthermore, to fulfill the need for clean water, the South Lampung Regency Government obtain assistance from the community-based Water and Sanitation Program to build infrastructure for providing clean water and sanitation for rural communities who access to clean water is low, especially in areas prone to unreachable clean water PDAM service. District government South Lampung that is continue trying to improve service quality this program with provision water Drink and Sanitation based on environment. Problem cleanliness environment is problem period long which treatment is continuous and cannot be postponed or ignored.

Kelawi Village, Bakauheni District, South Lampung Regency has an area of 1,199.5 hectares and consists of 9 hamlets with a population of kelawi as big as 3,687 people consisting of 1,870 male residents and 1,817 female residents . The number of family heads in Kelawi Village is 1,103 families consisting of 714 poor families, 219 middle class families and 170 rich families. Topography D esa kelawi is a rocky and limestone area and borders directly with the Sunda Strait so

water reserves soil very minimal. Thing this cause village kelawi vulnerable deficiency water clean. On year 2016 access water drink worthy in D esa kelawi only reach 61.21% and access to healthy latrines is only 35.88%. Moment That's the Kelawi Village community using water sourcesraw from well dig, well drill, and river .

But on moment season drought sources the experience drought so that for get access water clean needed effortwork hard from Public. Source water clean given government in the form of car tank water andwells certain drill.

On year 2017, village kelawi get Assistance in the Provision of Drinking Water and Sanitation-Based Public (PAMSIMAS) for 60 Connection House (SR) with capacity 3.5 liters/second. Based on Thing the so be formed GroupManager Means Infrastructure Water Drink and Sanitation (KPSPAMS) Source Way Bakak. In 2021 program PAMSIMAS discontinued so that continuity KPSPAMS Source way Bakak shaped Work The same village as a follow - up Strategy Pamsimas Program

Since established on year 2017 there is customer growth by an average of 71% per year. Amount customer could seen in table following :

Table 1 . Amount customer

No	Year	Amount connection (SR)
1	2017	60
2	2018	145
3	2019	189
4	2020	290
5	2021	420

With ending program PAMSIMAS so expected continuity Group Manager Means and Infrastructure Water Drink and Sanitation(KPSPAMS) Source way Bakak could Keep going in progress by independent.

## 1.2 Problem Identification

From the explanation above, I intend to review the results of the implementation of the PAMSIMAS Program activities in Lampung Province which have been carried out especially in 2021 along with the role and influence of community participation in PAMSIMAS receiving villages on the success of the program.

## 1.3 Research Methodology

The methodology used in this paper is a qualitative methodology (Martinus, 2020) the results of literature studies and evaluation monitoring of several stages of participation, (Zulmiftahul, 2020) and also seen the form of participation from the community given both during the implementation of activities and after PAMSIMAS activities.

## 1.4 Aims and Objectives

Knowing community participation and management performance on the quality of service for the provision of community-based drinking water and sanitation facilities

(PAMSIMAS) in Kelawi Village, Bakauheni District, South Lampung Regency.

## 2. Literature Review

### 2.1 Community empowerment

Community empowerment is a series of activities to strengthen the power or empowerment of weak groups in society, including individuals who experience poverty problems. As a goal, empowerment refers to the conditions or results to be achieved by social change; namely people who are empowered, have power or have knowledge and ability to fulfill their physical, economic and social needs, such as having confidence in conveying aspirations, having a livelihood, participating in social activities and being independent in carrying out their life tasks. (Suharto, 2009)

### 2.2 Service

Service is effort serve needs person other. According to Sutopo and Suryanto, (2003), service is basically an activity offered by the organization or individuals to consumers ( *customers* / served), which are intangible and cannot be owned, this is adjusted to what is conveyed by regarding characteristics about service, namely as follows:

1. Service character no could touched, service very opposite nature with goods so.
2. Service that reality consist from action real and is influence which nature is action social.
3. Production and consumption from service no could separated by real, because on generally happened together and happen in place which same.

The importance of providing excellent service to its customers. The way in which the product is delivered to the customer often determines the satisfaction or dissatisfaction a consumer compared evaluation to product that alone. Wyckof (in Tjiptono, *et.al.*, 2008) said that *service quality* is the level of perfection expectations and control over those perfections to fulfill desires customer.

by conventional, quality interpreted as description characteristics direct from something product, for example performance, reliability, easy in use, and aesthetics, while in a strategic sense, quality is everything according to what capable Fulfill desire or needs customer (*meeting the needs of customers*).

Service public as which outlined in Decision Minister Utilization apparatus Country Number: 63/ KEEPM.PAN/7/2003 About Guidelines General Public Service Implementation is all service activities that held by Organizer service public as effort fulfillment need service recipients as well as the implementation of the provisions of laws and regulations. More further explained that the ontology of public services is the provision of excellent service to society which is the embodiment of the obligations of the state apparatus as public servants. Meanwhile, the principles of public service are in accordance with the Decree of the Minister of Apparatus Empowerment Country Number: 63/ KEP/ M.PAN/ 7/ 2003 of them is:

1. Transparency is open, easy and accessible to all parties who needed and provided are adequate and easy to understand. This principle on principle is response to process democratization so that The implementation of public services cannot be separated from control and supervision Public.

2. Accountability, which can be accounted for in accordance with the provisions of the regulations legislation. Accountability is aspect important in service public. Will but, in Indonesia process accountability this no addressed to Public as holder sovereignty which actually but addressed to superiors or leaders of government organizations. This causes The orientation of public service accountability is currently still unclear and tends to be vulnerable for abused.

Conditional that is in accordance with condition and ability giver and receiver services while adhering to the principles of efficiency and effectiveness. Ability finance government should opened transparently to Public so that formed understanding which Correct about Thing the. By therefore, aspect allocation budget government also Becomes point critical in review seriousness government push enhancement service by real to Public.

3. Participatory that is push role as well as the community in maintenance public services by taking into account the aspirations, needs and expectations of the community. ready, service no create dependency but push society to be more independent. Therefore, the government must carefully formulate service policies so that if a service is judged not to be must be handled by the government then it can be carried out independently by Public cooperate with the private sector.
4. Similarity Right that is no discriminatory in meaning no differentiate ethnic group, race, religion, class, gender and economic status. This is what should be emphasized in service public. Because, no seldom practices collusion like Prioritizing brokers or relatives of service personnel has become a phenomenon the empirical in the field. On this side, the commitment to equal rights is often neglected even discriminatory actions occur that trigger disappointment Public against government officials.

### 2.3 Service

Wahyudi Kumorotomo (in Hamisi, 2013) said that participation is various patterns of mass and individual actions that show a relationship lead come back Among Government with its citizens. by general pattern participation inhabitant Country can be distinguished into four kinds:

1. Participation in election (*electoral participation*);
2. Participation group (*group participation*);
3. Contact Among inhabitant Country with Government;
4. Participation inhabitant country direct.

According to Davis put forward that the forms of community participation is in the form of :

1. Mind, is a type of participation where participation is participation with use thought somebody or group which aim for reach something which desired.
2. Power, is type participation where participation the with use all energy owned individually or in groups for achieve something desired.
3. Mind and Energy, is a type of participation where the

level of participation is conducted together in something group in reach that goal same.

4. Expertise, is a type of participation in which expertise becomes the element that most desirable for determine a wish
5. Goods, is type participation where participation conducted with a goods to help To use achieve results which desired.
6. Money, is type participation where participation the use money as tool to achieve something which are desired. Usually participation rate the done by people upper class.

Rummler and Brache put forward there is 3 (three) level performance, that is:

1. Performance organization; is achievement results (*outcome*) on level or units analysis organization. Performance on level organization this related with destination organization.
2. Process performance; is the performance of the stages in the process of producing a product or service. Performance on level process this influenced by destination process, design process, and process management.
3. Performance individual/occupation; is achievement or effectiveness on level employee or job. Performance at this level is influenced by job goals, design work, and job management as well as characteristics individual.

In various literatures, the notion of performance varies widely. However, from various difference definition, could categorized as in two line big definition under this; (Sudarmanto, 2014)

Davis and Nestrome (2013) participation is involvement mental and emotional people in group situations who encourage them to contribute to group goals and share responsibility for achieving those goals. As for the form- the form of community participation is in the form of dimensions; mind, energy, mind and energy, skill, donations of goods, and donations of money.

Mathis and Jackson (2011), employee performance common to most jobs includes elements of quantity of results, quality of results, timeliness of results, time must utilized as good as possible, presence and ability work same. On In essence, the implementation of the quality of public services is a mandate given people to improve people's welfare. This welfare improvement is carried out by prioritizing basic services for the community. In reality, there are still few people who can understand public service as a right and not government grants, let alone the ins and outs of the problems that exist in the administration public service. The success of the program on the quality of service of the PAMSIMAS program give to Public, with thereby could adopted from parasuraman, Zeithaml, and berry (1988): *tangibles, reliability, responsiveness, assurance, empathy*.

Wrong one core autonomy area is existence gift authority to District and City Governments to regulate and manage their own households, as outlined in Law No. 32 of 2004 concerning Regional Government. In explanation Constitution the explained that gift autonomy large to area directed for speed up realization well-being Public through enhancement service,

good service which character direct ( *direct services* ) and service indirect ( *indirect services* ).

Based on formula problem submitted so study as following:

1. The magnitude of the influence of community participation on service quality Preparation Means Water Drink and Sanitation based on Public Regency South Lampung determined by community participation in giving thoughts, energy, thoughts and power, skills, goods, and rocks in the form of money
2. The magnitude of the influence of the manager's performance on the quality of service provision of facilities Community-Based Drinking Water and Sanitation in Kelawi Village, South Lampung Regency is determined by quantity from results, quality from results, accuracy time from results, time must utilized best possible, presence and work ability same.
3. There is an influence of community participation and behavior together on service quality of Community-Based Drinking Water and Sanitation Facilities Kelawi Village, South Lampung Regency.

### 3 . Results and Discussion

Effective development requires the involvement (participation) of the community alone. So that in addition to effective development, improvement will also be realized welfare of society itself. Village development as an integral part of development national is development which most touching life Public in the countryside. Chapter 81 paragraph (2) Law Number 6 Year 2014 About Village state that development village held by government village by involving the entire village community in the spirit of mutual cooperation. Next article 82 The Village Law states that village communities have the right to information regarding the plan and implementation of village development, the village community has the right to monitoring the implementation of village development, village communities report the results monitoring and various complaint to implementation development village to village government and village consultative bodies, the village government is obliged to inform planning and implementation of village mid-term development plans, work plans village government, and village revenue and expenditure budgets to village communities through information services to the public and report it in village meetings at least (one) year very, Public Village participate in discussion Village for respond Village development implementation report.

Based on the results of the study indicate that the effect of participation community by 80% that is influential positive and significant to quality service provision means water drink and sanitation based on Public District Kelawi Village South Lampung. Therefore, participation means that the administration of government Village must capable realize role active Public and join responsible responsible for the development of life together as villagers. Participation by active community groups in the decision-making process, formulation, implementation, and supervision policy area in maintenance government, planning and implementation of development and community development. Community member involvement in development includes activity in planning and implementation program development. Community participation in development is

considered a very important thing important, because the community as the object of community development is directly related to on policy and activity development. By because that so Public need followinvolved good from aspect formulation policy nor application policy the, because they are which considered more knowledgeable environment.

The dominant level of community participation is that the community shows that height concern Public comer to involvement in carry burden and not quite enough answer in implementation activity development in form donation in mobilization financing development, harmonious productive activities, social control over the course of development, and others. Because they realize that the fulfillment of needs water drinking and sanitation as needs absolute life, where in area origin they enough difficult get clean water, so his existence play a role big in realize health Public still constrained on limitations service infrastructure (availability means, service coverage and management).

#### 1. Influence Performance Manager To Quality Service

Service public could upgraded with notice element important inside it that is quality service. Wrong one factor which influence quality The service can be said to be good, namely the performance of employees. In an effort to improve service to the community requires an increase in the performance of human resources which is wrong one Thing which very important, so that need strive for by Keep going continuously and sustainable in face demands and hope Public.

Mathis and Jackson (2011), apparatus performance common to most jobs includes the quantity element of the result, quality of results, timeliness of results, time must utilized as good as possible, presence and ability work same. On

In essence, the implementation of the quality of public services is a mandate given people to improve people's welfare. This welfare improvement is carried out by prioritizing basic services for the community. In reality, there are still few people who can understand public service as a right and not government grants, let alone the ins and outs of the problems that exist in the administration service public.

Based on results study that influence performance manager to quality service shows the performance of the manager is influential positive and significant impact on the quality of service provision of drinking water and sanitation facilities based on community in Kelawi Village, South Lampung Regency.

Performance organization public no only can seen from size internal which developed by public organizations or governments. Performance should be judged from external measures such as norms that develop in society. Pamsimas is one of the most numerous public organizations and has a role in in the activities of providing clean water for the community. As a public organization that have role enough big in manage and provide water clean, always put self as motorcycle mover in Public by optimal that is In addition to the role to contribute, it must also pay attention to its social role namely to provide good service in meeting the needs of clean water for Public. These services are realized in the form of performance-oriented public. Performance can be identified through the sharing of performance indicators which this could Becomes reject measuring success in preparation water clean for Public.

In results study could found that wrong one factor which could influencing service improvement is the performance of

Pamsimas managers. Manager performance which done by optimally can improve service well.

Service as a process of need through the activities of others directly, is a concept that is always actual in various institutional aspects. Not only on organization business, but has develop more large on arrangement organization government.

#### 2. Influence by Together To Quality Service

Based on results study showing influence participation Public and the performance of managers together on the quality of water supply services drink and sanitation based on society is very visible in Regency South Lampung can be seen from process implementation policy process quality service organization.

Great influence of community participation and management performance together on the quality of service for the provision of community-based drinking water and sanitation facilities in the village of Kelawi, South Lampung Regency can contribute positive to realization satisfaction.

#### 4. Conclusion

Based on the results of the research and discussion, it is concluded that community participation has a positive and significant effect on the quality of services and provision of community-based drinking water and sanitation in Kelawi Village, Bakauheni District, South Lampung Regency by 80%. Manager performance also has a positive and significant impact on the quality of community-based drinking water and sanitation services. Where Kelawi Village received the Best Practice Award for National KPSPAM Managers, namely KPSPAM Sumber Way Bakak, Dusun Way Bakak is wrong one village in village kelawi whichis the location of the Facility Management Group and Infrastructure Water Drink and Sanitation (KPSPAMS) Source way Bakak.

Equitable supply of drinking water and sanitation for the entire community, needs to be improved in terms of infrastructure such as the availability of adequate water sources, so that equitable distribution of drinking water and community-based sanitation can be achieved and improve performance and participation of the whole community.

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