
THE INFLUENCE OF COMMUNITY PARTICIPATION AND MANAGEMENT PERFORMANCE IN SERVICE QUALITY OF COMMUNITY-BASED DRINKING WATER AND SANITATION PROVIDING IN LOCAL GOVERNMENT

Bisman, Regional Development Planning Agency, Rokan Hulu Regency*
Muchlis Hamdi, Institut Pemerintahan Dalam Negeri
Aries Djaenuri, Institut Pemerintahan Dalam Negeri
Kusworo, Institut Pemerintahan Dalam Negeri

*Correspondence: bisman1966@gmail.com

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ABSTRACT

The purpose of this study was to analyze the effect of community participation and manager's performance on the quality of service provision of Community-Based Drinking Water and Sanitation Facilities in Rokan Hulu Regency. The population is the people who use the Pamsimas program from 2008 to 2018 as many as 14,605 heads of families spread over 111 villages in Rokan Hulu Regency. The number of samples using the Slovin formula was 390 respondents, and the sampling technique was cluster sampling. Retrieval of information from respondents' responses using a questionnaire with a Likert scale and analyzed by multiple linear regression. The results showed the effect of participation on the quality of service provision of community-based drinking water and sanitation facilities in Rokan Hulu District was positive and significant by 70.20%. Then the effect of manager's performance by 19%. Furthermore, the effect of community participation and manager's performance simultaneously on service quality is significant at 78.10%, and the two independent variables are the more dominant influence of community participation affecting service quality, because this variable is the participation of the community in fulfilling their life needs meaning without the performance of the manager, the community must participate to fulfill their basic needs for the availability of clean water.

INTRODUCTION

The problem of clean water and sanitation is a problem that involves several factors including the community related to waste generation, technology, and management of water and sanitation management, each of which affects. Therefore, involving community members in management clean water and sanitation are central points in empowerment. The Program Purpose of Provision of Community-Based Water Supply and Sanitation Facilities (Pamsimas) is to improve access to drinking water and sanitation services for rural communities,

especially communities in villages far from the regency capital and difficult to air. In addition to improving clean and healthy living practices in the community it also increases the number of people who have access to sustainable drinking water and sanitation. The Pamsimas Target Program, how to connect the number of households that have access to drinking water, sanitation facilities and protection of a healthy and healthy environment. With Pamsimas, it is hoped that they will be able to access supported water and sanitation services.

Furthermore, to fulfill the need for clean water, the Government of Rokan Hulu Regency receives assistance from the Community-based Water and Sanitation Program to build clean water and sanitation infrastructure for rural communities with low access to clean water, especially in areas prone to clean water that is not yet reached by PDAM services. The Government of Rokan Hulu Regency is continuously striving to improve the quality of service of this program by providing water-based drinking water and sanitation. The problem of environmental cleanliness is a long-term problem whose handling is continuous and cannot be delayed let alone ignored. Any delay in handling will cause the handling effort to be heavier. The need for clean, healthy and safe water is needed by the community.

Rokan Hulu Regency is one of the regions with the fifth-lowest proportion of households with decent drinking water in Riau Province, with a proportion of households with decent drinking water in 2014 of 26.90 percent and when compared to relative position with the province and national level, the position of Rokan Hulu Regency under the Province of Riau 33.95 percent and 39.31 percent nationally. The proportion of households with proper sanitation in 2014 amounted to 28.12 percent, a decrease in the previous year of 46.27 percent. Susenas data for 2008, BPS categorizes drinking water sources used by households into 2 major groups, namely protected and unprotected drinking water sources. Protected drinking water sources consist of bottled water, piped water, pumps, protected springs and wells, and rainwater while unprotected drinking water sources consist of unprotected wells, springs, river water, and other sources. In Rokan Hulu Regency there are still many people who use unprotected water sources such as; river water, wells are unprotected but in the regency and subdistrict capital areas, communities generally already use bottled and tap water sources.

Based on Pamsimas data from Rokan Hulu Regency from 153 villages and villages spread across 16 sub-districts in Rokan Hulu, there are currently 111 villages that have been served by clean water from the Community Water Supply and Sanitation (Pamsimas) program funded through the Rohul APBD and APBN since from 2008 to 2016. Currently, 70 percent or 119 villages in Rokan Hulu have enjoyed clean water provided by the local government including PDAMs and community wells. While 30 percent of villages that have not yet enjoyed clean water in the coming year, his party will synergize with the Pamsimas program and the procurement of installations whose funds are sourced from the APBN and APBD Rohul.

The phenomenon that occurs when based on survey data shows that the level of community participation is still relatively low. This is indicated by the delay or not paying monthly contributions in the form of money aimed at funding activities, as well as lacking attention in providing mutual assistance in the maintenance of buildings from physical facilities in the form of drinking / clean water facilities and infrastructure at their locations (Pasimas Rokan Hulu, 2015). The number of villages paying contributions compared to operational costs (BOP) of 64 percent in 2017 decreased in the previous year by 66 percent in 2016 and by 76 percent in 2015. Rokan Hulu Regency in 2016, people's behavior in washing their hands was (i) after defecating 15%, (ii) after cleaning the stools of infants and toddlers 11%, (iii) before eating 17%, (iv) before feeding the baby 10 %, and (v) before preparing 8% of food. While other BHS studies on household drinking water management behavior show 58% boiling water to get drinking water, but 43% of the water still contains *Escherichia coli* (Rokan Hulu Health Office, 2015).

The manager's performance in the process established expectations of the

quality of service in the provision of Community-Based Drinking Water and Sanitation Facilities in Rokan Hulu Regency. A good manager's performance comes from two factors, namely external and internal factors. External factors are external factors such as the manager's performance will be good if supported by facilities provided by the company or a comfortable work environment. Internal factors are coming from within the individual such as how one's personality, abilities, and attitudes have. The most influential internal trait is how the employee's personality and abilities contribute to employees in achieving good performance. An individual's personality is a group of relatively stable characteristics and temperaments that are strongly influenced by factors inherited by social, cultural, and environmental factors. There are several aspects of personality that affect a person's behavior, which is related to personality determinants (heredity, environment, and situation), personality traits consist of caution, emotional stability, and openness to experience.

Implementation of the quality of public services felt by the public can be measured that can not be separated, as explained by Parasuraman, Valarie A. Zeithaml, and Leonard L. Berry (1988), namely the quality of public services is inseparable from tangibles, reliability, responsiveness, assurance, empathy. Tangibles or physical appearance, meaning the physical appearance of buildings, equipment, employees, and other facilities. Reliability or reliability is the ability to deliver the promised service accurately. Responsiveness or responsiveness is a willingness to help the community and provide services willingly. Assurance is the knowledge and courtesy of workers and their ability to provide trust to the community, and empathy is the treatment or personal attention given by providers to customers.

METHOD

Based on the problem formulation, the research hypothesis is as follows:

1. The magnitude of the effect of community participation on the quality of service provision of Community-Based Drinking Water and Sanitation Facilities in Rokan Hulu Regency is determined by participating communities in giving thoughts, energy, thoughts and energy, expertise, goods, and rocks in the form of money;
2. The magnitude of the effect of the manager's performance on the quality of service provision of Community-Based Water and Sanitation Facilities in Rokan Hulu Regency is determined by the quantity of results, the quality of the results, the timeliness of the results, the time to be used as well as possible, the presence and ability to work together;
3. There is an influence of community participation and behavior together on the quality of service provision of Community-Based Drinking Water and Sanitation Facilities in Rokan Hulu Regency.

The population in this study were the people who used the Pamsimas program from 2008 to 2018 as many as 14,605 households spread out of 111 villages in Rokan Hulu Regency. This study in determining the number of samples from the population of 14,605 households using the Slovin formula (Sugiyono, 2010) with a total sample of 390 people. The sampling technique in cluster sampling is a sampling technique where the selection refers to groups, namely per sub-district that can represent the population later, so to determine the number of samples per sub-district carried out in a proportional cluster of the size of the population as a percentage of the total sample.

Validity test is a statistical test that previously, the questionnaire was tested for validity and reliability using the SPSS

program. A validity test is used to measure the validity or invalidity of a questionnaire. A questionnaire is declared valid if the questions on the questionnaire are able to reveal something that will be measured for the questionnaire. The value of Corrected item-total Correlation produced is greater than the critical limit of 0.30, it is said to be valid. The reliability test is useful to determine whether the instrument in which the questionnaire can be used more than once, at least by the same respondent will produce consistent data. In other words, instrument reliability characterizes the level of consistency. A reliability test is a tool used to measure the questionnaire which is an indicator of a variable or constructs. A questionnaire is said to be reliable or reliable if a person's answer to a statement is consistent or stable. The method that will be used to test the validity is to correlate the score between the questions with the total construct score or variable. As for the reliability test that will be used in this study using the Cronbach Alpha statistical test. A construct or variable is declared reliable if the Cronbach alpha value > 0.60 .

RESULT AND DISCUSSION

Effect of Community Participation on Service Quality

Effective development requires involvement (participation) from the community itself. So that in addition to effective development, there will also be an increase in welfare for the community itself. Rural development as an integral part of national development is the development that most touches the lives of people in the countryside. Article 81 paragraph (2) of Law Number 6 of 2014 concerning Villages states that village development is carried out by the village government by involving all village communities in a spirit of mutual cooperation. Furthermore article 82 of the

Village Law states that the village community has the right to obtain information about the plan and implementation of village development, the village community has the right to monitor the implementation of village development, the village community reports the results of monitoring and various complaints regarding the implementation of village development to the village government and the village consultative body, the village government is obliged to inform the planning and implementation of the village midterm development plan, the village government work plan, and the village income and expenditure budget to the village community through information services to the public and report it in village meetings at least once a year, the village community participates in village deliberations to respond to reports on the implementation of village development.

Based on the results of the study showed that the influence of community participation of 0.702 or 70.20% is a positive and significant effect on the quality of service provision of community-based drinking water and sanitation facilities in Rokan Hulu Regency. Therefore, participation means that the administration of the village government must be able to realize the active role of the community in having and taking responsibility for the development of life together as villagers. Active participation of community groups in the process of decision making, formulation, implementation, and supervision of regional policies in the administration of government, planning, and implementation of development and community development. Involvement of community members in development, including activities in planning and implementing development programs. Community participation in development is considered as very important because the community as the object of development means that the community is directly affected by

development policies and activities. Therefore, the community needs to be involved both in terms of policy formulation and the application of the policy, because they are considered to know better the conditions of their environment.

The dominant level of community participation is the transmigration community of 70%, this shows that the high concern of migrants to the involvement in carrying the burden and responsibility in carrying out development activities in the form of contributions in the mobilization of development funding, matching productive activities, social supervision of the course of development, and others. Because they realize that meeting the needs of drinking water and sanitation as absolute necessities of life, wherein their area of origin it is quite difficult to get clean water, so their existence plays a major role in realizing public health is still constrained by limited infrastructure services (availability of facilities, service coverage, management).

Starman in (Kunarjo, 2002) states that it cannot be denied that the view of the implementation of development programs requires factors that support the implementation of a program of quality, timely, and targeted activities by activating effective support factors in the form of community participation. Bintoro Tjokromidjojo stated the community's participation as a) involvement in determining the direction, strategy and development policy carried out by the government; b) involvement in carrying the burden and responsibility in the form of contributions in the mobilization of development financing, harmonious productive activities, social supervision of the course of development, and others; c) involvement in reaping the results and benefits of development in a fair manner (Susantyo, 2007). In this regard, community participation can be said to be general community involvement in the development process. Where the

community can play a role in a sustainable development process. Then Soetomo said that community participation is a role where there is development to lead to an improvement in the standard of living of the community. Therefore, community participation in the rural environment is a manifestation of the role of the community in supporting a social change through mutual relations between the community and the village. This means that there is dependency between the community and the village in an effort to increase or progress both the community and the village universally.

Effect of Manager Performance on Service Quality

Public services can be improved by paying attention to an important element in them, namely service quality. One of the factors that influence the quality of service can be said to be good is employee performance. In an effort to improve services to the community, it is necessary to improve the performance of human resources which is a very important thing, so it needs to be pursued continuously and continuously in facing the demands and expectations of the community. Mathis and Jackson (2011), apparatus performance that is common to most jobs includes elements of the number of results, quality of results, timeliness of results, time must be utilized as well as possible, presence and ability to work together. In essence the implementation of the quality of public services is a mandate given by the people to improve people's welfare. This welfare improvement is done by prioritizing basic services for the community. In reality, only a small number of people can understand public service as a right and not a government gift, let alone the problems that exist in the delivery of public services.

Based on the results of the study that the effect of manager performance on service quality by 0.190 or 19% shows the manager's performance has a positive and

significant effect on the quality of service provision of community-based drinking water and sanitation facilities in Rokan Hulu Regency. The performance of public organizations can not only be seen from the internal measures developed by public organizations or governments. Performance should be judged by external measures such as the values of norms that develop in society. Pamsimas is one of the most numerous public organizations and has a large role in the provision of clean water for the community. As a public organization that has a significant role in managing and providing clean water, always placing itself as a driving force in the community that is optimal, in addition to the role of contributing must also pay attention to their social role, namely to provide good services in meeting the needs of clean water for the community. The service is realized in the form of performance-oriented to the public. Its performance can be identified through the sharing of performance indicators which can be a measure of success in providing clean water to the community.

In the research results, it can be found that one of the factors that can affect service improvement is the performance of Pamsimas managers. The performance of managers who are carried out optimally can improve services well. Service as a process of need through other people's activities directly, is a concept that is always actual in various institutional aspects. Not only in business organizations but has expanded more broadly in the order of government organizations.

Joint Effect on Service Quality

Based on the results of the study showed the effect of community participation and the performance of managers together on the quality of service provision of community-based drinking water and sanitation facilities in Rokan Hulu Regency by 78.10%, this has a significant influence. Both of these independent variables constitute the

process of implementing the policy process of organizational service quality, in fact, it does not only concern the behavior of administrative bodies responsible for implementing programs that can directly or indirectly affect the quality of public services. Implementation of the quality of public services felt by the community can be measured that can not be separated, as explained by Parasuraman, Valarie A. Zeithaml, and Leonard L. Berry (1988). Service is an action or activity that can be offered by one party to another party which is basically intangible and does not result in any ownership. Service quality is a measure of the results of the implementation of the Rokan Hulu District Pamsimas program in order to satisfy the needs of the community revealed from the dimensions of tangibles, reliability, responsiveness, assurance, empathy for the success of the Rokan Hulu District Pamsimas.

The influence of community participation and performance of managers together on the quality of service provision of community-based drinking water and sanitation facilities in Rokan Hulu Regency was 78.10%. This is in accordance with what Tjiptono (2008) stated that quality if managed properly, can contribute positively to the realization of satisfaction. Quality provides added value in the form of special motivation for the community. Furthermore, public satisfaction in public services as outlined in the Decree of the Minister of Administrative Reform Number: 63 / KEP / M.PAN / 7/2003 About General Guidelines for Public Service Delivery are all service activities that are implemented by the public service provider as an effort to meet the needs of service recipients as well as the implementation of statutory provisions. public services as outlined in the Decree of the Minister of Administrative Reform Number: 63 / KEP

/ M.PAN / 7/2003 include the principles, standards, patterns of administration, costs, services for people with disabilities, the elderly, pregnant women and toddlers, special services, service bureau, level of community satisfaction, supervision of implementation, resolution of complaints and disputes, and evaluation of performance of public service delivery.

CLOSING

Community participation is still categorized as sufficient to participate so it needs to be improved, especially regarding the community's willingness to contribute in the form of contributing ideas or suggestions, skills, finding solutions to problems, volunteering to contribute building materials and costs. Furthermore, for the community, in order to eliminate apathy in order to create community participation in the development process. Feelings of simply accepting the results will not change the development that has been carried out in accordance with actual needs. The community must have the courage to voice their aspirations so that the development planning to be carried out can be determined in the scale of priorities. Communities that are willing to participate or start to implement healthy behaviors in their daily activities need to be maintained, and for people who are less contributing to the development of their regions should be more concerned because with high community participation will influence and support the successful implementation of the program. The manager's performance is still categorized quite well, so it needs to be improved, especially regarding the ability to complete all the work that becomes its main task, be careful in working to minimize errors in work results, be able to complete tasks on time, attendance in accordance with working hours, do not leave the office

hours work, work well with colleagues, and comply with existing regulations for the common good / organization. The Regional Government of Rokan Hulu Regency should hold a meeting every three months with the manager for discussion or deliberation regarding Pamsimas activities. The local government is expected to conduct coaching with material on strengthening and improving performance to empower and optimize Pamsimas members as community mobilizers in efforts to improve the quality of life and take advantage of the existence of the Pamsimas program. The quality of service is still categorized as quite high quality, so it needs to be improved, especially regarding the arrangement of buildings, facilities and infrastructure, building cleanliness, water quality, smooth communication, staff friendliness, officer capabilities, and officer concern. The village government and Pamsimas facilitators and the community should carry out routine maintenance and care and maintenance of the program facilities. Furthermore, the Pamsimas facilitator should further improve the improvement of program facilities that are no longer functioning and damaged so that the Pamsimas infrastructure can be utilized in a sustainable manner. It is necessary to install a meter as a policy that regulates water tariffs so that BPSPAMS cannot develop its capacity in the maintenance and management of the Pamsimas program at the village level.

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