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**COMMUNITY PARTICIPATION AND HUMAN RESOURCES QUALITY
IN SUSTAINABILITY OF COMMUNITY-BASED DRINKING WATER SERVICES
IN KARANGASEM REGENCY, INDONESIA**

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ABSTRACT

Due to the lack of efforts from Regional Drinking Water Company (PDAM) in fulfilling clean water in rural communities, its community must map manage, and develop the potential of surrounding water sources to meet their basic needs. The role of the community to participate in meeting their needs is based on the community's desire to obtain access to drinking water. One way is by active community participation from planning, implementation, maintenance to the management stage. Community participation is very necessary because the community understands and knows very well about the potential of natural resources, their weaknesses (funding) so that people can look for alternative infrastructure development as needed. Sustainability of drinking water services in the community is very important, if community participation and water management have the same goal, namely being able to increase the level of health for the community. The drinking water manager in this case is a group of people who are accommodated in an institution named KPS is an organization that regulates the pattern of water distribution in the community. Although the nature of the management is still simple, in terms of reporting and responsiveness in responding to drinking water problems, priority must be given, because it involves matters relating to sustainability and public trust in the manager. High public trust has an impact on the community's sense of responsibility to participate in maintaining the built facilities by paying dues on time, so that the operation and maintenance of the built infrastructure can continue to be maintained and even development occurs.

KEY WORDS

Community Participation, human quality capital, sustainability.

Water is a basic need for living things considering that water can make all kinds of living things grow and develop properly. Water is widely used by humans to meet their own basic needs (bathing, washing, toilet), agriculture, plantation, animal husbandry, industry, energy, and other needs that benefit human life. It is also needed by other creatures such as animals and plants.

The teachings of Hinduism contained in the Vedas, Sudaryati, (2018), say that water has an important meaning, namely; Water as the meaning of healing, the meaning of fertility, the meaning of purification, the meaning of immortality, the meaning of cycles, and water as the meaning of preservation, therefore Hindus in Bali view and consider water to be the highest gift of God and should continue to be preserved for the environment, because without water life cannot exist. This is what brings the view of the Hindu community to always maintain purity, cleanliness and good management. The concept of water management in Hinduism is one of the concepts of sad kertih (*atma, samudra, wana, danu, jagat, and jana kertih*). The concept of understanding maintaining water ecosystems in Hinduism, is to harmonize human relationships with the environment, this is considered important, because Balinese Hindus believe that water that is managed or consumed mostly comes from sacred springs. Hindu society worships water and has a "*pelelinggih* or temple" which is often called Pura Beji. It is this local wisdom that we should maintain to continue to have a positive impact not only on the sustainability of the water needed by living things but also on the harmony of the environment around the springs. Availability and demand must be balanced to ensure the sustainability of water resources without reducing the need for future

generations. Treatment and sustainability of drinking water must pay attention to meeting current drinking water needs without destroying other resources

The achievement of access to decent drinking water according to the BPS Susenas 2020 data shows the figure of 90.21 percent. It is hoped that before the 2020-2024 RPJMN period ends, Indonesia has succeeded in achieving the target of 100 percent access to safe drinking water for all people. Every individual need decent water that is used for their daily needs, the government through the Regulation of the Minister of Public Works concerning Minimum Service Standards in the Field of Public Works and Spatial Planning that human needs related to drinking water are safe through a drinking water supply system with a piped network and not a protected piped network. Basic needs of at least 60 litres/day/person for rural areas and 70 litres/person/day for urban areas. With a fairly high level of drinking water demand, the provision of clean water infrastructure must be carefully planned and prepared.

The problems that have arisen to date related to water services still occur in rural areas which generally have abundant sources of clean water (surface water, underground water, and spring water). The obstacle faced by rural communities is access to clean water sources that are difficult to reach, this is an obstacle for women and children so that they take up a lot of time to get water. As an effort to improve clean water supply services in rural areas, it is necessary to build a clean water supply system that meets 4 (four) requirements, namely: (1). water quality that meets the standards (in this case Regulation of the Minister of Health No.492/Menkes/Per/IV/2010 concerning Guidelines for Water Quality, (2) quantity or availability of water in sufficient quantities to meet daily needs, (3) continuity in the sense that water is always available as long as needed (24 hours) and (4) affordability where the community is able to pay the cost of using water, with a maximum calculation of 4 (four) percent of the lowest community income. With this condition, people living in settlements and rural areas can function properly without being disturbed by the problem of clean water.

Water is one of the human needs as a fulfilment of human life standards to further improve the standard of living and public health. The availability of affordable and sustainable clean water is the most important part for every individual both in urban and rural areas; currently drinking water services managed by the government through PDAM have not been able to provide maximum service to people in urban and rural areas. According to data released by the Department of Settlements and Regional Infrastructure up to 2000, 39 percent of urban residents can enjoy clean water by piped, while for rural areas about 5 percent of villagers use a piped system, 48 percent use a non-piped system and the rest use a piped system. 47 percent of the villagers use a water system sourced from dug wells and unprotected water sources. From the data released by the Ministry of Kimpraswil in the 2003 National Action Plan Study for the Clean Water Sector, 61% of the Indonesian people do not have access to clean water. It is the obligation of the Central and Regional Governments to provide clean water (Dep.Kimpraswil, 2003). Clean water is a human right to get it. The state must provide guarantees to its people to get clean water (Jurnal Percik, 2008). Because humans will not be able to live without clean water, where this is a joint task between the government and the community to maintain the availability of clean water.

Clean water services are not optimally provided by the government, so to speed up meeting the needs for clean water, it is necessary to involve the private sector and the community in providing clean water services. Government Regulation No. 16 of 2005, concerning the Drinking Water Development System, Article 1 paragraph 5 states that the community is allowed to participate in providing clean water services. The clean water service network from PDAM which has not been able to reach rural areas, then the local community must be able to build and manage water in an effort to meet water needs.

The provision of drinking water whose management is borne by the community, should think about many aspects including water must be managed as simply as possible by involving water users in program planning and implementation, thus the approach to rural clean water development is carried out by involving water user communities so that the program approach is community-based, carried out in practice. Community participation is very necessary in the field of development is a very appropriate thing. There are two main elements because participation is important. The first is the ethical reason, namely in the

sense of development for the sake of human participation as a subject, the second is the sociological reason, namely if development is expected to be successful in the long term, it is inevitable that they must include as many people as possible, otherwise development will inevitably stall (Kodotie. 2003). In connection with this opinion, development must depart from the existing reality, including mental attitudes and community structures. Communities must be given the opportunity to realize their needs and try to avoid all obstacles to achieving these needs. People's awareness cannot be by indoctrination, but through their own activities. For this reason, the assumption that the community is stupid, because they know a lot about what they need, so that development in this case drinking water is in accordance with the needs of the community and no longer experiences waste in society.

The community is also expected to be aware of the basic needs of clean water. The community is given knowledge and understanding of the importance of clean water management through socialization media or government programs that focus more on increasing local community participation. The involvement of the community in meeting their basic needs will provide a sense of responsibility to manage and maintain or improve better. The success of development can be seen at the post-construction stage, namely whether the values from learning through the community empowerment approach can be absorbed by the community and followed up to the maintenance stage so that the construction of clean water supply infrastructure can be sustainable. According to Bintarto (1983), that each village has a geographical setting and human effort as well as a different location. So that the level of prosperity and the level of progress of the population are not the same, various approaches and community involvement are needed to continue to participate in maintaining the sustainability of drinking water services in the community.

The sustainability of community-based drinking water services, which is influenced by the level of community participation and supported by the quality of human management, causes drinking water institutions to be strong to increase service coverage in the community. Water management as an economic good requires more attention to the quantity and quality of water which has consequences on the price of the water itself. Water needs in the community are local needs so that responding to needs requires management of the level of service, location of facilities, the number of contributions that include operational, maintenance and recovery costs must be made with local considerations as well (Sara and Kantz, 1998). According to Bandhari and Grant (2007), stating that a high increase in community participation is followed by customer satisfaction (in this case the local village community) and the sustainability of drinking water in rural areas, the level of satisfaction and trust in drinking water managers has a significant influence on willingness to use drinking water. pay fees for drinking water facilities. The accuracy of payment of dues in the community will support the operational and maintenance costs of the facilities managed by the manager. The importance of public trust in managers is something that must be nurtured from the start, as explained by Parasuraman, Zeithaml, and Berry (1988) namely the quality of service to the community cannot be separated from tangibles, reliability, responsiveness, assurance, empathy.

The qualities of human capital managers pay attention to two factors, namely external factors and internal factors. External factors are factors from outside, for example, the manager's performance will be good if it is supported by the facilities provided by the company or a comfortable work environment. Internal factors come from within the individual, such as how a person's personality, abilities, and attitudes are. The most influential internal characteristic is how the personality and ability of the employee contributes to the employee in achieving good performance. The personality of an individual 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 influence a person's behaviour, namely regarding personality determinants (heredity, environment, and situation), personality traits consist of conscientiousness, emotional stability, and openness to experience.

The fulfilment of the basic needs for drinking water in the province of Bali is contained in the master plan for the provision of drinking water in the province of Bali, explaining that

the population of the province of Bali reaches 80.43 percent of families in the province of Bali already using protected drinking water sources but there are still 19.57 percent of the people who have not received coverage. safe drinking water services (Prov. Bali Health Profile, 2021). The province of Bali has 8 regencies and 1 municipality with a relatively low coverage of drinking water services, served by regional services such as PDAM. Karangasem Regency as one of the regencies in Bali Province has the lowest PDAM service coverage of 53.57 percent. While the rest, get clean water from shallow/deep wells, rain-fed water, springs or surface water (rivers) whose quality is still in doubt or people buy water from water tanks at a fairly high price. Facing problems related to drinking water, is a very difficult job for the government and the community, various efforts have been made by the district government, including by finding sources of funding that can provide clean water services in the community by providing DAK funds (special allocation funds), participating in drinking water programs whose funding sources come from the center (Pamsimas), HID (Village Intensive Grants) with the hope that the coverage of drinking water services in the community can continue to increase and the management of drinking water in the community can continue, where in this funding all infrastructure is built based on community needs which will later be managed and redeveloped by the community.

Sustainability can be defined as efforts and activities to provide drinking water and environmental sanitation which are carried out to provide continuous benefits and services to the user community (Bappenas, 2003). According to Schuringa in Kamulyan, et al (2017) a water supply system is said to be sustainable when: the system is functioning and used, the system is able to provide the appropriate level of benefits (quality, quantity, regularity, availability, efficiency, equity, reliability and health), runs within a long period of time without having a negative impact on the environment, all operational and maintenance costs are met, there is an institution that manages it, and it gets proper support from outside parties.

The sustainability of drinking water services cannot be separated from the role and participation of the community to participate in village development from planning to managing facilities from a technical and management perspective. In its management, it requires community commitment and the quality of human resources in managing facilities, these two factors must work together so that the level of public trust to participate in maintaining and managing facilities is increasing. Good management performance in establishing expectations for the quality of community-based drinking water supply services. Good quality management of human resources will have an impact on the performance of managers, two factors that affect service performance, namely external factors and internal factors. External factors are factors that come from outside the manager, for example: the manager's performance will be good if it is supported by the facilities provided by the company or a comfortable and safe work environment. Internal factors come from within the individual such as personality, abilities, skills, attitudes, integrity, capabilities possessed by someone. The performance of managers who are transparent and accountable makes the level of public trust higher which has an impact on excellent service in the community.

LITERATURE REVIEW

Sustainability is defined as continues to work over time (Carter, et al, 1999), namely the nature or continuous characteristics of activities from, by and for independent user communities by considering independent user communities. There are 5 (five) aspects to sustainability for drinking water and sanitation development, namely technical, financial, social, institutional and environmental (Mukherje, N & Van Wijk, 2003, in Oni Trijuanto, 2016). Sustainability of community-based drinking water services is considered sustainable which was adopted from WHO in the research of Brikke & Bredero (2003) which is functioning well and can be used; as planned, covering the quantity and quality of water, easy to access, continuous service and providing health and economic benefits; function for a long time according to the planned period; management involves the community or the community itself who manages it, is sensitive to gender issues, has partnerships with local governments and is able to involve the private sector; operating, maintenance, rehabilitation,

replacement and administrative costs are met from user financing or other ongoing financing; can be operated and maintained at the local level with limited external support, such as technical assistance, training and monitoring; no harmful effect on the environment. The World Bank defines sustainability as a description of the ability of a project to maintain an acceptable level of benefits and become part of the life of the economy.

Community participation can be defined as the involvement of community members in development, including activities in planning and implementing development programs. Community participation in development is considered very important, because the community as an 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 application of the policy, because they are considered to know better about their environmental conditions.

According to Godschalk (in Yulianti, 2000) community participation is a joint decision-making process between the community and planners, while according to Salusu (1998) participation can be broadly categorized as a basic psychological need for each individual. This means that humans want to be in a group to be involved in every activity. Participation is a concept that refers to a person's participation in various development activities. This participation is of course based on the motives and beliefs of certain values that are lived by a person.

Participation is the mental and emotional involvement of a person in a group situation that encourages them to support the achievement of goals in the group's goals and take responsibility for the group (Irene, 2011). Community participation can be interpreted as community empowerment, its participation in planning activities, and implementation of development programs/projects and is the actualization and willingness and willingness of the community to sacrifice and contribute to the implementation of development programs (Adisasmita 2006).

Davis and Nestrom (2013) states that participation are the mental and emotional involvement of people in group situations that encourage them to contribute to group goals and share responsibility for achieving those goals. Thus, perhaps most importantly, participation means mental and emotional involvement rather than just physical activity. According to Davis, it is stated that the forms of community participation are in the form of thoughts, a type of participation where participation is participation by using the mind of a person or group that aims to achieve something desired; Energy, is a type of participation where participation is by utilizing all the energy possessed by groups and individuals to achieve something desired; Mind and Energy, is a type of participation where the level of participation is carried out together in a group in achieving the same goal; Expertise, is a type of participation in which expertise is the most desirable element to determine a desire; Items, is a type of participation where participation is carried out with an item to help achieve the desired result.

Human quality capital is very influential on the level of sustainability of services in the community, drinking water management in the community is strongly influenced by the level of skills and expertise in managing drinking water facilities in the community both in terms of infrastructure management (technical), administrative management and financial management. The ability to manage infrastructure is needed to increase trust in managers. Good management should refer to Transparency, which is open, easy and accessible to all parties who need it and is provided adequately and easily understood. This principle is in principle a response to the democratization process so that the implementation of public services cannot be separated from the control and supervision of the community; Accountability, namely being accountable in accordance with the provisions of the legislation. Accountability is an important aspect in public services. However, in Indonesia, this accountability process is not aimed at the community as the true holder of sovereignty, but is aimed at the superiors or leaders of government organizations. This causes the current accountability orientation of public services to be unclear and prone to abuse; Conditional, namely in accordance with the conditions and capabilities of the service provider and recipient while adhering to the principles of efficiency and effectiveness. The government's

financial capacity should be opened transparently to the public so that a correct understanding is formed on this matter. Therefore, the aspect of government budget allocation is also a critical point in reviewing the seriousness of the government in encouraging real service improvements to the community; Equality of rights is non-discriminatory in the sense of not discriminating against ethnicity, race, religion, class, gender and economic status. This should be emphasized in public services. Because, it is not uncommon for collusive practices such as prioritizing brokers or relatives of service officers to become an empirical phenomenon in the field. On this side, the commitment to equal rights is often ignored and even discriminatory actions occur, triggering public disappointment with government officials; the balance of rights and obligations, namely the provider and recipient of public services must fulfil the rights and obligations of each party. This principle should be communicated from the beginning of the interaction process between service officers and service users so that in the future there will be no misunderstandings or differences in perception that result in a decrease in public trust in public service providers.

Community-based drinking water management, using human resources from the local community, the management organizational structure is based on the selection of the management structure based on the community's choices that are mutually agreed upon. According to Saam (2009), states that the existence of local institutions in non-governmental groups that are full of local cultural values has a significant role in implementing development programs and empowering rural communities. The management of drinking water in rural areas is one of the business entities that manage the sustainability of SPAMS facilities, which can indirectly be called a company. According to Nadapdap and Hutabarat (2015), how a company has internal responsibility by creating corporate social and environmental responsibility from within by fostering good working relationships at various levels of positions in the company, for example paying attention to the welfare of employees and workers. As well as creating a culture of openness (transparency) among employees and company management, both to various information regarding company regulations, such as incentives, benefits and other information related to the progress and setbacks of the company including the performance of the directors. Managers (KPSPAMS) in managing the program cannot be separated from the obligation to be responsible for both funding and implementation in the field. This accountability is periodically submitted to the Village Government, Regency DPMU, Facilitators and the community. Likewise, related parties carry out supervision, both administrative and field implementation, such as monitoring, evaluation, verification and audit. The management already understands that universal access or access to all drinking water is something that needs to be achieved by involving all aspects of society, structural to policy makers and the private sector.

Sustainability of drinking water management can continue to be enjoyed by the community if the management's human resources are able to keep the system operating, accessible and widely used, the community needs good management. A good manager is someone who has the skills, understands the characteristics of the local community, respects the rules that have been set and agreed upon and can be trusted.

RESULTS AND DISCUSSION

Community-based water resource management will work if the local community is responsive. This is intended so that the community is willing to participate in contributing and financing, as well as being willing to manage and maintain facilities and activities voluntarily so that there is a process of forming a sense of ownership. Sustainability for drinking water development and there are 5 (five) aspects, namely: technical, social, financial, environmental, and institutional. The five aspects are aspects that influence and depend on each other. To accelerate meeting the needs of clean water for the community, the government needs to involve the private sector and the community in providing clean water services (Mukherje, N & van Wijk in Trijunianto, 2016). According to a study by Bappenas (Bappenas, 2003) several experiences from the implementation of clean water programs

financed by foreign funds and APBN, it can be seen that: (i) management of infrastructure and facilities that involves all levels of user society in decision making and institutions, resulting in community participation greater in the implementation of operations and maintenance, (ii) development of clean water services that involve the community, have better service effectiveness and sustainability.

Participation means that the implementation of village government must be able to realize the active role of the community in owning and taking responsibility for the development of life together as villagers. Participation is the active participation of citizens or community groups in the decision-making process, formulation, implementation, and supervision of regional policies in government administration, development planning and implementation and community development (Wibowo, 2004). Research conducted by Adi Kristianto, et al (2016), states that community participation plays a fairly high role in the sustainability of drinking water services in the community. indicators in community participation that can support are, community participation in every stage of activity from planning, implementation and maintenance. Community involvement in each activity has a positive impact on the community, the community feels that they take part in determining the activity options from the ideas that will be taken because it is adjusted to the mapping of needs, the ability of the community to participate in giving opinion together by holding regular meetings between the village government, district and community to continue to explore the problems and potentials possessed by the village, so that the infrastructure that is built is in accordance with the needs of the community, the infrastructure used is easy to maintain and the sustainability of the facilities can be maintained by the community. For the community, this is a place to provide and accommodate constructive criticism and suggestions.

Davis and Nestrom (2013) participation is the mental and emotional involvement of people in group situations that encourage them to contribute to group goals and share responsibility for achieving those goals. Mental and emotional involvement. Thus perhaps most importantly, participation means mental and emotional involvement rather than just physical activity. Community participation consists of several things, namely community participation in the form of ideas, suggestions, input related to what infrastructure is in accordance with the drinking water problems faced, so that they can easily map the drinking water problems they face. The involvement of a different model of participation is that there are people who have skills who understand the infrastructure being built will be involved in the development process so that it is adjusted to the needs and abilities of the community to manage the infrastructure built. Community participation that can be done is by donating funds or goods that function to support infrastructure activities, such as donations of wood, sand, etc. Community participation like this is expected to be able to provide a sense of belonging in the community so that the community will participate in maintaining the infrastructure that is built. A sense of belonging is a fundamental thing that must continue to be built in community-based drinking water management, this is considered important because the community will be willing to maintain the existence of services so that it is better for their survival, not only now but also in the future for their children and grandchildren. it is impossible for the community to return to their previous life, the difficulty of drinking water which results in a decrease in health status and the time spent getting water is also quite long which can reduce the productive hours of children and women to study or to help the family economy.

The service of basic needs for drinking water in the community is a right and obligation that must be fulfilled by all parties. The limited supply of clean water cannot only be blamed on the government side, although meeting water needs is a duty and function of the community, it cannot be denied that collaboration between the government and the community is something that should be done. In meeting their basic needs, the community is not only able to provide demands for good services but also requires public awareness to maintain the functioning of the facilities and their sustainability. One of the characteristics of this community participation is to pay dues on time according to the use of water contained in the water meter. The accuracy of payment of dues should also pay attention to the affordability of the levy rates. According to the results of field observations, it is stated that

the determination of the basic levy tariff is based on consensus deliberation by the user community, because this is based on the lowest income of the community in order to be able to pay the water usage levy. Determination of the basic tariff for water use is very necessary because if the basic tariff is too high, the community will find it difficult or unable to pay this will have an impact on the operational and maintenance (O&M) costs of the SAM. Timely payment of dues can help the manager to be able to maintain the built facilities, network development and house connection development which causes expansion and addition of customer coverage, related to the financial capacity that will be managed by the facility management agency. A person's willingness to pay for a drinking water supply system can be influenced by various factors (Sengupta and Poole, 1997) including perceived benefits which are convenience, economic benefits are very important for beneficiaries of survey information conducted in developing countries. Water quality is also important which is determined by taste, smell, and colour.

The results of a field survey conducted that some areas in Karangasem Regency have community-based drinking water facilities management patterns, the community makes rules or what is called "pararem" to regulate community discipline to pay contributions, the agreements set forth in the pararem must be socialized by the community management and approved by water users so that in its implementation the community understands and understands the importance of paying dues on time. Another thing that is really needed by the community is transparent institutional management and accountability so that public trust is involved in maintaining, maintaining the existence of infrastructure running well which has an impact on optimal service coverage in the community. Village regulations also stipulate facility management institutions so as to support institutional sustainability (Mukherjee and Wijk, 2003).

According to research conducted by Bisma, et al, effective development requires the involvement (participation) of the community itself. In addition to establishing effective development but realizing an increase in welfare for the community, every development carried out by the government should touch the lives of rural communities. 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 the spirit of mutual cooperation. Participation means that the implementation of village government must be able to realize the active role of the community in owning and taking responsibility for the development of life together as villagers. Active participation of community groups in the decision-making process, formulation, implementation, and supervision of regional policies in government administration, development planning and implementation and community development. The involvement of community members in development includes activities in planning and implementing development programs. Community participation in development is considered very important, because the community as an object of development means that the community is directly affected by development policies and activities. Therefore, the community is involved both in terms of policy formulation and application of the policy, because they are considered to know better about their environmental conditions.

The high participation carried out by the community at the beginning of planning was not seen again during maintenance, this happened because when the infrastructure was finished the enthusiasm of the community decreased, this could be caused by several things including the infrastructure system that was built using gravity, where the community did not pay for electricity in its use. . The lack of socialization in the community regarding the infrastructure used causes people to feel negligent and do not have to pay dues, which people forget that there are still distribution, transmission and management pipes that must continue to be considered, both from pipe maintenance, any damages or leaks that must be carried out by the manager to creation of excellent service. Public awareness continues to be improved by providing good understanding from the government, because most people still think that water is something that can be obtained for free but in fact the water used is still in the free stage but what the community must understand is that the payment of fees is proof of their sense of belonging, responsibility and sense of belonging to the community to

maintain built infrastructure and management services, as stated in research conducted by Andito Sidiq Swastomo (2020).

Research conducted by Trimo Aldjono, (2016), states that community participation should include gender in it. A gender perspective is needed because women have the responsibility to collect and manage water, but they are usually not involved in the decision-making process (Roark, 1993). The participation of women to provide advice and opinions regarding the fulfillment of their basic needs is a first step that must be taken into account, because women have consistency but have never been involved in every decision making on priority drinking water supply (Kerr, 1998). It should be remembered that women play an important role in managing the use of household water needs and are the main beneficiaries because women are mostly involved in the home and know what water needs are, so women must be involved in every effort to improve water supply facilities (Churcill, 1997). UNICEF (1995) states that the sustainability of drinking water services has increased due to the high role and responsibility of women to participate in planning, maintaining and managing water in the community. For the poor and for women the cost and time to access drinking water have a high correlation with their monthly income. Several cases that occurred in big cities in Indonesia show that the cost of getting drinking water that is suitable for consumption can be greater than 5% of the total monthly income. Often they spend more than 3 hours to get potable water. This means that with the standard 8 hours of work per day, 30% of their time is spent accessing clean water. If they do not work, then on that day their income will decrease or even disappear.

Good management of human resources can improve the performance of the quality of drinking water services in the community. Human resource management is identical to human resource management. Noe, Hollenbeck, Gerhart and Wright (2008) suggest that human resource management is the policies, practices and systems that influence the behaviour, actions and performance of employees. Human resource management practices include analysing and designing jobs, determining human resource needs, recruiting potential employees, selecting employees (selection), teaching employees about their duties (training), preparing their abilities for the future (development), providing compensation and perform performance appraisals on employees. Improving the quality of human resources plays a very important role, this is due to human resources as a process of planning, organizing, implementing and supervising labour practices such as recruitment, selection, training, development, compensation processes so that organizations can use their workforce effectively to achieve organizational goals. Organizations will find it easier to achieve goals if they can determine the right individual talents and competencies to occupy a position or job so that the individual can maximize his abilities.

Sustainability of community-based drinking water institutional management, human quality capital is very necessary, in the election the community will look for people who understand technical drinking water, managerial and financial management who can be placed according to their respective skills, responsive to community problems who can afford it, bring institutions to develop and improve services in the community, the responsibility for managing the drinking water supply system should not be left to a group of people who do not have reliable human resources and a community structure that does not have the ability to operate and maintain it (Davis et al, 2003). Improving the quality and ability of managers can be done by participating in training. The training is used as a means to increase information and knowledge of managers about the procedures for managing rural water supply.

Good institutions, supported by skilled human resources, will lead to better management sustainability. Independent management in the community is followed by good institutional management, most governments, donors and drinking water program institutions usually require the community to form a Facility Management Agency (BPS) for management and coordination of drinking water supply (Brikke, 1993). The establishment of BPS needs to pay attention to clear roles and responsibilities; unclear duties and responsibilities will cause confusion for BPS which affects their motivation to work on behalf of the community (Davi, et al, 1993).

Even though communities have managed pre-existing water sources, new water supply systems can create new guidelines that require new approaches. The importance of the role of human quality in the BPS institution acts as a medium for the community to manage rural drinking water supply facilities (Umgeni, 1993). BPS can also represent the community in making contact with agents (institutions/agencies) providing drinking water supply systems, assisting in the collection and management of community contributions such as money and labor. BPS also helps organize and monitor operations and maintenance (Brikke, 1993). BPS also recruits and supervises members who work on monitoring and technical improvements at several network points. The formation of a supervisory body must consist of community representatives to oversee the management of clean water supply and have broad access to all information about management. So that this supervisory body can oversee management and provide advice to managers so that management can develop properly, effectively and efficiently. In addition, the existence of a supervisory body is an event to increase community participation and increase public trust in managers. Community participation can only be maintained when there is a system to regulate society. Therefore, community organizations require that the community has a good institutional capacity to manage and operate a drinking water supply system; a good institutional capacity in this case is to choose skilled and experienced human resources as well as the personality, abilities, and attitudes of a person in carrying out the assigned task. The importance of public trust in managers is something that must be nurtured from the start, as explained by Parasuraman, Zeithaml, and Berry (1988) namely the quality of service to the community cannot be separated from tangibles, reliability, responsiveness, assurance, empathy. The ability of human resources is high and skilled, causing institutional management to run smoothly, but the manager needs to pay attention to providing excellent service. The level of public trust will increase if it is followed by a service system that (1). Transparent, which is open, easily accessible by all parties and easy to understand, for example: financial reporting, administrative reporting; (2). Accountability, easy to account for in accordance with applicable laws and regulations; (3). Conditional, adjusted to the conditions and capabilities of the service provider and recipient; (4). Equality of rights, namely non-discrimination in the sense of not distinguishing ethnicity, race, religion, class, gender and economic status; (5). The balance of rights and obligations, namely the provider and recipient of public services must fulfil the rights and obligations of each party.

CONCLUSION

The sustainability of drinking water services is influenced by community participation. Community involvement can be seen from community participation in planning activities seen from community involvement in attending meetings and deliberation related to determining activity options and community needs, in the implementation stage the community is actively involved in gotong royong and community maintenance and management also participates in supervising the management of drinking water which is ultimately able to provide maximum service to the community. The quality of good human resources has a considerable influence on the sustainability of drinking water services in the community. Human resources are responsive, responsive, and responsible and have competence in both education and sufficient skills, able to provide high service and trust to the community and provide transparent information and accountability both technical and non-technical.

We suggest the government to continue to increase community participation, because it is the people who best understand the potential of natural resources they have and the problems they face, so that to solve problems related to drinking water, community participation is needed from planning to management and provision of literacy related to maintaining water sources used as well as effective and efficient use for water sustainability in the future. It is necessary to hold trainings for water managers who can be brought in from PDAM, both technical and non-technical (such as: bookkeeping, administration, archiving) so that the skills of managers will increase. The increase in human resources results in an increasing coverage of drinking water services.

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