

## **Supervision of the Quality of Refilled Drinking Water by the Health Office in Wolo District, Kolaka Regency**

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### **ABSTRACT**

The increasing demand for the availability of clean water has prompted some people to start a clean water supply business, especially in the supply of drinking water refill. In this regard, this research was conducted with the aim of analyzing the quality control of refilled drinking water by the Health Office in Wolo District, Kolaka Regency using qualitative research methods. Data collected through interviews, observation, and documentation. Informants were determined using the purposive sampling technique. The research data were analyzed using interactive model techniques. The results showed that the supervision carried out by the Kolaka District Health Office was not going well, so that refill drinking water businesses were still found that did not comply with the standards in accordance with the Minister of Health Regulation.

**Keywords:** Water supply, supervision, water.

### **INTRODUCTION**

The availability of clean water is the thing most needed by humans (Robles-Durazno, Moradpoor, Whinnie, Russell, & Marin, 2019; Sakawati, Sulmiah, Rukmana, Widyawati, & Sari, 2020), because in addition to being needed in carrying out activities in agriculture, industry, household, recreation, and environmental activities, water is also needed by humans to maintain its survival, (Mallick, Mandal, & Chouhan, 2020; Ray & Smith, 2021; Rhoads et al., 2020).

Concerning the importance of water for humans, the United Nations agrees that access to clean water is a human right. In Indonesia, this is explained in Law no. 7 of 2004 article 5, that everyone has the right to get water for basic needs to meet the needs of life, and is guaranteed by the state. However, along with the increasing population, the country is experiencing difficulties in fulfilling the need for clean water. One of the areas experiencing problems in the provision of clean water is Kolaka Regency, Southeast Sulawesi. Until now, the supply of clean water for the people of Kolaka Regency is still faced with several quite complex problems, such as water that is cloudy and smelly, and brownish, some even contain mud and need to be deposited a few days before use.

Local water supply utility as a government-owned clean water management organization, has the responsibility of providing clean water, (Loubser, Basson, & Jacobs, 2020; Nugroho, 2017; Sakawati, Sulmiah, Rukmana, Widyawati, et al., 2020; Townsend, Sušnik, & van der Zaag, 2020; Tzanakakis, Paranychianakis, & Angelakis, 2020). However, the handling

given is very slow, besides that, the quality of Local water supply utility services felt by the community so far is still low quality, (Aswandi & Asrida, 2014). This then encourages the private sector to manage the provision of clean water, especially drinking water for the community. This is evidenced by the emergence of several refill drinking water depots.

Based on a report from the Kolaka District Health Office in 2018, there is a depot for refilling drinking water that does not have a license and is still operating. From the results of the author's observation in 2019, there were six data depots for refill drinking water in Wolo District, Kolaka Regency, including those who have or do not have a permit. With the presence of refill drinking water entrepreneurs who do not have a license, the role of the government is needed to carry out supervision and control, because this is related to public health.

Supervision of the quality of clean water in Kolaka Regency has been regulated in the Kolaka Regency Regional Regulation Number 3 of 2004 concerning Retribution for water quality supervision. The regulation describes the procedures for implementing supervision, which is carried out since the production process, transmission, and storage area (reservoir) when distributed to the public. However, until now, supervision of clean water management, especially the distribution of refill drinking water depots has not been implemented optimally by the Kolaka District Health Office.

Based on the above discussion, this research was conducted to analyze in-depth the Supervision of the Quality of Refilled Drinking Water by the Health Office in Kolaka Regency. The research results are expected to be used as input and reference for the Kolaka Regency government, especially the Kolaka District Health Office, in conducting supervision to minimize the emergence of refill drinking water filling depots that do not have operational permits.

## **METHOD**

Supervision of the quality of refilled drinking water by the Health Office in Wolo District, Kolaka Regency was researched using qualitative research methods. Data collected through interviews, observation, and documentation. Informants were determined using purposive sampling technique, where informants were determined with certain considerations, (Sugiyono, 2016), therefore the informants in this study consisted of 1) Head of the Kolaka District Health Office, 2) Head of the Environmental Health Section, 3) Health Laboratory Officers Environment, 4) Owners of Refill Drinking Water Depot in Kolaka Regency, Wolo District, 5) Employees of Wolo District Refill Drinking Water Depot and, 6) Community users of Refill Drinking Water Depot services in Wolo District. Furthermore, the research data were analyzed using interactive model techniques from (Miles, Huberman, & Saldana, 2014) that included data reduction, data display, and conclusion, drawing / verification.

## **RESULT AND DISCUSSION**

To analyze the quality control of refilled drinking water by the Health Office in Wolo Subdistrict, Kolaka Regency, the author uses the theory by (Manullang, 2005), which suggests that to get an effective monitoring system one must pay attention to, 1) Determination of work; 2) Comparison, and; 3) Correction. For more clarity regarding the implementation of quality control of refill drinking water by the Health Office in Wolo District, Kolaka Regency, it is described as follows:

### Job Assignment

Job assignment is an important stage in the supervisory process . Job assignment is generally understood as the ratio between input and output, meaning the extent to which effort is made with the results obtained in a certain period. However, the concept of assigning jobs is expanded by linking to the public service process, so that it can make it easier to see the results of the work.

In this study, the concept of assigning work emphasizes the efforts made by the Kolaka District Health Office in monitoring refill drinking water depots and achieving results according to predetermined targets. The goal that the Kolaka District Health Office wants to achieve in supervising the refill drinking water depot is to protect the community from potential bad effects due to drinking water consumption from drinking water depots.

The Kolaka District Health Office in carrying out supervision acts as an external supervisor, and in carrying out this task it refers to the work target that has been set, where the Kolaka District Health Office must carry out supervision to each refill drinking water depot every three months to ensure the quality of drinking water. following predetermined drinking water quality standards. For the mechanism regarding the implementation of supervision by the Kolaka District Health Office on refill drinking water depots, namely:

1. Conducting observations regarding the sanitary conditions of refill drinking water depots
2. Sampling of raw water and industrial water (gallon water)
3. Report the results of laboratory tests. (no later than 1 month).

From the research results, it is known that Kolaka District Health Office does not carry out supervisory duties per the work targets that have been set. Of the six refill drinking water depots in Wolo District, Kolaka Regency, two of them have never received supervision from the Kolaka District Health Office. This data can be seen in the table below:

**Table 1.**  
**Refill Drinking Water Depot in Wolo District, Kolaka Regency**

Number	Refill Drinking Water Depot Name	Vvillage / Sub-district Name	Owner's Name	Amount	KET
1	Dua Putra	Wolo	Saberia	1	NI
2	Reski	Wolo	Kamil	1	I
3	Aspa	Ulu Wolo	HJ.	1	I

		Narmi			
4	Hasnah	Tolowe PonreWaru Muara Lapao -	Hasnah	1	I
5	Fina	Pao	Tasman	1	I
6	Jumriah	Donggala	Jumriah	1	NI
<b>Total</b>				6	

*Ket : NI (not inspected)  
 I (inspected )*

Based on the table above, it is known that two refill drinking water depots have never been examined by the Kolaka District Health Office, located in Wolo and Donggala Villages. According to the informant, one of the obstacles in supervising the area is the mileage that must be traveled by employees. However, based on the author's observations, the distance between the two regions and the Kolaka District Health Office is approximately one hour, so this cannot be used as an excuse not to supervise refill drinking water depots in Wolo and Donggala villages.

Furthermore, in reporting laboratory test results, the Kolaka District Health Office was often late. According to the informants, the submission of report results can take up to 3 months. Besides, when the Kolaka District Health Office carried out the results of laboratory tests on water quality, further supervision was no longer carried out. Information from the informant explained that supervision of his refill drinking water depot was carried out at the time of its establishment, after that it has been almost four years since there has been no supervision from the Kolaka District Health Office.

Considering the importance of clean water for human health, the Kolaka District Health Office must monitor the refill drinking water depot in Wolo District, Kolaka Regency continuously following the standard monitoring mechanism that has been established, which is once every three months. The supervision carried out must be focused on the source of raw water used by the refill drinking water depot. This is because water conditions in recent years around the world have changed, one of which is due to natural conditions. In addition, in supervising the Kolaka Regency Health Office, it must cooperate with several parties related to the availability of clean water, such as the Kolaka Regency local government, because in the research conducted by (Sakawati, Sulmiah, Rukmana, & Widyawati, 2020) this shows that the implementation of supervision can run well if there is coordination and cooperation with several parties involved in implementing a program.

### Comparison

To ensure the quality of products produced by Refill Drinking Water Depots that meet drinking water quality requirements and support the creation of healthy business competition, as well as protection efforts for consumers, the government issued a policy of the Minister of

Health of the Republic of Indonesia Regulation Number 43 of 2014 concerning Hygiene Sanitation for Drinking Water Depots. . With this policy, the Health Office feels helped in carrying out its duties, because in the Ministerial Decree, it has been explained about the implementation that must be carried out by Refill Drinking Water Depot entrepreneurs in running their business so that the community is not harmed by the circulation of drinking water from drinking water depots that does not meet quality and safety requirements. This is basically in line with the results of research conducted by (Chairi, Darwis, & Jamaluddin, 2016; Wagiyanto, Farida, Amirullah, & Jamaluddin, 2016) which shows that when leaders can provide a sense of security and provide for employees' needs, it will improve their performance.

To establish a drinking water refill business, following the Minister of Health's regulation, a business permit for the establishment of a depot from the district/city government must have a proper sanitation hygiene certificate and complete the administrative requirements. From the information obtained from the informants, it is known that every refill drinking water entrepreneur has all the requirements that have been set. This was later confirmed by an informant who came from the Kolaka District Health Office, stating:

“The depot business license is issued after the DAM owner has fulfilled the administrative requirements and technical requirements, as for the administrative requirements, namely in the form of a photocopy of the applicant's KTP, recent photo, business domicile certificate, location, and building of the place of business, as well as a photocopy of DAM hygiene sanitation training/course for depot owner. As for the technical requirements, namely, the raw water to be used has met the requirements for the quality of drinking water following the legislation and has met the requirements for sanitation hygiene in drinking water management.

From the above statement, it is known that a sanitation hygiene permit is needed for the construction of a depot because with this permit the community does not need to hesitate anymore to consume water from the depot. After all, the quality of the raw water is guaranteed, and has passed a lab examination conducted by the Health Office. Regency / City.

Furthermore, from the results of interviews with informants, it is known that even though the depot owner has followed the requirements regarding the Sanitation Hygiene of the Drinking Water Depot which discusses the design and construction of a good depot and adequate machinery and equipment, there are still errors that arise during the production process causing drinking water. the resulting product is often found to smell of diesel and contain mosquito larvae. Besides, the refill drinking water production site is not up to standard, the space is open and people are free to go in and out of the production site.

Based on the above discussion, it is known that when compared with the Decree of the Minister of Health Number 43 of 2014 concerning Sanitation Hygiene for Drinking Water Depots, the Drinking Water Depot business actors only carry out part of the regulations set by the Minister. If the depot business actors carry out all the existing regulations, the researchers are sure that there will be no problems arising in the community regarding the taste, smell, and appearance of the refilled drinking water. If only the parties from the Industry and Trade Agency and the Kolaka District Health Office would cooperate in conducting surveillance, the community would not be victims of the lack of supervision carried out by the relevant government.

### **Correction**

Corrective or corrective actions are actions taken to adjust deviant work results to conform to predetermined standards or plans. To be able to carry out corrective actions, the first step that must be taken is to analyze the causes of the violations. The steps taken by the Kolaka District Health Office to make corrections to the refill drinking water depot are conducting inspections.

The Kolaka District Health Office, in conducting inspections to refill drinking water depots, cooperates with the Kolaka Regency Industry and Trade Office. Before the Health Service and the Office of Industry and Trade in Kolaka Regency go to the field to carry out an inspection, they are first briefed on procedures and things that must be followed up.

Furthermore, when the inspection finds a refill drinking water depot that performs drinking water treatment that is not following standards, three stages must be given by the Health Service and the Office of Industry and Trade of Kolaka Regency to the refill drinking water depot, namely:

1. Oral warning, in the form of a direct warning to the depot entrepreneur, if an error occurs during the process, and immediate corrective action is taken when an error occurs.
2. Written warning, is carried out if there is an error continuously or in error concerning a letter of recommendation and testing of water quality.
3. Revocation of Health Recommendations, carried out if the entrepreneurs of the refill drinking water depots do not heed the warning letter given by the Health Office three times. In the revocation of this business license, the Health Office will no longer be responsible for the Refill Drinking Water Depot in the event of a complaint or disease caused by a depot that does not have a health recommendation.

From the research results, it is known that the Kolaka District Health Office in conducting joint inspections with the Kolaka District Industry and Trade Office only focuses on checking the quality of the drinking water produced. The Kolaka District Health Office does not check the place of business and sources of raw water, whether it is feasible or not. Referring to the Decree of the Minister of Health Number 43 of 2014 concerning Hygiene Sanitation for Drinking Water Depots, running a drinking water business does not only pay attention to the quality of raw water sources but also must pay attention to several things, namely business location, business buildings, raw water sources and so on. .

Besides, from the results of direct observations made by the researchers, it was found that 5 out of 6 refill drinking water depots were not per the standards as a place for business to refill drinking water, and from the information obtained from informants, although these depots did not comply with standards, Until now, he has never received a warning from the Kolaka District Health Office.

The lack of strictness from the Kolaka District Health Office in following up on Drinking Water Depot owners who did not follow the standard technical requirements of the Drinking Water Depot resulted in the Depot owner not trying to make the depot reach the standard following the regulations issued by the Minister of Health and the Minister of Industry and

Trade of the Republic of Indonesia. Besides, the inadequate implementation of the supervision carried out by the Kolaka District Health Office has resulted in the owners of drinking water depots not knowing the criminal sanctions they will receive if their drinking water depot does not meet the standard. Following Law Number 23 the Year 1992 concerning Health, it is clear that anyone who deliberately circulates food and or drinks that do not meet the standards and or requirements and or endangers health will be punished with imprisonment of up to 15 (fifteen) years and criminal. a maximum fine of Rp. 300,000,000.00 (three hundred million rupiahs).

## CONCLUSION

The process of determining work in the implementation of supervision by the Kolaka District Health Office has not been able to meet the targets previously set. The Kolaka District Health Office has also never given a warning to business actors who refill drinking water depots that do not comply with standards. There are still refill drinking depotairs that do not meet Sanitation Hygiene standards related to the production process, machinery, and equipment as well as depot design and construction.

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