

Responsiveness, Responsibility and Accountability in Clean Water Services at Regional Public Water Supply Utility Makassar City

Herlina Sakawati¹, Ahmira², Widyawati³, Sulmiah^{4*}

^{1,2,4} Ilmu Administrasi Negara, Universitas Negeri Makassar

³ Administrasi Publik, Universitas Sembilanbelas November Kolaka

E-mail: sulmiah@unm.ac.id

ABSTRACT

Clean water service is a type of service that is considered important because it relates to aspects of life, and this service was managed by Local Water Supply starting in the 90s, until 2019 in Makassar City it was managed by Regional Public Water Supply Utility after changing to the previous Local Water Supply structure. Problems in clean water services by Regional Public Water Supply Utility Makassar City continue to occur after these changes, so this research is directed to know responsiveness, responsibility, and accountability which are three important indicators in realizing quality clean water services. The qualitative research method was chosen by the author because it can make it easier to describe and express perceptions according to research data obtained from interviews, literature studies, and observations. The results of the study show that the lack of responsiveness by the Regional Public Water Supply Utility of Makassar City in clean water services is caused by the minimum number of employees. Responsibility by the Regional Public Water Supply Utility in providing services can be realized through the provision of communication facilities and easy service procedures, as well as responding to employee complaints. However, the inaccuracy of employees in carrying out their duties makes the accountability of clean water services have a bad assessment among the community.

Keywords: Responsiveness, responsibility, accountability

INTRODUCTION

Of the many types of public services, clean water service is a type of service that is considered important and a priority in urban development (Yuliani & Rahdriawan, 2015). This is because urban productivity depends on the clean water management system in meeting the needs of the community and urban activities (Rahardjo, 2018) such as aspects of public health, socio-economics, and improving urban life (AS, 2015).

Clean water services in urban areas are still dependent on Local Water Supply Utility services (AS, 2015). Since it was formed in the 90s until now, the Local Water Supply Utility service has not been said to be optimal in meeting the needs for clean water for the community (Khoirunnisa, 2019; Kuhu et al., 2019; Nursamsi et al., 2021). The availability of old and damaged facilities and infrastructure, as well as the lack of employee competence in providing services, are factors that cause the non-optimal services provided by the Local Water Supply Utility (Kuhu et al., 2019).

The government's efforts to increase the roles and responsibilities of clean water services to the community have been carried out by changing the Local Water Supply Utility into a Regional Public Water Supply Utility. These changes have made the Regional Public Water Supply Utility, apart from providing clean water, also be able to make a business in the provision

of bottled water and other types of water services (Deden, 2021). Changes made by the government to the structure of the Local Water Supply Utility are considered not to solve problems in providing clean water services to the community.

In 2019, Local Water Supply Utility Makassar City's, which has also changed to Regional Public Water Supply Utility Makassar City, still received complaints regarding clean water services provided to the community. Although the Regional Public Water Supply Utility of Makassar City has many sources of raw water the production capacity of the Regional Public Water Supply Utility of Makassar City cannot meet the needs of the community. In addition, people often complain about water quality.

One of the problems that often occur related to clean water services in Makassar City is the scarcity of clean water. In Tallo Subdistrict, every year in the dry season, it has become a subscription area for clean water scarcity. This usually happens for two months in a row, so people who have difficulty getting clean water must be willing to spend money to buy clean water that is sold retail to meet their needs.

The efforts made by the Regional Public Water Supply Utility of Makassar City in overcoming the clean water crisis are distributing clean water to residents' housing using tank cars. However, according to community recognition, there are still people who do not get clean water from the Regional Public Water Supply Utility of Makassar City. This is because some of the people do not know the schedule for the clean water service through the tank car so when there is clean water service, those who are late in knowing the information will get the last turn in the queue and end up not getting clean water.

Problems like this certainly require great attention, because the need for clean water both in terms of quality and quantity as well as continuity is a major need for the community. Therefore, the responsiveness of Regional Public Water Supply Utility employees needs to be increased. In addition, in clean water services, there is also a need for responsibility and accountability to realize the optimization of clean water services.

METHODS

This research is directed to use qualitative research methods. This is so that researchers can easily describe views and perceptions as a whole by research data obtained in the field (Creswell, 2009) . Through this research, researchers will conduct an analysis related to the responsiveness, responsibility, and accountability of the Makassar City Regional Public Water Supply Utility in providing clean water services.

Research data was obtained from observations, interviews, and literature studies. The data that has been obtained is then analyzed in several steps according to the analytical method introduced by (Miles et al., 2014) which consists of 1) data condensation; 2) Data Presentation; 3) Conclusion, and Withdrawal/Verification.

RESULTS AND DISCUSSION

Responsiveness

Responsiveness is the action of service personnel in providing fast and appropriate service to service users. The form of responsiveness can be seen in the way service personnel interact with service users, either directly or indirectly. Three things can explain the responsiveness of the Regional Public Water Supply Utility of Makassar City in providing clean water services, namely:

a. Employee attitude in providing service

The attitude of employees in providing services is the first assessment for service users in seeing employee responsiveness. The attitude of Makassar City PDAM employees has shown progress based on research results. Employees have been responsive to customer needs, swiftly inquiring about the needs of new customers. In providing services, Makassar City Regional Public Water Supply Utility employees are also considered to have been polite and friendly, which makes the community as clean water customers feel happy with the services they get.

b. Providing clear water service information

Submission of information in the Regional Public Water Supply Utility of Makassar City is carried out using print media and electronic media. Information through print media such as in the form of newspapers, *printouts* of leaflets containing important information and pasted on information boards belonging to PDAM Makassar City, as well as brochures containing information on clean water services that customers can get at the service counter.

Submission of information through electronic media, namely using the official *website* for the Regional Public Water Supply Utility of Makassar City, can be accessed through the https://pdamkotamakassar.co.id/home_page. On the website, the information provided is in the form of submitting customer bills, the history of the Regional Public Water Supply Utility of Makassar City, news, and filing complaints. To get information about other types of services provided by the Regional Public Water Supply Utility of Makassar, customers still have to visit the Regional Public Office of Water Supply Utility of Makassar city.

In addition, when there is a disturbance in clean water services, such as scheduled disturbances, for example washing or filtering in water management installations and pipe connection work, Makassar City Regional Public Water Supply Utility employees will provide information through local radio and television broadcasts, two the day before work. For unscheduled disruptions to clean water services, such as a pipe bursting due to road construction, the Makassar City Regional Public Water Supply Utility employee, in this case, the Public Relations section, will take action by providing information through social media and websites (news section), so that the community can anticipate the problem of clean water services.

c. Responsiveness of employees in handling customer complaints

Complaints often arise when customers are dissatisfied and uncomfortable with the service they get. The complaints that are often received by the Regional Public Water Supply Utility of Makassar City are the lack of clean water supply, pipe leaks, and the sudden increase in water bill payments.

Problems regarding the lack of smooth clean water services from the Regional Public Water Supply Utility of Makassar City have caused people in the Biringkanaya area to have to deactivate themselves as customers, this is because they have to continue to pay monthly fees but do not get clean water. This problem, according to public recognition, occurs every year and complaints have often been submitted to the Regional Public Water Supply Utility of Makassar city, but until now there has been no change regarding the scarcity of clean water for customers of the Regional Public Water Supply Utility of Makassar city.

Based on the acknowledgment of the Regional Public Water Supply Utility of Makassar City, they will respond to every complaint, but the complaint does not immediately get a handle at that time. The Public Relations Department, which manages public complaints, will first share the complaints according to their nature, then submit them to each employee in charge of handling the community's complaints. For example, when a complaint submitted to the Public Relations department is related to a pipe leak, the complaint letter will be sent to the technician. If the complaint is related to an inflated bill, then the complaint will be submitted to the billing and water meter reading section.

Every complaint that comes in based on the recognition of the Regional Public Water Supply Utility of Makassar City, has been sought to be responded to and corrected immediately so that it doesn't take too long, and the community immediately feels that their complaints have been handled. However, every handling effort made is sometimes not in line with expectations, because other things can become obstacles in the field, such as the incompatibility of the number of employees with the number of community houses that need to get improved clean water services, so people have to wait to get clean water. improvement of clean water services.

Responsibility

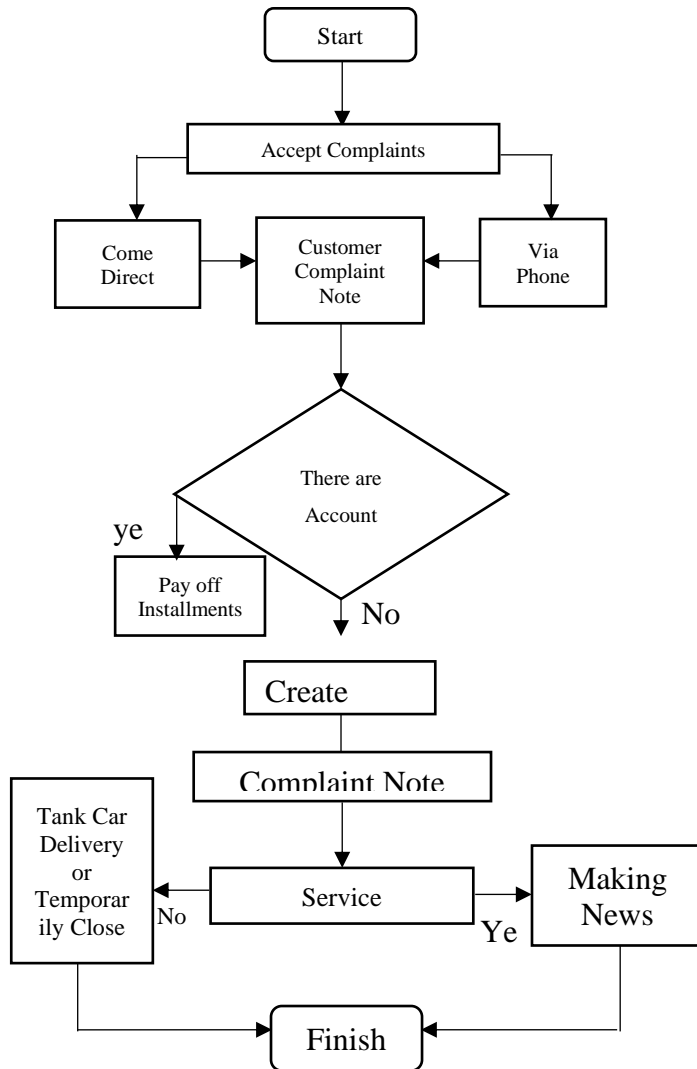
Responsibility is a general meaning of responsibility. Every government administrator, especially public service providers, needs to understand having this attitude so that the ideals of realizing quality public services can be realized.

The Regional Public Water Supply Utility of Makassar City as the provider of clean water services certainly has a responsibility in providing clean water services. In accordance with the vision and mission that has been formulated, it can be seen that PDAM Makassar City has the responsibility to: meet service quality and customer satisfaction according to Standard Operating Procedures, and always make continuous improvements in service management according to applicable rules. If this responsibility is not realized properly, it will greatly affect the sustainability of the Regional Public Water Supply Utility of Makassar City itself.

There are three things obtained in this study regarding responsibility according to the results of interviews and observations, namely:

a. Clean water service procedures at the Makassar City Drinking Water Company

As a public service organization, the Regional Public Water Supply Utility of Makassar has standard operating procedures. The SOP has so far been implemented well and has not made it difficult for customers to obtain clean water services. There are two SOPs related to clean water services, namely the new subscription connection service and the complainant service. To be able to understand the two SOPs can be seen in the following picture:



**Figure 1. SOP for Complaints
SOP New**

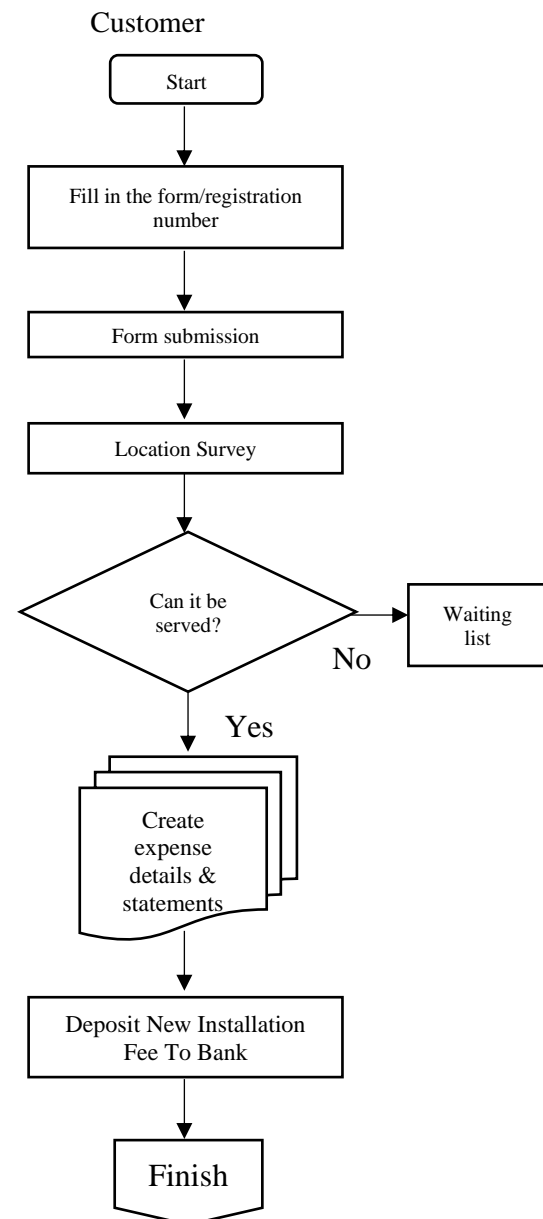


Figure 2. Connection Service

Source: PDAM Makassar City, 2019

The two SOPs shown in the picture above have been implemented well. However, something is interesting about this service. In submitting a new subscription, prospective customers can fill out the form at home after previously taking the form at the Makassar City Water Supply Utility Public Regional Office. This is done when the prospective

customer does not have complete documents like requirements, such as photocopies and family cards. The deadline for returning the form is no more than three days.

Even though they already have SOPs that are used as service guidelines, Makassar City Public Regional Water Supply Utility employees have problems in providing services, especially in the service of submitting new subscriptions. By the existing SOP, when the results of the survey of the location of the customer's house meet the requirements, pipe installation must be carried out immediately with a time limit of no more than three days. Due to a large number of queues of new prospective customers, employees were unable to complete the pipe installation on time.

People who register and are categorized as meeting the requirements for submitting new services in a day reach an average of 177 people for the Makassar area on weekdays, and will experience a rapid increase when there is a cut in installation prices at the end of the year or the beginning of the year. The details of registrants in the Regional Public Water Supply Utility of Makassar City can be seen in the following table:

Table 1.
Data on the Number of New Customers in 2019

No	Period	Area I	Area II	Area III	Area IV	Total
1	January	28	110	154	91	383
2	February	67	45	13	52	177
3	March	17	47	154	50	268
4	April	27	50	69	46	192
5	May	44	36	66	67	213
6	June	29	38	45	14	126
7	July	43	57	154	62	316
8	August	18	52	21	56	147
9	September	86	17	24	90	217
10	October	106	127	401	180	814
11	November	261	76	146	198	681
12	December	90	70	235	305	700
Total		816	725	1482	1211	3534

Source: PDAM Makassar City, 2019

b. Quality of water distributed to customers

The Regional Public Water Supply Utility of Makassar city has understood that in distributing clean water to customers, it must comply with the clean water quality standards regulated in the Minister of Health Regulation Number 32 of the Year, which is not cloudy, colorless, the water temperature is not too cold and not too hot. tasteless and odorless. To

ensure the quality of clean water, Regional Public Water Supply Utility Makassar City conducts a complete cleanliness check every month.

Although the Regional Public Water Supply Utility Makassar City stated that they routinely carry out inspections, customers are still found who complain because they get cloudy water distribution. From the results of the recognition of the Regional Public Water Supply Utility of Makassar city, this could be caused by problems with the distribution pipe due to pipe leakage. Pipe leaks are usually caused by pipework.

c. Continuity of water that reaches the customer's house

The Regional Public Water Supply Utility of Makassar City has produced around 137420.99 l/d with an average amount of 11451.68 l/d during the 2019 period, and the entire production result is directly distributed to the customers of the Regional Public Water Supply Utility of Makassar city. With this amount of water, it has not been able to meet all customer needs. The community is still complaining about the occurrence of water congestion and drought from the Makassar City Water Supply Utility Regional Public Service.

The scarcity of clean water felt by the community is influenced by weather factors. Where when the dry season arrives the water discharge decreases. So when the frequency of people using water at the same time is very high, it will cause a shortage of water distribution from water reservoirs belonging to the Makassar City Regional Public Water Supply Utility.

d. Responsible for providing a means of communication with customers

The Regional Public Water Supply Utility of Makassar city provides a means of communication for customers via cell phones or chat using the *whats app application*. This means of communication is used by the public to obtain billing information and submit complaints. The provision of this means of communication was held with the consideration that not all people can access the Makassar City Regional Public Water Supply Utility website. Not only does it provide an easy means of communication, but the Regional Public Water Supply Utility of Makassar also provides unit offices in several areas to facilitate access to public services.

Accountability

Accountability in services does not only provide benefits to service users but will also have a positive impact on service providers in terms of sustainability. Not different from other types of services, accountability in clean water services by the Regional Public Water Supply Utility of Makassar City can be identified by several things, namely:

a. Clarity of tariffs related to the cost of clean water services

Transparency of tariffs related to clean water services has been provided by employees of the Regional Public Water Supply Utility of Makassar City to the community. Every new community or prospective customer applies to installation, then that is where the employee explains the tariff for clean water services they will get. The employee will explain until the public understands the tariff. regarding the tariff for clean water services in the Regional Public Water Supply Utility of Makassar city can be seen in the following table:

Table 2.
Makassar City PDAM Tariff Group

Code Rates	Tariff Description	1-10 m ³	11-20 m ³	21-50 m ³	>50 m ³	Admini stration charge	Fine
S1	Social S1 (public toilet and public bathroom)	325	350	375	690	6,000	5,000
S2	Social S2 (House of Worship)	375	500	1.125	2,000	6,000	5,000
S3	S3 Social (Panti/foundation, Puskesmas/polyclinic/non-commercial hospital, social agency, public school)	450	575	1.390	2.225	8.000	5,000
R1	Household R1 (building area < 36 m ²)	1,250	2.135	2.485	5.465	12,500	7,500
R2	Household R2 (building area > 36 m ² to 54 m ²)	1.610	2.330	2.815	6.010	16,500	7,500
R3	Household R3 (building area > 54 m ² to 100 m ²)	1980	2,520	3.145	6,560	20,500	7,500
R4	Household R4 (building area > 100 m ² to 200 m ²)	2,250	2,970	3900	8,740	24,500	10,000
R5	Household R5 (building area > 200 m ² to 300 m ²)	2,520	3,400	4.660	10,930	28,500	10,000
R6	Household R6 (building area > 300 m ² to 400 m ²)	2,620	3,440	5.050	11.480	32,500	10,000
R7	Household R7 (building area > 400 m ² to 500 m ²)	2,720	3,490	5.440	12.020	36,500	10,000
R8	Household R8 (building area > 500 m ² to 600 m ²)	5.465	8,200	10,930	16,400	43,000	10,000
R9	Consulate R9 (Embassy/Consulate/foreign government office)	2,910	4.270	6.610	13.110	40,000	12,500
R10	Government Agencies/ABRI	2,910	3.880	5780	12,410	35,000	12,500
R11	Training/meeting hall	2,910	3.880	5,820	12,410	40,000	12,500
N1	Niaga N1 (Cooperatives, Course Places, stalls/salons)	5.465	7.380	9,130	11.650	27,500	5%
N2	Niaga N2 (printing, pharmacies/wholesale, Notary Offices, BUMN/BUMD, hotels, hospitals, universities, workshops)	10,490	12.030	13,220	15,540	35,000	5%

N3	Niaga N3 (Mall/Plaza, Private Hospital, Gas Station, Star Hotel, Restaurant/cafe, Villa)	11.650	12.810	13.975	17,470	55,000	5%
N4	Commerce N4	13,660	16,400	19,130	23,500	150,000	5%
I1	Industry I1 (Small Industry)	5.465	6,600	8,930	12,420	60,000	5%
I2	Industry I2 (Large Industry)	13,200	14,870	16,520	19,820	110,000	5%
K1	K1 special	18,750	18,750	18,750	18,750	165,000	5%
K2	K2 only	21,870	21,870	21,870	21,870	300,000	5%
K3	Special K3			4,000 – 7,000			5%
K4	K4 only			7,000 – 9,000			5%
K5	K5 special			9,000 – 11,000			5%

The tariff according to the table above can change at any time, is based on the report of the tariff officer in the area, it must be updated, with certain considerations. Even though employees have provided clarity on rates people are still often confused about payments that sometimes don't match the amount of their usage. This is according to the recognition of the Regional Public Water Supply Utility of Makassar City, this could be due to an error in the meter reading by the employee or because the residents' houses are locked so that the employee cannot take the meter reading so that the employee will automatically calculate it, namely estimating the number on the meter concerning last month's data.

When the results of measuring the meter are considered to be detrimental to the customer because they have to pay more than the usage, the solution given by the Regional Public Water Supply Utility of Makassar is to reduce the number of payments in the following month according to the overpayment. This is done after a re-survey of officers.

b. Fair and equitable service

Every community needs fair and equitable services, and public service organizations, in this case, the Regional Public Water Supply Utility of Makassar City as one of the clean water service organizations, have the responsibility to realize fair and equitable services. The efforts that have been made by the Regional Public Water Supply Utility of Makassar City in realizing this are trying to provide water tankers to reach areas that experience drought when the dry season comes. The clean water service in the tank car is free, people only need to queue to get the clean water.

Efforts made by the Regional Public Water Supply Utility of Makassar City to realize fair and equitable services have not been able to convince the public. People still think that the Regional Public Water Supply Utility of Makassar has not been able to provide fair and equitable services, because every year in their area there is always a drought and the neighboring area is the opposite. When the Makassar City Regional Public Water Supply Utility has realized a fair service, then the occurrence of drought in the Makassar City Regional Public Water Supply Utility customer area does not continue to be repeated every year.

c. Priority fulfillment of customer interests

Every customer of the Regional Public Water Supply Utility of Makassar city certainly has the hope that their interests will become a priority for all employees of the Regional Public Water Supply Utility of Makassar city. The efforts made by the Regional Public Water Supply Utility of Makassar City in prioritizing the interests of their customers, namely providing facilities where water can be directly drunk in several locations in Makassar City. Meanwhile, to overcome other problems that are often complained about by the community, such as the scarcity of clean water, it has not yet been implemented.

Discussion

Responsiveness

In the provision of services, responsiveness is one of the indicators that are very much needed, and this has been regulated in legislation (Herdini & Widiyarta, 2020). Responsiveness is not only always related to the attitude shown by employees in providing services but is also shown by the ability of employees to face all-new demands, new developments, and new knowledge (Pantow et al., 2018) so that employees can quickly carry out their duties and function as a service provider (Herdini & Widiyarta, 2020).

City Water Supply Utility Public Regional Office, the employees, apart from being polite and friendly in providing services, have also been responsive in providing services according to the times. The Regional Public Water Supply Utility of Makassar City, through its website, has made it easy for the public to get services, in the form of billing information, complaints, and news related to clean water services. In addition, the ability to be responsive to the use of technology also makes it easier to provide information to the public when there are obstacles to clean water services in Makassar City. However, this has not been well balanced by the responsiveness of employees in responding to public complaints.

Regional Public Water Supply Utility employees of Makassar City when they get complaints about clean water services have not been able to follow up quickly and precisely because of the lack of staff. The number of complaints that come in every day is not proportional to the number of employees on duty. Things like this will not happen if the Regional Public Water Supply Utility of Makassar City can provide quality services. In contrast to research conducted by (Sofianti et al., 2021) the slow handling of public complaints in the public service process is not based on a lack of employees, but because of the attitude of employees who always procrastinate work so that they cannot provide service certainty to the community.

The results of this study, if associated with the theory put forward by Zeithaml (Hardiyansyah, 2011) then the Regional Public Water Supply Utility of Makassar City has not been responsive in providing clean water services to the community, because it does not meet one of the indicators of responsive service, namely fast and reliable service on time.

Responsibility

In addition to responsiveness, the responsibility of service providers is also needed for the creation of excellent service in all types of services provided to the community. The Regional Public Water Supply Utility of Makassar City in providing clean water services has paid attention to its responsibilities in providing services by the principles of public services regulated in the legislation. As can be seen in Figure 1 and Figure 2, the standard operating procedures of the

Regional Public Water Supply Utility of Makassar City are very simple, so this does not create the impression of complicated services in clean water services in Makassar City. In addition, the Makassar City Regional Public Water Supply Utility also provides convenience for the community to fill out forms, by filling in the community to do it at home, when people forget to bring one of the requirements for clean water services.

Another form of responsibility carried out by the Makassar City Water Supply Corporation in providing service convenience is providing communication facilities via cellular phones or chat using the *whats app application*. This is done with the consideration that not all people in Makassar City can use the website to obtain complaint services and billing information.

When viewed in terms of water quality and continuity, Makassar City Water Corporation has not been able to carry out its responsibilities properly. People who are customers of the Makassar City Water Perumda sometimes get cloudy water. In addition, Makassar City Water Supply Corporation is only able to produce around 137420.99 l/d with an average amount of 11451.68 l/d, and this has not been able to meet all the needs of the community who are customers.

Although there are still problems in the responsibility of the Regional Public Water Supply Utility of Makassar City in providing clean water services, the Regional Public Water Supply Utility of Makassar City always gives rational reasons to the community for any omission of responsibilities they do. Like when people get cloudy water, the Makassar City Perumda will explain that this happened because of the construction of the water pipe. What has been done according to the view (Mustafa, 2016) has shown the responsibility of service providers in providing services by answering the problems faced by the community.

Accountability

Accountability in providing services, especially clean water services, must be carried out by the Regional Public Water Supply Utility of Makassar City as a form of responsibility in meeting community needs. Accountability in service is not only related to costs but also related to performance and products produced (Komarudin & Yudo, 2009).

The exposure of the research results shows that there are problems in the three indicators used to determine the accountability of clean water services carried out by the Regional Public Water Supply Utility of Makassar City. Makassar City Public Regional Water Supply Utility employees are less thorough in carrying out their duties, which causes community water payments not to match the amount of community use. This is related to the view (Komarudin & Yudo, 2009) relating to performance accountability in public services, namely the level of accuracy and professionalism of employees in carrying out their duties. The lack of thoroughness of employees in providing services if it often occurs as experienced by some people who use the services of the Regional Public Water Supply Utility of Makassar City will give a bad impression on the accountability of the Regional Public Water Supply Utility itself.

In addition, the limited ability of the Makassar City Regional Public Water Supply Utility in distributing evenly to the community and the lack of priority in fulfilling community interests for clean water services proves the lack of product accountability in the implementation of public services. However, for service fees, the Regional Public Water Supply Utility of Makassar City has been able to show its accountability by providing information related to service costs according to the type of service.

CONCLUSION

Clean water services in Makassar City which are carried out by the Regional Public Water Supply Utility of Makassar City are still not able to realize quality services. The problems faced by the community as clean water customers have not been able to be handled quickly and precisely due to a mismatch between the number of complaints that come in every day and the number of employees.

The responsibility of the Makassar City Water Supply Utility Regional Public in providing clean water services has been realized by providing uncomplicated services and providing communication facilities that make it easier for the community. In addition, the Regional Public Water Supply Utility of Makassar City is also responsible for providing clarification if there are problems in the clean water services they provide.

The accountability of clean water services in the Regional Public Water Supply Utility of Makassar City is exacerbated by the lack of level accuracy of employees, which causes the public to have to pay bills that are not in accordance with the amount of usage, and the inability of the Regional Public Water Supply Utility to provide clean water services fairly and equitably. worsen the assessment of the accountability of clean water services Regional Public Water Supply Utility.

REFERENCES

- AS, FFA (2015). *Problems of Pollution and Clean Water Supply in Urban and Urban and Rural Areas of Pollution and Clean Water Supply* . December , 0–10.
- Creswell, JW (2009). *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches* . SAGE.
- Deden. (2021, April 14). PDAM and PDAU Become Perumda, What's The Difference? pamkuningan.co.id.<http://pamkuningan.co.id/berita/read/pdam-dan-pdau-jadi-perumda-apa-bedanya>
- Hardiyansyah. (2011). *Quality of Public Service Concepts, Dimensions, Indicators and Implementation* . Gavamedia.
- Herdini, F., & Widiyarta, A. (2020). Responsiveness of Public Services in Handling Customer Complaints at the Regional Drinking Water Company (PDAM) of Nganjuk Regency. *Public Administration Journal of Research* , 2 (1), 1–9.
- Khoirunnisa, N. (2019). *The Role of Drinking Water Providers in Improving the Drinking Water Supply System* . July 8 .
- Komarudin, K., & Yudo, S. (2009). Transparency and Accountability of Public Services in the Case of Clean Water and Domestic Wastewater Management Technology. *Indonesian Water Journal* , 5 (1), 89-103. <https://doi.org/10.29122/jai.v5i1.2436>
- Kuhu, F., Dilapanga, AR, & Mantiri, J. (2019). Services for Regional Drinking Water Companies in the Provision of Clean Water in Pasan District, Southeast Minahasa Regency. *Journal of Administro* , 1 (1), 41–44.
- Miles, MB, Huberman, M., & Saldana, J. (2014). *Qualitative Data Analysis* . Arizona Atate University.
- Mustafa, D. (2016). Responsibility and Responsiveness of Government Bureaucracy in Public Services in Makassar City (Case Study of Building Permit Services (IMB) at the Makassar City Spatial Planning and Building Office). *Scientific Journal of Public Administration* , 5 (2), 79. <https://doi.org/10.26858/jiap.v5i2.1760>

- Nursamsi, Muflihatin, SI, & Singgih, AC (2021). *Analysis of the Effect of Clean Water Service Quality on Customer Satisfaction at PDAM Lamongan* . 9 (2), 62–69.
- Pantow, AK., Mantiri, MS, & Pioh, N. (2018). Professionalism of Village Apparatus Work in Government Administration in South Tonsewer Village, Minahasa Regency. *Executive: Journal of the Department of Government Science* , 1 (1), 1–12.
- Rahardjo, PN (2018). The Problem of Fulfilling Clean Water Needs in Three Villages in Ende Regency. *Indonesian Journal of Water* , 4 (1), 22–27. <https://doi.org/10.29122/jai.v4i1.2365>
- Sofianti, M., Malik, I., & Parawu, HE (2021). Responsiveness of public complaints services at the alla sector police office, Enrekang district. *Journal of Unismuh* , 2 (4), 1194–1214.
- Yuliani, Y., & Rahdriawan, M. (2015). Performance of Community-Based Clean Water Services in Tugurejo Village, Semarang City. *Journal of Urban Development* , 3 (1), 11–25. <https://doi.org/10.14710/jpk.3.1.11-25>

