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Improving Public Services: Development of Drinking Water Supply System in West Halmahera

Nditi S Baranyanan[1*], Mochamad Rozikin[2], Ainul Hayat[3]
[1,2,3]Department of Public Administration, Faculty of Administration Sciences, University of Brawijaya Malang, Indonesia
Correspondence*:
Address: Jl. MT. Haryono No.163, Ketawanggede, Kec. Lowokwaru, Malang, East Java, Indonesia
e-mail: nditibaranyanan@student.ub.ac.id

Abstract

To improve public services, this study will explain and assess the development of a drinking water supply system (SPAM) at the Public Works and Spatial Planning Office (PUPR) of West Halmahera Regency. It will also examine the elements that facilitate and impede the development of SPAM. The purpose of this study is to meet the Minimum Service Standards (SPM) at the PUPR Office of West Halmahera Regency by enhancing the quality of public services in the area of drinking water through SPAM. Consequently, the author used qualitative descriptive research methodologies and cited legislation concerning the Development of Drinking Water Supply Systems (SPAM). These findings show that improving public services, especially the development of drinking water supply systems, is an important aspect of ensuring access to safe and clean drinking water for people in West Halmahera Regency. The improvement of the system involves various factors, Physical Aspects (Technical Aspects), Non-Physical Aspects (Institutional Aspects, Management Aspects, Financial Aspects, Community Role Aspects, and Legal Aspects) as stated in Government Regulation No. 16 of 2005, concerning the Development of Drinking Water Supply Systems. For example, Besharov et al. stressed the importance of improving public services, which is in line with achieving universal and equitable access to drinking water services as part of the Sustainable Development Goals (SDGs).

Keywords: Development of Drinking Water Supply System, Minimum Service Standards, Public Services, West Halmahera

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Introduction

Local governments' delivery of public services is an essential component of governance, with consequences for the general well-being of society and the pleasure of its citizens (Moon, 2002). Additionally, Bordogna & Neri (2014) draw attention to how austerity measures affect workers in local government and the delivery of public services (Bordogna & Neri, 2014). This emphasizes how macroeconomic policies have a variety of effects on local service delivery. Scholarly investigation has been conducted on the quality of public services provided by local governments in Indonesia. To fill a knowledge vacuum about the state of inclusive public service innovation, Muluk et al.'s study from 2021 attempts to determine the true role that local governments play in safeguarding and improving public services for everyone (Muluk et al., 2021). Furthermore, Kristanti & Yudiatmaja (2022) highlight the transfer of authority from the central government to local authorities and address the difficulties local governments have had in delivering high-quality public services in Indonesia since decentralization (Kristanti & Yudiatmaja, 2022).

* Corresponding author:
e-mail: nditibaranyanan@student.ub.ac.id

As is well known, the Regional Government and the Central Government collaborate on matters about authority, public services, money, and the utilization of natural resources and other resources. Compulsory government affairs and elective government affairs are the two categories within concurrent government affairs. There are two categories of government affairs about compulsory government affairs that are organized by regional governments: those that are connected to basic services and those that are not. (No. 63, KepmenPAN, 2003).

Public service providers must adhere to public service standards to serve the public interest. As a result, local governments' implementation strategy must prioritize implementing Minimum Service Standards. The regulations about the nature and caliber of fundamental services—mandatory government affairs to which all citizens are at least entitled—are known as Minimum Service Standards or SPMs. Public Works and Spatial Planning are among the items covered under the Compulsory Affairs of Basic Services (Law No. 23, 2014).

The government has legislated several infrastructure-related issues in the 2020–2024 RPJMN, particularly about drinking water, wherein 15% (percent) of people must have access to clean drinking water and 30% (percent) must have piped drinking water. This amounts to 100% of appropriate drinking water. 90.21 percent of households will have access to appropriate drinking water in 2020, according to government targets and data from the National Socioeconomic Achievement Survey (Susenas). The percentage for the last three years was 2.46 percent. In contrast to urban areas (1.88 percent), the growth in rural areas (2.79 percent) was marginally greater. Even if there has been an increase, this indication still has to be watched closely because it is still seen as slow about the desired outcome (2020 RPJMN).

One of the most fundamental needs that must be met is the availability of clean drinking water, as it is directly linked to people's most basic requirements. The following make up the PUPR Strategic Plan's Drinking Water Supply System Development (SPAM) priority: 1). New SPAM Development, such as setting up new SPAM units in places where none have been provided; 2). increased production capability in regions that have benefited from SPAM services, as well as increased SPAM; 3). Extension of SPAM, encompassing management of SPAM's operation using programs for utilizing idle capacity (piping networks) (www.ciptakarya.pu.go.id/pspam).

In the fiscal year 2024, the Drinking Water Supply System (SPAM) policy direction will be elucidated, covering topics such as the foundation of SPAM implementation policies, opportunities, challenges, and strategic issues; policies and strategies for putting SPAM into practice; and the role of regional governments. The lack of infrastructure and facilities providing clean, safe drinking water to the population has presented challenges and strategic difficulties for the PUPR Office of West Halmahera Regency, particularly in the Drinking Water Sector. Furthermore, due to financial constraints, the existing development, rehabilitation, and enhancement initiatives are solely determined by priority levels (Renstra DPUPR West Halmahera Regency, 2021).

From 9 (nine) Districts spread across West Halmahera Regency, the majority of households have access to clean drinking water, according to data gathered by the PUPR

* Corresponding author:
e-mail: nditibaranyanan@student.ub.ac.id

Office of West Halmahera Regency in 2020–2022. However, the number and percentage of households accessing clean drinking water still fall short of the government-mandated target. Therefore, a strategy to develop a Drinking Water Supply System (SPAM) is needed to achieve optimal equity and improve public services. Regulations and rules such as the SPAM Master Plan (RISPAM) and the West Halmahera Regency SPAM Prosecutor's Office must also be developed as a reference for Regional Governments and Organizers.

Literature Review

It is crucial to take into account several factors, including public service innovation, governance issues, service delivery, and the effects of digital transformation, to fully analyze the function that local government plays in the public sector. The literature sheds light on the difficulties local governments encounter, solutions to those difficulties, and the effects on the provision of public services. Local governments are defined by Bennet (Year) as community-based organizations that express political engagement and as service delivery agents near the public. This distinction draws attention to the various ways in which local governments interact with the community and provide necessary services (Bel & Warner, 2014).

The impact of inter-municipal cooperation on costs and public service delivery is highlighted in the study by (Year). "Quality of Public Services in Local Governments in Indonesia: A Study of Capital Expenditures and Government Internal Control Systems", 2022, offers insights into the dynamics of local government collaboration and its implications for service provision. It also clarifies the expectations and evidence surrounding austerity measures and devolution. Additionally, (Year) talks about how social discourse and public services in the Italian municipal government are affected by austerity measures. This study provides important insights into the difficulties local governments face in maintaining service quality in the face of budgetary constraints. It also highlights the complex effects of government policies on employment relations, local government employees, and the delivery of public services (Bordogna & Neri, 2014).

The standard of public services provided by Indonesian local governments is a crucial factor that directly affects the welfare of the populace. Numerous investigations have been carried out to comprehend the elements impacting the standard of public services and the fiscal performance of Indonesian local governments (Furqan et al., 2020). examined how the application of accrual accounting methods to Indonesian local government affected the quality of financial reporting and public services in light of audit findings and suggestions (Furqan et al., 2020; Dewi et al., 2019). emphasized the significance of an efficient internal control system in generating high-quality financial statement data that aids in the enhancement of the quality of financial statement data (Dewi et al., 2019; Saragih, 2022). investigated how affluence, internal oversight, and capital expenditures by Indonesian local governments affected the development of human capital (Saragih, 2022; Sunardi, 2021). examined through empirical research how well Indonesian local governments perform concerning the accuracy of their financial reports and the effectiveness of their internal control systems (Sunardi, 2021;

* Corresponding author:
e-mail: nditibaranyanan@student.ub.ac.id

Setyawan & Gamayuni, 2020). sought to compare the financial reporting standards of Indonesian local governments before and after the e-budgeting system and government internal control systems were put into place (Setyawan & Gamayuni, 2020; Kiswanto et al., 2020). investigated the elements that affect the weakness of local government internal control, such as capital expenditure, leverage, locally generated revenue, complexity, and the results of the internal control weaknesses from the prior year (Kiswanto et al., 2020).

In line with national aims for universal and equitable access to drinking water services as well as the Sustainable Development Goals (SDGs), the development of drinking water supply systems is essential to strengthening public services (Prakoso & Notodarmojo, 2018). The creation and administration of local drinking water supply systems must adhere to sustainability characteristics and criteria, which emphasize the significance of resolving conflicts and trade-offs (Engelenburg et al., 2020). Additionally, plans for economic development, particularly those about the expansion of industry and cities, depend on the development of infrastructure, such as systems for the supply of potable water (Kamaludin et al., 2022).

Method

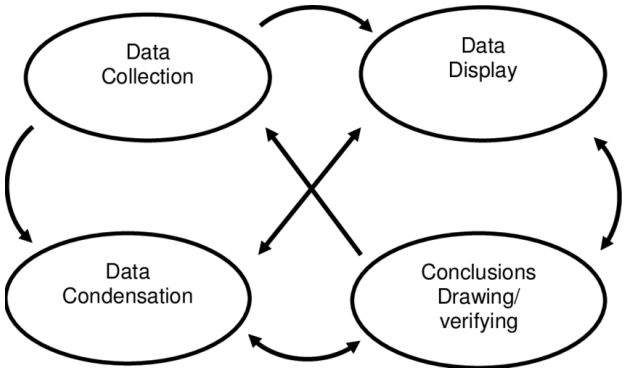
Descriptive research with a qualitative methodology was used in this study. Because it is relevant to the subject, the author has chosen to investigate " Improving Public Services: Development of Drinking Water Supply System in West Halmahera". Qualitative research, according to Miles, Huberman, and Saldana (2014), is a source of comprehensive and persuasive explanations and descriptions of human behavior. With qualitative data, it is feasible to maintain a chronological flow, identify the events that have ramifications, and get useful explanations. Strong qualitative data can also help researchers develop or alter the conceptual framework and move beyond the initial notion; they are more likely to lead to unintentional discoveries and new integration (Avita et.al., 2023). Finally, well-analyzed findings from qualitative research contain the following characteristics “cannot be denied”.

The author uses this technique to examine and characterize the optimal Drinking Water Supply System (SPAM) development for enhancing public services, as well as to examine and characterize the elements that facilitate and obstruct SPAM Development at the West Halmahera Regency PUPR Office. Using PUPR Regulation Number 13 of 2013 concerning National Policy and Strategy for the Development of Drinking Water Supply Systems (KSNP SPAM) and Government Regulation Number 16 of 2005 concerning the Development of SPAM, the research focuses on the Development of a Drinking Water Supply System to improve public services at the PUPR Office of West Halmahera Regency.

Data analysis in qualitative research is carried out both during the actual data collection process and after it has been completed. The steps in qualitative data analysis should be carried out interactively and continuously until they are finished, according to Miles and Huberman (1984), to ensure that the data is saturated. Sugiyono (2014) suggests this. In this study, researchers employed an interactive method of data analysis that included data

* Corresponding author:
e-mail: nditibaranyanan@student.ub.ac.id

reduction, data visualization, and conclusion generation and verification (Miles, Huberman & Saldana, 2014).



Source: Miles, Huberman, and Saldana (2014)

Figure 2. Components in Data Analysis

Result and Discussion

West Halmahera Regency will see a 134,630 increase in population in 2021, according to figures published by the Central Statistics Agency (BPS). whereas West Halmahera Regency will have a population density of 60.74 persons per km2 in 2021. It makes sense for population growth to be quite rapid. In addition, the increasing population will lead to several issues concerning the quantity, quality, and social accessibility to sufficient basic services, including the provision of clean drinking water. The percentage of homes with access to safe drinking water is shown in the table below:

Table 1. Percentage of households accessing Clean Drinking Water by District in West Halmahera Regency in 2020

District	Number of Household	Number of Households Accessing Clean Drinking Water	Percentage of Households Accessing Clean Drinking Water Sources
Jailolo	7.809	6.508	83,34%
South Jailolo	4.318	2.159	50,00%
East Jailolo	933	n/a	0,00%
Sahu	2.439	1.219	49,98%
East Sahu	2.202	1.835	83,33%
Ibu	2.697	1.348	49,98%
South Ibu	3.518	1.759	50,00%
Tabaru	1.981	1.800	90,86%
Loloda	2.947	982	33,32%
West Halmahera	27.947	982	63,09%

Source: Data and Analysis of RTRW North Maluku Province, 2013-2023

* Corresponding author:
e-mail: nditibaranyanan@student.ub.ac.id

According to the aforementioned data, clean drinking water sources serve the majority of various sub-districts in West Halmahera Regency; yet, certain sub-districts remain unsatisfied. For example, the percentage is less than 50% (percentage) in Sahu District, Ibu District, South Ibu District, Loloda District, and East Jailolo District. based on information from the West Halmahera District Public Works and Spatial Planning Office's Minimum Service Standard (SPM), which includes fundamental Service Types & Sub Activities: Services to fulfill Drinking Water's fundamental requirements.

Known Basic Service Standards with Indicators: The percentage value of 85% represents the accessibility to safe drinking water made possible by JP SPAM's expansion and the use of built-in SPAM idle capacity. Additionally, with an 80% share, the availability of access to safe drinking water through new development for areas without drinking water services. Furthermore, according to performance data from the PUPR Office of West Halmahera Regency, the number of constructed drinking water facilities and infrastructure has reached 63.6% (percent), with a development target of 11 (eleven) villages realized out of a possible 7 (seven) villages.

Table 2. Achievement of Minimum Service Standards (SPM) of PUPR Office FY.2022

No	Types of Basic Services &; Sub-Activities	Basic Service Standards		Achievement Deadline (Year)	Work Association/Responsibility Board
		Indicator	Value		
1	Basic Drinking Water Needs Fulfillment Services	a. Availability of Safe Drinking Water Access through the expansion of Piping SPAM and Utilization of Idle Capacity SPAM is built	85%	2022	Dinas PUPR
		b. Availability of access to safe drinking water through New Development for Areas that do not yet have Drinking Water Services	80%	2022	Dinas PUPR

Sources: Dinas PUPR Kab. Halmahera Barat, 2022

* Corresponding author:
e-mail: nditibaranyanan@student.ub.ac.id

The Drinking Water Supply System development policy is formulated to answer strategic issues and problems in the development of SPAM, SPAM development policies and strategies in the PUPR Regulation Number. 13 of 2013 are formulated as follows:

a. Policy: Increased access to safe drinking water for all urban and rural communities through protected piping networks.
b. Strategy: Developing SPAM to meet minimum service needs to expand the reach of drinking water services, especially for low-income communities. With an action plan:
    1) Develop SPAM by following the regional development pattern set out in the Regional Spatial Plan (RTRW).
    2) Build a new SPAM for districts/cities that do not yet have a system; The capital of the district/city of the expansion, and the water-prone, disease-prone areas/villages, border areas/outer islands, coastal areas, remote islands and fishing villages.
    3) Developing SPAM for Low-Income Communities (MBR) in urban slums and Rumah-Simple Sehat (RSH) areas.
    4) Developing SPAM through community-based drinking water development programs Encourage specific policies for SPAM development in certain districts/cities.

The above policies and strategies are a manifestation of the Government's efforts in improving services, especially in the Development of Drinking Water Supply Systems, this is in line with the theory of (Gunnar Myrdall, 1957) related to the Basic Needs development model, which tries to solve the problem of poverty directly by meeting all the basic needs of the community, especially the poor, by meeting all clothing needs, food, housing, and access to public services, such as education, health, clean water, transportation, and others. Thus, the Government can subsidize or assist in meeting the basic needs of the community.

Judging from the Physical Aspect (Technique), it is known that: Due to the relatively high demand for drinking water through the SPAM Piping Network in West Halmahera Regency, the development of the Piping Network Drinking Water Supply System (SPAM JP) in the region has experienced obstacles. increased and is now included in the priority program category of the PUPR Office of West Halmahera Regency. In addition, the target of 100% safe drinking water mandated by the government in the establishment of the SPAM Piping Network in West Halmahera Regency has also not been achieved. The community has been managing the BJP Unpumped Water Supply System (SPAM BJP) with support from the Central Government through the Ministry of PUPR Director General of Cipta Karya and Regional Governments through the PUPR Office of West Halmahera Regency in the Pamsimas program. This is because the need for BJP SPAM is still relatively low and most of the BJP's SPAM has been used by the community independently. However, the BJP SPAM Development in West Halmahera District was still built by considering the needs of the community and adjusting to the financial capabilities of the Region.

* Corresponding author:
e-mail: nditibaranyanan@student.ub.ac.id

The Constitutional Aspect is found to be the Non-Physical Aspect. Institutional Aspect: In improving the institutional development of the Drinking Water Supply System in West Halmahera Regency, a Work Unit (Satker) has been formed which is spearheaded by the Ministry of PUPR Director General of Copyright, which is contained in the Decree of the Minister of PUPR Number 707 of 2019, where the regulation contains the Decree of the PIP Work Unit (Satker) of the PUPR Office of West Halmahera Regency. Even though the PIP Task Force has been established, the PUPR Office of West Halmahera Regency is still faced with challenges in increasing the institutional capacity of the Drinking Water Supply System operators. In particular, the implementation of Norms, Standards, Procedures, and Criteria (NSPK) has not been fully implemented due to weak institutional capabilities. In addition, the application of good corporate governance principles in the implementation of SPAM is expected to be transparent, participatory, and accountable. Therefore, it is necessary to design institutional strengthening by modifying the structure and institutional authority of the implementation of the Drinking Water Supply System in West Halmahera Regency.

Management Aspects. The PUPR Office of West Halmahera Regency has a well-organized human resources (HR) section. However, the overall human resource capability of the PUPR Office of West Halmahera Regency is inadequate and still a challenge. Therefore, to increase the quantity and quality of human resources for the growth of the Drinking Water Supply System in West Halmahera Regency, it is necessary to increase capacity through coaching and training.

Financial aspect. Financing support for the development of SPAM in West Halmahera Regency is provided by the Ministry of PUPR Director General of Cipta Karya of the central government through the Special Allocation Fund (DAK) for Drinking Water provided to the PUPR Office of West Halmahera Regency. So far, local government funding is still not optimal due to limited regional fiscal capacity. However, the Regional Government continues to support the SPAM development program in West Halamhera Regency through the West Halmahera Regency PUPR Office, namely by providing funding support in the West Halmahera Regency PUPR Office SPAM Development program, in the form of a Joint Regional Fund (DDUB, by attaching interest and willingness to meet the Readiness Criteria for the Directorate General of Copyright of the Ministry of PUPR in the context of Optimizing Jailolo IKK SPAM and Loloda IKK SPAM in West Halmahera Regency.

Community Roles: The expanding proposal for the fulfillment of drinking water services in numerous sub-districts in Musrenbang West Halmahera Regency indicates the prominent role played by the community in promoting the expansion of the coverage of drinking water services in the regency. However, it is believed that rural SPAM organizing structures are still weak, which puts the built-up sustainability of SPAM at risk. The West Halamhera Regency's PUPR Office has not yet personally coached community organizations on policies and procedures for community-based SPAM development. Because of the community outreach of the West Halmahera Regency PUPR Office, SPAM's development is restricted in terms of finance and accessibility. In fact, to improve community life, collaborative aspects are needed in resource management (Maulana & Wardah, 2023).

* Corresponding author:
e-mail: nditibaranyanan@student.ub.ac.id

Legal Considerations. Aspects. From a legal perspective, the Drinking Water Supply System Master Plan (RISPAM) has been implemented in West Halmahera Regency since 2016, and the SPAM Master Plan (RISPAM) has been proposed for preparation in 2023. These actions demonstrate that the PUPR Office of West Halmahera Regency has up to this point fully functioned as a regulator. The fact that the Central Government's NSPK has not yet been implemented into an agreement in the Regions remains a barrier. The Master Plan, SPAM Development Policy and Strategy, Feasibility Study, and Technical Planning are among the other unfinished and non-compliant SPAM Development planning documents that still need to be completed. According to the above justification, the Development of the Drinking Water Supply System (SPAM) in West Halmahera Regency is required to comply with PUPR Minister Regulation Number 13 of 2013 concerning National Policies and Strategies for the Development of Drinking Water Supply Systems (KSNP-SPAM) and Government Regulation Number 16 of 2005 concerning the Development of Drinking Water Supply Systems.

To improve public services and accomplish sustainable development goals, a drinking water supply system must be developed (Prakoso & Notodarmojo, 2018). underline the necessity of infrastructure study to improve the system of drinking water delivery, in line with the Sustainable Development Goals (SDGs) and the Long-Term Plan Targets on Water delivery. Additionally, Hanim (2018) highlights the significance of political and economic elements in this evolution and examines the benefits of decentralization in the implementation of the drinking water delivery system (Engelenburg et al., 2020). To evaluate the difficulties and trade-offs involved in the sustainable development of regional drinking water delivery systems, emphasize the importance of sustainability features.

Additionally, Hodgson & Manus (2009) offer a framework for comprehending the whole water supply system and the operational control required to safeguard the public's health and optimize drinking water quality (Arsana et al., 2022). emphasize the role of community participation in the creation of drinking water delivery systems, underscoring the necessity of local involvement (Kamaludin et al., 2022). Emphasize the connection between economic development policies, such as urbanization and industrial development, and infrastructure development, such as the provision of drinking water.

Furthermore, Hidayatno et al. (2015) emphasize the necessity of thorough risk management while investing in the construction of drinking water supply systems, taking institutional, financial, and environmental factors into account (Shao et al., 2017). stress the need to expedite the implementation of drinking water security projects to fulfill regulatory obligations and guarantee drinking water security, especially in rural areas (Dejus et al., 2017). talk about the creation of early warning systems, with an emphasis on contamination event detection techniques, to improve the safety and dependability of drinking water delivery systems. All things considered, these examples highlight how complex creating a drinking water supply system is, involving risk management, community involvement, sustainability, infrastructure analysis, and wider socioeconomic ramifications. A thorough grasp of the significance of the drinking water delivery system for enhancing public services and promoting sustainable development is offered by the synthesis of these viewpoints.

* Corresponding author:
e-mail: nditibaranyanan@student.ub.ac.id

Prakoso and Notodarmojo stress the need for infrastructure analysis to enhance drinking water supply systems, particularly to achieve long-term plan targets and SDGs related to water supply. Moreover, Chowns discusses the efficiency and effectiveness of community management as a model for public service delivery in the rural water supply sector, emphasizing the importance of improving access to clean water and increasing service sustainability. These references collectively underscore the multifaceted nature of improving public services, encompassing infrastructure, community management, and long-term development goals.

Furthermore, Ali et al. analyze the institutional development of drinking water supply systems, focusing on the transition of institutional forms to minimize conflicts and improve the quality of drinking water services. Kamaludin et al. emphasize the role of infrastructure development, such as drinking water provision, as a policy instrument for economic development and regional expansion. These references highlight the intricate relationship between institutional development, infrastructure, and economic growth in the context of improving public services related to drinking water supply systems. Moreover, Ahsan et al. delve into the willingness to pay for improved safe drinking water supply, shedding light on the economic aspects and trade-offs made by urban dwellers for proposed improvements to existing water supply systems. Similarly, Alazaiza and Maskari emphasize the prioritization of drinking water supply improvements as part of the UN's Sustainable Development Goal initiatives, particularly focusing on quality and sanitation. These references underscore the economic considerations and the value placed on safe drinking water supply improvements.

Conclusion

Government Regulation Number 16 of 2005, concerning the Development of Drinking Water Supply Systems, and PUPR Minister Regulation Number 13 of 2013, concerning National Policies and Strategies for the Development of Drinking Water Supply Systems, must be consulted to improve services at the PUPR Office of West Halmahera Kabupaten through the development of the Drinking Water Supply System (SPAM). Aspect Physical (Technique). To meet the minimal service demands at the PUPR Office of West Halmahera Regency, it is important to expand safe access to drinking water for all villages within the regency through SPAM Piping and Non-Protected Piping Networks. Using a plan of action, namely creating SPAM by the regional growth pattern specified in the Regional Spatial Plan (RTRW).

Not-So Physical Elements. In terms of the institutional side, this includes examining the institutional legislation and the West Halmahera Regency PUPR Office's current organizational structure. It also entails creating plans for institutional development that will enable the office to manage the planned SPAM and enhance its regulatory role. In terms of management, this can be achieved by enhancing the human resource capacity of the PUPR Office of West Halmahera Regency, bolstering the office's role and function, and implementing the principles of good corporate governance for the Drinking Water Supply System (SPAM) operators.

* Corresponding author:
e-mail: nditibaranyanan@student.ub.ac.id

Regarding the financial side, this can be achieved by strengthening the PUPR Office of West Halmahera Regency's internal financial capacity, bolstering the government's and regional governments' commitment to funding the development of the Drinking Water Supply System (SPAM), and boosting funding by obtaining non-government sources like grants and loans from both domestic and international sources. In the context of the community's role, specifically through the creation of a community-based program for the development of drinking water supplies (SPAM). Boost the community's capacity for optimal empowerment, and community organizations receive direct guidance from the Regional Government (Dinas PUPR) in the development of drinking water supply systems (SPAM). Legally speaking, this is done by creating regulations that aid in the development of the Drinking Water Supply System (SPAM), such as Development Policy and Strategy SPAM in the Regions of West Halmahera District.

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∗ Corresponding author:
e-mail: nditibaranyanan@student.ub.ac.id

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* Corresponding author:
e-mail: nditibaranyanan@student.ub.ac.id

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∗ Corresponding author:
e-mail: nditibaranyanan@student.ub.ac.id