

## Third Sector Organizational Challenges in Provision of Clean Water Services in Darungan Village, Jember Regency

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### Abstract

*This research was conducted to find out how the involvement of the third sector in the public service of providing clean water in Darungan Village, Tanggul District, Jember Regency. Darungan Village from 1970 to 1980 is a portrait of the government's failure to fulfill the needs of the public sector for clean water. This failure can be seen from the absence of the government in an effort to fulfill public needs in this sector. This is because the geographical location of Darungan Village is isolated and the level of education of the majority of the community is quite low. By referring to the idea of Bransend's co-production theory, that to involve the community actively in public services to revive the democratization of society which is considered to be starting to degrade, it allows the third sector or also known as the community to be involved in public services, especially in the sector of meeting water needs. clean in Darungan Village. Clean water services carried out by the third sector in Darungan Village are carried out by an organization named HIPPAM (Himpunan Penduduk Pemakai Air Minum) which has been established in 2000 to date, in collaboration with the PU Cipta Karya Office, Jember Regency. The government provides assistance in the form of clean water facilities which will be managed independently by the community. The results of this study are the challenges faced by third sector organizations in providing clean water in Darungan Village.*

### Keywords

co-production; third sector organization; water management; Darungan village.



## I. Introduction

The existence of water is guaranteed by the constitution as a basic human need, namely Article 33 of the 1945 Constitution paragraph 3, which reads "Earth and water and the natural resources contained therein are controlled by the state and used as much as possible for the prosperity of the people". Then this constitution was reaffirmed in Article 5 of Law No. 7 of 2004 concerning Water Resources, which states "the state guarantees the right of everyone to get water for basic needs at least daily in order to fulfill a healthy, clean and productive life". The guarantee of these two points is of course the shared responsibility of both the central government and local governments. In Law No. 17 of 2019, in general it has been regulated how the Central, Provincial and Regional Governments regulate the management of Water Resources (SDA) starting from establishing policies, management patterns, management plans to granting permits.

Darungan Village, Tanggul District, Jember Regency is one of the portraits of the poor problem of water resource management in Indonesia. In some areas in Darungan Village, which according to the statement of one of the local figures is an area that has experienced the problem of scarcity of water resources, one type of scarcity in the region is the scarcity of clean water resources. To get access to clean water sources, local residents must travel a distance of approximately five kilos of meters. Because of this long distance

the community was forced to use river water to meet their daily needs. There is no other choice for Darungan Village residents using river water for their daily consumption. Because to be able to get a source of water using a well, because of its hilly topographic location, the land that is dug up as deep as 20 meters to 40 meters using a bore well fails to issue a water source. Another fact, Darungan Village is a village with the largest area in Tanggul District, Jember Regency, this is one of the reasons researchers are interested in conducting research in this Dyah, that the widest village area in a sub -district in Jember Regency, but has problems with the management of its water resources. Data on the area and altitude of Darungan Village in Tanggul District can be seen in the following table:

**Table 1.** Altitude, area, and distance of village offices to the sub-district office

Village	Place Elevation	Area (Km2) Total Area	Percentage of sub-district area	Distance from village office to subdistrict office
1 Tanggul Kulon	66	8,16	7,62	1,0
2 Tanggul Wetan	46	7,91	7,38	2,5
3 Klatakan	49	16,54	15,44	6,0
4 Selodakon	133	6,56	6,12	8,0
5 Darungan	153	22,11	20,64	7,0
6 Manggisian	102	19,49	18,19	3,0
7 Patemon	35	11,11	10,37	1,0
8 Kramat Sukoharjo	32	15,26	14,24	4,0
Tanggul District	-	10,714	100,00	-

Source: BPS Jember 2019

The table above shows that Darungan Village is the most extensive village in Tanggul District, but also a village that is isolated because it is in the highest and mountains.

The phenomenon of the scarcity of water resources in Darungan Village above shows that the problem of water resources management ranging from the difficulty of access to water or poor people, water pollution caused by dirt, still occurs, to the topographic aspects of hilly. Darungan Village is one example of cases of interesting problems to be investigated. Alleged researchers, that the alienation and scarcity of water resources in Darungan Village because the government is unlikely to be present in an effort to plant this problem. If you see from the narrative of community leaders that the era of alienation and distress can be traced since the 1970s where at that time the procedure for governing in the era-soeharto still used the old public administration regime, which was still centralized, as a result cases as experienced by the people in the village of Darungan were not touched So that the community must find a solution for solving the problem.

After the Reformation era, government procedures began to change from centralization to decentralization, in accordance with the decentralization principle of the regional autonomy system, local governments have the authority to regulate their own territory. In Law No. 32 of 2004 concerning regional autonomy, it is stated that local governments have the authority to improve the welfare of their people to establish bodies or institutions tasked with carrying out tasks in an effort to resolve all the interests of their citizens. Starting from the district, sub-district to the lowest level, namely in the village or sub-district. In relation to this problem, the elements involved in the management of water resources, according to the researcher, are the local regent who gives permission for managing resources in accordance with Law No. 17 of 2019, Offices or Institutions that are

directly related to the process of managing water resources and efforts to manage resources. Water resources from individual or community elements, namely the Drinking Water User Population Association or abbreviated as HIPPAM which according to the Malang City DPUPR (*personal communication*.2017, 27 September) is one of the legal institutions or institutions according to government laws and regulations to organize in managing the clean water supply system for the sake of the interests of the community, and is engaged in the provision of clean water services with a system that has been determined by the government, with an orientation to social activities.

Organization must have a goal to be achieved by the organizational members (Niati et al., 2021). The establishment of HIPPAM is one way to help the community solve the problem of water scarcity in villages experiencing water scarcity problems in Jember Regency. In Darungan Village, the process of the birth of HIPPAM consisted of elements of the community, government, and State-Owned Enterprises. In this case, it is the Village Government element that provides administrative services by issuing a Certificate and Perhutani which provides access to a land loan of eight hectares as a managed area to supply drinking water sources to residents who use water services in Darungan Village. In the process of management and implementation, HIPPAM is unique in each village, the background of the establishment of a HIPPAM, and the water sources that are managed to be distributed to the community differ depending on the conditions and situations in each village. Like this case where HIPPAM in collaboration with borrowing land belonging to Perhutani only occurred in Darungan Village, meaning that the birth process of HIPPAM in villages in Jember Regency had different backgrounds. Researchers tried to take examples from different backgrounds, for example in Pakis Village, Panti Subdistrict, the establishment of HIPPAM was not born from the problem of water scarcity, but Pakis Village according to the Village Head's statement has abundant spring potential, therefore it is necessary to establish HIPPAM to manage the abundance of springs located in the village (*Personal communication*. November 22, 2020). Researchers also refer to a research journal report in 2014 by Anwar et.al who conducted research on governance

Management of Water Resources by HIPPAM in Banyuwangi Regency, that at the conclusion of the research report states that in Banyuwangi Regency the obstacle faced by HIPPAM is the difficulty in getting the location of the springs. This is one of the uniqueness of HIPPAM Al Barokah Sumberbulus in Darungan Village.

Co-production is one of the dimensions of Public Administration which was popularized by Elinor Ostrom in 1970. In this case, local or regional governments embrace citizens, by using values or methods so that public services can run more efficiently, effectively and democratically with the aim of restoring trust. and satisfaction with government and politics (Brandsen et al., 2018). Meanwhile, the general description of Co-production is a point of view of Public Administration scientists who focus on how public services can be delivered effectively by involving citizens directly and actively. As a designer, initiator, and implementer in a policy carried out by the government. The definition of co-production in general is as follows: "Efforts to combine the community or citizens and professionals who work in the public sector in an effort to initiate, plan, design and implement public services (Brandsen et al., 2018).

## II. Research Method

This research is a qualitative research. According to Creswell (2019) "Qualitative research begins with assumptions and the use of theoretical interpretive frameworks that shape or influence the study of research problems related to the meanings imposed by individuals or groups on a social or human problem. To study this problem, qualitative researchers use the latest qualitative approaches in research, data collection in the natural environment that is sensitive to the community and research site, and inductive and deductive data analysis and the formation of various patterns or themes. The final written report or presentation includes the voices of the participants, the reflexivity of the researcher, the description and interpretation of the research problem, and its contribution to the literature or calls for change." Data collection techniques used in the study were direct observation (observation), interviews (interviews), and supporting data in the form of documents. Then added with triangulation technique.

The data analysis technique used in this research refers to the model developed by Matthew B. Miles and Michael A. Huberman (2014). In this study, researchers used the analysis of the Miles and Huberman Interactive Model. Miles and Huberman, (2014, p.8) divide the qualitative data analysis process into three stages, namely: the data condensation process, the data presentation process, and the conclusion or verification process.

## III. Results and Discussion

### 3.1 Implementation of Clean Water Supply Services by HIPPAM AL Barokah in Darungan Village, Tanggul District

To find out the involvement of the third sector, in this subchapter the researcher will describe the implementation of clean water supply services carried out by HIPPAM Al Barokah. Based on the research that the researchers have carried out, in the implementation of the distribution of clean water services carried out by HIPPAM Al Barokah in Darungan Village, the researchers classify the implementation of the clean water distribution services into several stages. The stages are as follows: *First* Data Collection and Socialization that in the process of collecting data on the membership of clean water service users carried out by HIPPAM Al-Barokah using two methods, namely the community can directly come to the office to register themselves and follow-up will be carried out by the HIPPAM management and socialization directly through door to door to the community or local community stores. From the data collection process, it was recorded that the active users of HIPPAM Al Barokah amounted to 218 Heads of Families spread into 2 hamlets. However, from the data collection, HIPPAM Al Barokah has not been able to serve all community requests due to limited funds. *Second*, Installation of Community Facilities makes service submissions voluntarily and agrees with the agreed fee as well as by joint work or mutual assistance between technical officers and the community. However, in installing the meter, the researchers got different information and facts, with the aim of solving the problems that occur, namely the uneven distribution of water, it actually creates new conflicts such as requests to cut off waterways by some residents who do not agree with the use of the meter which will be discussed later on. next stage. There are also other complaints, such as the meter installed is a used meter even though at a cost of 400 thousand it should be enough to get a new meter facility. As a result of using this used meter, it is inaccurate in calculating the water debit, so that the monthly cost of the customer increases.

*The three* HIPPAM Management Internal Meetings and HIPPAM Member Meetings in making decisions related to this clean water distribution service, HIPPAM management conduct deliberations through internal and external meetings, deliberations conducted through internal meetings are carried out by HIPPAM management to make technical decisions related to repairs or repairs. problems that must be resolved as soon as possible. Meanwhile, to make decisions that are critical in nature, mutual agreement is needed between the management and members who are chaired by the village head, although not all problems can be resolved by mutual agreement. *Fourth*, the withdrawal of monthly fees for HIPPAM service users, totaling 220 users, is carried out once a month on the 25th of the end of the Christian calendar. The withdrawal officer carries out monthly withdrawal activities for three days and is given an honorarium of 30% of the total withdrawal of all monthly fees for service users, the monthly fees will later be allocated to the HIPPAM Al-Barokah cash for operational purposes and facility repair costs. However, based on the findings of the researchers, the non-transparent financial condition of HIPPAM Al Barokah resulted in financial difficulties which resulted in difficulties in resolving residents' problems related to facility repairs. As a result, HIPPAM has always depended on financial assistance from the government with proposals submitted periodically once a year, and the proposals submitted by HIPPAM were not always approved by the government. *Fifth*, network expansion since its establishment in 2000, HIPPAM Al Barokah Darungan not only serves the residents of Darungan Village, but has succeeded in expanding the service network to other villages, namely Manggisan Village. However, according to the researcher, based on the mechanism for implementing the assistance from the Public Works Department of Cipta Karya, what the head of HIPPAM Al Barokah Darungan did was a claim. Because the mechanism for assistance from the service is between villages. However, the role of the chairman of HIPPAM Al Barokah Darungan in providing mentoring and providing information on the procedures and access to receiving clean water assistance must be considered. however, there are ties between the two, such as taking the same name, namely Al Barokah, where the location of the permit location is for the same spring water, to the transfer of customers between the two HIPPAMs based on locations that are considered easier for customers to access. *Sixth*, Application of Assistance to the Government, In general, the SOP (Standard Operational Implementation) carried out by the Public Works Department of Cipta Karya in carrying out verification of SPAM aid recipients through the following stages. First, information or data on requests for assistance can be obtained through the results of the musrembang or direct requests through proposals from the community. Then the incoming request data is processed and selected by the SIE for Drinking Water Supply which is then submitted to the head of the field, after being submitted to the field, it is submitted to the head of the service to be submitted to the budget team. After obtaining a budget decision, the list of requests for assistance will be implemented. This explanation can be seen in the table below.













Procedure Description	Musrenbang / Community	Executor				Raw Quality			
		Head of Department PRKPKK	Head of Division PSU	Section Chief PAM	Staff	Equipment	Time (Day)	Output	
Musrenbang / Community Request regarding Development/Expansion SPAM						Office equipment: - Computers & Printers - ATK	1	Disposition	
Recording and Data Collection of Musrenbang Results / Public Requests						Office equipment: - Computers & Printers - ATK	1	Musrenbang Result Data and Community Proposal Database	
Verify the suitability of the proposal with the proposed Program, Activities and Sub-Activities						Office equipment: - Computers & Printers - ATK	2	Activity Program Proposal Document	
Administration Verification and Field Survey						Survey Equipment & Office: - Computers & Printers - ATK, GPS, & Vehicles	20	Preliminary Field Technical Survey Document	
Preparation of Activity Technical Planning and Budget Submission						Office equipment: - Computers & Printers - ATK	4	Draft of Activity Technical Planning Document and Budget Proposal	
Technical Approval and Budget Submission						Office equipment: - Computers - ATK	1	agreement	
Finalization of Budget Submission to the Jember Regency Budget Team						Office equipment: - Computers - ATK	1	Budget Work Plan (RKA)	
Total								30	

Figure 1. Standard operating procedure Drinking water development section

### 3.2 The New Public Service (NPS) Paradigm in Providing Clean Water in Darungan Village

Taco Brandsen and Victor Pestoff (2010) have argued that involving the third sector (under other names the voluntary sector, the non-profit sector (private), social economy, civil society, although these terms have different and overlapping characteristics) in public services could potentially significantly with two events. Namely democratization which in this case is termed as Co-production and innovation. Co-production refers to who is involved in the service. According to Veaser (2008) there are four concepts that strengthen the position of users/service implementers in service delivery.

#### a. Representative Political Democracy

Citizens as voters who give authority to their representatives in government. In the process of providing clean water services carried out by HIPPAM Al Barokah to the community, this requires political access from the Jember Regency House of Representatives. If viewed from a policy perspective, assistance to the community in the form of construction of storage facilities and distribution of clean water can be categorized as a hybrid policy flow. This means that there are active steps from above and below (government and society) the government through the PUPR Cipta Karya service, the clean water supply division based on the regent's regulation Number 21 of 2021 has the task of preparing policy formulation materials, providing, implementing, fostering, monitoring, data collection, and control in the management, maintenance, facilities and infrastructure of clean water.

Development of SPAM management groups, one of these SPAM groups is HIPPAM. This SPAM group to be able to get assistance from the government must first submit a proposal in the form of a proposal which will later be recorded by the service and then verified. The results of the verification from the office are then submitted to the Regent through the head of the agency who will later be brought to the plenary meeting regarding the aid budget allocated by the district to the service for this sector. At this stage the role of the DPRD as the representative of the people comes into play, a hands-on recommendation

between the members of the council to the community groups they vote for when general elections usually take place. because the request for assistance from below, namely the community usually exceeds the available quota given the limited funding from the government so that selection is needed.

Based on the researcher's findings, community groups that have special access to the government and the people's representative council receive priority for this assistance. At the beginning of the establishment of HIPPAM until now, the assistance received by HIPPAM Al Barokah has decreased 6 times, namely in 2000, 2002, 2004, 2010, 2016 and finally 2018. This assistance can continue to flow to the community because Pak Sakur is the chairman of HIPPAM, has access to representation with the Regional Representatives Council, where Pak Sakur has a long history as a PPP party administrator. According to Pak Sakur, the Pak Sakur Hamlet area was the basis for PPP votes. According to him, this makes it easy for him to provide clean water assistance carried out by the PUPR Service. However, since 2019 until now, HIPPAM Al Barokah has begun to have difficulty getting access to assistance again, because as stated by him, currently he no longer has access to the House of Representatives, the same thing happened to HIPPAM Al Barokah Manggisan. According to them, the proposal for assistance that was submitted for assistance in repairing HIPPAM facilities has never been submitted again because it was defeated by the political lobby.

## **b. Participatory Democracy**

Participatory Democracy Derived from a long history of self-organization. In a participatory democracy, the people participate directly in making decisions keputusan (Dacombe & Parvin, 2021). Participatory democracy affects the quality of policies and policy implementation (Rasaili et al., 2021), public awareness and government commitment to encourage the quality of democracy (Rasaili et al., 2020). People's awareness is manifested in the embryo from the birth of HIPPAM Al Barokah. This is the struggle of the people of Darungan Village, especially Sumberbulus Hamlet in the effort to provide clean water, the need for clean water in Darungan Village is very important, Darungan Village is an isolated village area, at least until 2000. With The people of Darungan Village, especially the Sumberbulus hamlet, of course cannot rely solely on assistance from the government to fulfill their clean water needs. Therefore, there was an initiative from local community leaders to be actively involved in water supply efforts.

## **c. Consumerism**

This concept according to Brandsend and Pestoff (2010, p.227) “claims to provide more markets through regulated markets in social services (that market is found in social services). In a certain amount of time, this can provide a faster fix, than is needed by the people involved in public services by the government.” The history of consumerism arises from the human desire to consume secondary needs, this is exploited by producers with various strategies to attract consumers. Another definition in the Big Indonesian Dictionary (KBBI) the term consumerism has two meanings. The first is a movement or policy to protect consumers by setting the methods and work standards of producers, consumers, sellers and advertisers. second Understanding or lifestyle that considers goods (luxury) as a measure of happiness, pleasure and so on. In this context the researcher refers to the first definition. Where the standard operational work (SOP) carried out by the management of HIPPAM Al Barokah who in the service of distributing clean water is a consumer, referring to the Decree of the establishment of HIPPAM which is updated every 6 years following the change of the village head. Another arrangement that is used as a reference

for HIPPAM is a leaflet with the KOP of Jember Regency with the title Rules and Regulations for Clean Water, this is what HIPPAM officers use when providing services to HIPPAM consumers, this rule will be attached by researchers in the research attachment. In this regulation, there are four broad lines that regulate services between producers and consumers of clean water HIPPAM Al Barokah. First, prospective customers are required to pay a fee of one million rupiah for the installation of service facilities, second, the price of water per liter is Rp. The three meter officers make withdrawals on the 25th of each month and the fourth if there is a line breakdown, fees are charged by the customer.

#### **d. Co-Producer Engagement.**

Co-Producer Engagement. Co-producer, in this position is a representative of the community who is trusted by the government to provide services to consumers/other communities in certain public sectors, in this case the provision of clean water. This can be analogized as follows, HIPPAM organizational management When they have not yet won the trust of the government in providing water supply services, it is basically the community or consumers who have the same needs for the needs of this sector. Therefore, with the condition of HIPPAM, which according to researchers cannot be said to be running properly (professionally managed), however, this water supply business is still being carried out by volunteers who are involved in HIPPAM activities. Because basically HIPPAM administrators are elements of the community who also need this water service.

### **3.3 Chronology of Co-production in Darungan Village Community Water Supply**

#### **a. Pre-Co-production and Cultural Co-production**

Pre-Co-Production and Cultural Co-production in the Pre-Co-Production period, where people still use traditional methods to obtain clean water. Researchers can also conclude that the value of democratization has decreased, this can be seen from the absence of citizen and community initiatives to carry out mutual cooperation or crowdfunding in order to initiate the need for clean water, according to researchers, this is due to isolated village areas, low education to poverty. This community effort to get clean water can basically be called co-production, if we refer to the producer consumer principle, where Ostrom (1970) argues that consumers or the community are given a role to become producers, meaning that consumers have a dual role to serve their needs. in addition to serving other consumers. In the 1990s, the community worked together to try to overcome the scarcity of clean water by making water connections from springs in the forest to the mosque. The concept of meeting these common needs can be identified as Cultural Co-production, the researcher sees the active participation of the community in an effort to fulfill their needs. Although the development of this water resource management business has many obstacles. In this co-production process, the presence of the state still does not exist, the active initiative to meet the needs of the community in water needs is purely with the community, therefore researchers call it cultural co-production. Although there is a role from the government, namely Perhutani, this is not the duty and obligation of Perhutani.

#### **b. Co-Production By Design**

Basically it is a form of criticism of the failure of the Old Public Administration paradigm which for more or less three decades has failed to be present in the community to help solve public problems in the water management sector. For this researcher, it is also a form of criticism of the NPM paradigm which is not suitable to be applied to the conditions of poor and remote communities, the business mechanism will actually make the people of Darungan Village miserable. Turning on the community democratization system with the



principle of decentralization and providing space for synergy between the government and the community according to researchers can be interpreted as a manifestation of the NPG (New Public Management) Paradigm. This complete series of activities involves all sectors, namely the first sector of the government which is in charge of preparing policy formulation materials, providing, implementing, fostering, monitoring, collecting data and controlling in the management of clean water facilities and infrastructure. the second sector is the private sector which carries out the process of building service facilities and the third sector is the community or volunteers who play a role in the distribution of clean water. From this explanation, it is shown that the Ko production process exists but has not been running as it should. Because the community as a whole is not involved in the whole process of these activities.

**Table 2.** The business chronology of the Darungan Village community in an effort to fulfill clean

No	Year	Community Effort	Public Administration Paradigm
1	1970-1980s	People take clean water from the nearest spring using makeshift equipment	Old public administration
2	1990s	Work/gotong royong to build white paralon pipes	Old public administration
3	2000	Establishment of HIPPAM	NPG
4	2005	Flash floods, damaged springs. Some people turned to HIPPAM, Mandiri Group was formed.	-
5	2011	Westlight World Bank Assistance	-
6	After 2011	PDAM	NPM

Source: Data Processed by Researchers 2022

### 3.4 Challenges of Third Sector Organizations in Distributing Clean Water in Darungan Village

According to public administration experts who support the NPG paradigm such as Brandsend (2010) and Pestoff (2018), Alford (2013), that the purpose of involving the third sector in public services is to revive democratization in a society that is starting to experience degradation, as well as to foster public trust, enable effective and efficient service. However, the involvement of the third sector in public services, especially in Darungan Village, has faced various challenges in its implementation. The challenges faced by the third sector will be described by researchers into three phases referring to the chronology of the presence of Co-Production as follows:

In the first phase the researcher refers to the pre-co-production phase. That is, from the 1970s to the 1980s, this phase can be commemorated as the phase of the birth of the Co-Production idea initiated by Elinor Ostrom, by introducing the idea of the producer-consumer principle so that it is possible to involve the third sector in public services, this period is also referred to as the critical period. against the Old Public Administration which was considered a failure, the fact that the researchers found was that in this phase the government was not present to the community members, especially in Darungan Village. On the one hand, the people of Darungan Village have limited human resources, this can be seen in their low level of education, one of the local community leaders, namely a religious leader, even proudly explained to the researcher that "I have never received formal education in my life. " Even now, based on the data that the researchers got, the

average education of the Darungan villagers is elementary school graduates. The average population there is more concerned with traditional boarding school education than formal education. So you can imagine how the condition of the community resources of Darungan Village in the era of the 1970s to 1980s. So the challenge they faced in that era was how to present the government in order to resolve their interests.

The second phase, the challenge faced by the residents of Darungan Village in the second phase is the Cultural Co-Production phase, for the efforts of local community leaders, there is assistance from the government sector in an effort to meet the needs of clean water, the community works together to build clean water facilities assisted by Perhutani this business also known as white paralon, but this is not actually Perhutani's responsibility. The challenge faced is to maintain the facilities and infrastructure as a result of the efforts of the community and Perhutani. Due to limited funds, the community failed to maintain this facility, another factor was the water source that did not meet the needs of service recipients.

Third Phase In this phase which is also known as Co-Production By Design, where you can see the synergy between the government and the community, this synergy provides a space for democratization with assistance provided to the government to be managed independently by the community. but the challenge that must be faced is that the community needs funds, guidance and supervision in accordance with the responsibility of the government as a provider of assistance, but the fact that researchers have found is that the government after providing assistance seems to be out of hand from the community. the monitoring and coaching process is not running as it should. This results in services that are less effective and efficient.

## IV. Conclusion

Based on the results of the research above, researchers can conclude that the birth of the idea of co-production is one form of manifestation of democratization in the process of providing public services to the community. co-production focuses on the role of the third sector in providing services to the community, the hope is to provide space for the community to actively participate from design to implementation of a public service. What the HIPPAM Al Barokah organization did in Darungan Village is a manifestation of the presence of a third sector participation in the provision of water services to the people of Darungan Village. However, involving the third sector in public services to date has challenges that must be faced such as how to present the government, how to maintain public trust and how the government is present in providing support to the third sector in implementing public services.

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