

# Analisis hubungan persepsi dan tingkat kepuasan masyarakat terhadap kualitas air minum: studi kasus: Kota Metro, Lampung = The relationship analysis between community perception and satisfaction level toward drinking water quality: case study: Metro City, Lampung

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## Abstrak

Terlepas dari usaha untuk meningkatkan akses berkelanjutan ke air minum yang aman, ratusan juta orang masih bergantung pada sumber air unimproved. Untuk meningkatkan kualitas air minum, berbagai pengolahan air rumah tangga dan metode penyimpanan aman telah dikembangkan dan dikenalkan sebagai intervensi alternatif. Namun, informasi mengenai kualitas air minum dan prevalensi praktik pengolahan air minum rumah tangga, terutama dari perspektif dan tingkat kepuasan masyarakat masih sangat minim. Penelitian ini dilakukan untuk mengkaji kualitas air minum di Kota Metro, menganalisis persepsi dan tingkat kepuasan masyarakat terhadap air minumannya, serta menganalisis hubungan antar variabel. Survei lapangan dan observasi (n=281), serta pengambilan sampel air minum (n=79) dilakukan pada rumah tangga di Kota Metro. Pengujian kualitas sampel air minum dilakukan untuk parameter kekeruhan, Total Dissolved Solid (TDS), dan E. Coli. Pada uji kekeruhan dengan turbidimeter, ditemukan 4% sampel (n=79) memiliki kekeruhan yang melebihi baku mutu dengan rata-rata 1,3 NTU sedangkan uji TDS dengan multi-parameter probe menemukan bahwa tidak terdapat sampel yang melebihi baku mutu dengan rata-rata 82,46 mg/l. Tingkat risiko E. Coli pada air minum E. Coli beragam dengan rata-rata melebihi baku mutu Permenkes No. 492 Tahun 2010 yaitu sebesar 43,14 MPN/100 ml. Berdasarkan uji analisis korelasi Spearman Rank's, ditemukan bahwa seluruh variabel memiliki korelasi yang signifikan antara persepsi serta tingkat kepuasan dengan kualitas air minum. Nilai korelasi Spearman dari tiap hubungan berada dalam rentang 0,232 hingga 0,276 sehingga seluruh variabel berkorelasi lemah dengan arah hubungan positif dan menunjukkan bahwa terdapat hubungan berkekuatan lemah antara persepsi dan tingkat kepuasan masyarakat dengan kualitas air minum dimana semakin baik kualitas air minum, persepsi dan tingkat kepuasan masyarakat juga semakin baik. Adapun rekomendasi yang perlu dilakukan dari studi ini ialah melakukan pemantauan dan pemeliharaan rutin pada sumber air minum mulai dari air tanah hingga depot air minum isi ulang dimana ditemukan kontaminasi E. Coli dengan risiko tinggi dan mengkomunikasikannya, mengadakan kampanye yang merekomendasi pengolahan air minum rumah tangga dan perawatan wadah penyimpanan air minum sesuai rekomendasi STBM pilar ke-3.

.....Despite efforts to improve sustainable access to safe drinking water, hundreds of millions of people still depend on unimproved water sources. To improve drinking water quality, various household water treatment and safe storage methods have been developed and introduced as alternative interventions. However, information on drinking water quality and the prevalence of household drinking water treatment practices, especially from the perspective and level of community satisfaction, is still very minimal. This study was conducted to examine the quality of drinking water in Metro City, analyze the perception and level of community satisfaction with drinking water, and analyze the relationship between variables. Field surveys and observations (n=281), as well as drinking water sampling (n=79) were conducted on households in Metro City. Testing the quality of drinking water samples was carried out for the parameters of turbidity,

TDS, and E. Coli. In the turbidity test with a turbidimeter, it was found that 4% of the samples (n=79) had turbidity that exceeded the quality standard with an average of 1,3 NTU, while the TDS test with a multi-parameter probe found that there were no samples that exceeded the quality standard with an average of 82,46 mg/l. The level of risk of E. Coli in drinking water of E. Coli varies with the average exceeding the quality standard of Permenkes No. 492 of 2010 which is 43,14 MPN/100 ml. Based on the Spearman Rank's correlation analysis test, it was found that all variables had a significant correlation between perceptions and levels of satisfaction with drinking water quality. The Spearman correlation value of each relationship is in the range of 0.232 to 0.276 so that all variables are weakly correlated with the direction of the positive relationship and indicate that there is a weak relationship between perceptions and levels of community satisfaction with drinking water quality where the better the quality of drinking water, perceptions and levels of community satisfaction also getting better. The recommendations that need to be carried out from this study are carry out routine monitoring and maintenance on drinking water sources ranging from ground water to refill drinking water depots where high-risk E. Coli contamination is found and communicate it, conduct campaigns recommending household drinking water treatment and maintenance of drinking water storage containers according to the recommendations of the STBM-3rd pillar.