

ABSTRACT

Visa Septy Fatwa Waryanto (2025). The Effectiveness of Regional Public Company Services in Fulfilling Constitutional Obligations on Access to Clean Water for the Community

This study aims to determine the effectiveness of services provided by the Regional Public Company (Perumda) Tirta Raharja in fulfilling its constitutional obligation to ensure access to clean water for the public, particularly in the Ciparay area which is affected by distribution disruptions caused by extreme weather. Access to clean water is a constitutional right of every citizen, and the optimal performance of regional drinking water providers is a key indicator in realizing this right. During extreme weather conditions such as heavy rainfall and flooding, disruptions in water distribution frequently occur, directly affecting community life. This research used a quantitative survey method with a descriptive approach. The sampling technique employed was probability sampling, targeting residents of Ciparay who are active customers of Perumda Tirta Raharja. Data collection was conducted through questionnaires and interviews to gather public perceptions on clean water services, communication from the company, levels of trust and satisfaction, and challenges and solutions implemented during crisis situations. The results indicate that Perumda Tirta Raharja's services are relatively effective in fulfilling its constitutional mandate, although certain obstacles remain, especially in water distribution during extreme weather. Based on multiple linear regression analysis, the independent variables—distribution disruption, communication, trust, and satisfaction—have a significant influence on the effectiveness of services. The R Square value of 0.434 shows that 43.4% of the variation in service effectiveness is explained by the variables studied, while the remaining 56.6% is explained by other factors not included in the model.

Keywords: Constitutional Obligatin, Extreme Weather, Service Effectiveness, Perumda Tirta Raharja.