SATISFACTION FACTOR ANALYSIS FROM THE USER OPINION TO SECOND WATER AND SANITATION FOR LOW INCOME COMMUNITIES (WSLIC-2) IN PAMEKASAN

By: Iwan Adrianto
Supervisor: Ir. Rianto B. Adihardjo, M.Sc, Ph.D
          Supani, ST, MT

ABSTRACT

Second Water And Sanitation For Low Income Communities (WSLIC-2) is a unique and complex effort. Joint operation between Departemen Kesehatan Indonesia and World Bank for supply clean and hygienic water for people with the low income communities in villages.

It is necessary to check the quality form the product of things and healthy services for those people. The Goal / aim for this research for identification of satisfaction factor to the product and healthy services base on the characteristic of those people. Using simple random method with which the data can get from the survey using questioner form the interview of those people that use WSLIC2. Analysis technic data is made with two step that is descriptive analysis is for description or give explanation to the survey object. The second is exploratory factor that is for reduction data.

From this research can be concluded that from questioner questions can be represented some satisfaction parameter that can be concluded in to six main factor.

Keyword: Satisfaction WSLIC2