

## **CHAPTER IV**

### **CONCLUSIONS AND RECOMMENDATION**

#### **4.1 Conclusion**

1. Based on the research findings, communication plays a very important role in the implementation of the P5L pump house in Panggung Lor. From the initial formation of the community group to the operationalization of the pump, good communication has become the foundation of success. In the deliberation and consensus stage, the role of communication was very evident when the residents agreed to form P5L as a solution to the flooding problem. After its formation, communication is continuously maintained through social media such as WhatsApp and quarterly meetings involving all stakeholders. This ensures that every piece of information conveyed, whether related to pump operations or budget management, can be well received by all residents. This success is also due to the result shown by the P5L staff in maintaining the pump house, and also transparency from other stakeholders such as LPMK, RTs and RW which has been able to maintain the residents' trust in the management of the pump house.
2. This research also shows that factors such as transmission, clarity, and consistency of communication are the main elements supporting the successful implementation of the P5L pump house. The transmission of information among stakeholders runs well because the use of WhatsApp as the primary communication in the management of pump house related. Additionally, the

clarity of messages is maintained through quarterly evaluation meetings that provide space for residents to understand and discuss every development related to P5L. Consistency in conveying information is also very evident through the routine supervision conducted by the P5L management, ensuring that every operational step is always well-monitored. Nevertheless, this success is also supported by the collective awareness of the residents of Panggung Lor, who have a strong spirit to tackle the flood problem independently without government assistance. messages is maintained through quarterly evaluation meetings that provide space for residents to understand and discuss every development related to P5L. Consistency in conveying information is also very evident through the routine supervision conducted by the P5L management, ensuring that every operational step is always well-monitored. Nevertheless, this success is also supported by the collective awareness of the residents of Panggung Lor, who have a strong spirit to tackle the flood problem independently without government assistance.

3. Although P5L has an organizational structure with clearly defined job descriptions, not all parties fulfill their roles as determined. For example, the Head of Subdistrict, who serves as an advisor, is more often passive and only gets involved when necessary this is because they feel that for pump house matters, P5L understands the ins and outs better. Additionally, the RT and RW, who are supposed to act as supervisors, play more of a role as communicators, conveying information from P5L to the residents. Although this role does not

align with their formal description, the presence of RT and RW as intermediaries still makes a significant contribution to maintaining smooth communication. However, this indicates that the formal structure of the organization does not always function optimally and tends to be adjusted to practical needs in the field.

## **4.2 Suggestions**

1. It is advisable to conduct a more in-depth evaluation of the reasons why some of the RT and RW do not perform their roles according to their job descriptions. This can serve as a learning material to identify whether there are external or internal factors that limit their involvement. Additionally, although the roles of RT and RW tend to be communicators, P5L can explore alternative mechanisms to ensure that residents are more directly involved in the management process, without fully relying on intermediaries. This step aims to make residents feel a closer connection with P5L.
2. It is recommended to strengthen direct communication mechanisms between P5L and residents, for example, by creating more open communication platforms such as dedicated WhatsApp groups for residents or regular discussion forums. In this way, residents who have been receiving information through neighborhood units (RT and RW) can directly participate in providing feedback or conveying their aspirations to P5L. This approach can enhance

residents' sense of ownership of the pump house program and strengthen the relationship between P5L administrators and the community.

3. It is necessary to consider more structured documentation related to the management of the pump house, whether in the form of activity reports, financial reports, or recording input from residents. Although P5L has been operating independently, enhanced transparency through this documentation can serve as an evaluation tool for the managers themselves, as well as an example for other regions that wish to adopt a similar system. This can also strengthen the residents' trust in the sustainability of the program.
4. To maintain the sustainability of the program, P5L is advised to continue the communication and management patterns that have been working well, but also to keep innovating. One way to do this is by involving more residents in simple operational activities, such as rotating monitoring duties or community service related to the pump house. In this way, resident involvement can be maintained without disrupting the operational independence of P5L, which has been running effectively.