

Improving Access to Clean Water and Sanitation in East Java, Indonesia

The Partnership of ExxonMobil and Farabi

Clean Water and Safe Sanitation in Millennium Development Goals (MDGs)

According to the Government of Indonesia (GOI), access to improved drinking water has increased in the country from 38% (1993) to 48% (2009). The proportion of households with access to improved sanitation facilities has increased as well, from 25% in 1993 to 51% in 2009. Access both to improved drinking water and sanitation tends to be higher for households in urban areas (50% for water and 70% for sanitation) than in rural areas (46% for water and 34% for sanitation).

The GOI sees there are still gaps towards the achievements of MDGs targets (access to clean water 70% and sanitation 62%) that need special attention. To continue to increase access, the government must give special attention to improving the quality of sanitation and water infrastructure and more intensive coordination between public and private sectors.¹



Community members are actively involved in focus group discussions to map out available resources for clean water and latrines sites. © Farabi 2009

EXECUTIVE SUMMARY

The three-year partnership between ExxonMobil and Farabi for water and sanitation programs from 2008 to June 2011, was to improve community health in two districts of East Java by providing sanitation and clean water units. The partnership involved the active participation of communities from the beginning of the program, working in close collaboration with the company and local governments. The program provided 17 clean water distribution systems for 2,779 households, 2,583 units of latrines distributed to seven villages. Farabi conducted health promotion in 12 primary schools in ten villages in the districts of Bojonegoro and Blora. This partnership successfully established Clean Water Management Teams (KPAB) in ten villages and Local Sanitation Teams (TSD) in seven villages and provided each village with a computer to help teams manage financing and administrative tasks to sustain their water and sanitation facilities and activities.

THE PARTNERS

ExxonMobil

ExxonMobil (www.exxonmobil.co.id) operates in six continents and in most countries around the world. ExxonMobil has been operating in Indonesia for more than 115 years. Its activities in Indonesia include upstream business such as exploring and producing oil and gas and downstream business such as supplying and marketing lubricants.



ExxonMobil operation areas in Indonesia

ExxonMobil's Corporate Citizenship programs focus on environment, community development, transparency and human rights, corporate governance, and the workplace. Community development programs address health, education, economic development, and capacity building. ExxonMobil implements programs with clear key performance indicators and the involvement of volunteers from the company. One of the community development programs is on water and sanitation for the communities living around ExxonMobil's operation sites in Bojonegoro and Blora, two districts in East Java.



Farabi, (www.farabi-ngo.blogspot.com) founded in 2000, is an NGO that focuses on environment, health, and education. Farabi has partnered with a Muslim boarding school, the UN World Food Program, and the Environmental Service Program (ESP) funded by USAID. Farabi partners with

ExxonMobil to run a program on water and sanitation. Farabi started the program with an assessment to explore water availability and sanitation facilities in public areas in Bojonegoro and Blora.

INITIATING THE PARTNERSHIP

The communication between ExxonMobil and Farabi began through networking with other organizations. ExxonMobil always conducts in-depth due diligence on

organizations with which it partners. The company's criteria for choosing an NGO partner include the partner's experience working with donor agencies and/or other companies, the quality of its financial and program reports, and the reputation of staff and board members in the organization. The two organizations went through a long process of discussion before they finally agree to develop a proposal. The proposal went through another round of review by ExxonMobil before being approved. The entire process took more than a year. According to ExxonMobil, these precautionary principles in selecting partners are necessary in order to avoid problems that could harm its business and the communities in the future.

IMPLEMENTING THE PARTNERSHIP

ExxonMobil and Farabi agreed to work together to improve water and sanitation in two districts located around ExxonMobil operation areas in Bojonegoro and Blora. Both partners agreed from the beginning of the program to involve all related stakeholders including community leaders, village authorities, and sub-district officials.

As a first step, Farabi and ExxonMobil facilitated the establishment of Clean Water Management Teams (*Kelompok Pengelola Air Bersih* or KPAB) and Local Sanitation Teams (*Tim Sanitasi Desa* or TSD). TSD are responsible for overseeing the use of family latrines in the villages; and KPAB are in charge of overseeing the construction of clean water facilities, collecting subscription fees from households to sustain the facilities, maintaining the water tower units, and making sure that water will continue running after the construction work is completed. KPAB and TSD are the parties responsible for ensuring the sustainability of the water and sanitation systems.



A water tower that is built and maintained by the communities. © Farabi 2009

From the beginning, Farabi and ExxonMobil explained the budget process and how to maintain and care for the units/facilities to the communities to ensure the sustainability of the program. They convened special meetings with relevant government bodies to introduce the program and ask for support. For example, they asked the logistic district

office for its support in building the facilities and the district health office in promoting healthy and clean living behaviors (*perilaku hidup bersih sehat* or PHBS).

At these first meetings, Farabi and ExxonMobil asked community leaders to suggest seven to ten community members to join the KPAB and TSD. An eligible candidate is one who is not working for a village office, is able to read and write, and committed to improving community welfare. Farabi and ExxonMobil then convened a separate meeting with the nominated candidates to explain the program. After the candidates agreed to become members of KPAB, Farabi trained them on how to build water towers and install the water meter and plumbing systems. This training lasted for two days followed by another two days of advanced training on administration such as bookkeeping, filing systems, and how to use a computer to manage the water and sanitation program in a transparent and accountable way.

ExxonMobil and Farabi then conducted a focus group discussion with TSD and KPAB to map out available latrine sites, clean water sources, and the number of households in the areas. The results were used to make plans for construction of latrines and clean water units in each village.

As follow up to focus group discussions, Farabi helped members of KPAB and TSD develop a proposal and budget to build water units and latrines. When the budget was approved, ExxonMobil provided KPAB and TSD with financial support based on the proposal. The budget was drafted to cover operational costs and raw materials for construction. KPAB and TSD worked with the communities to provide manpower and time for the construction as well as land for water towers.

Communities were responsible for self-financing the maintenance and operational costs that include monthly electricity bills after the successful completion of construction work of water towers. Communities also decided on a fee to collect from each community member after making careful calculations of the costs required to maintain the water towers, sanitation facilities and plumbing systems for individual households. Once the communities agreed on a number, the head of each village issued a decree calling for payment of the fee.

To evaluate programs' activities, Farabi and ExxonMobil conducted end of project focus group discussion to see if there was an increase in number of latrines and water built by the communities.

CHALLENGES

When the program began, the communities thought that the company was responsible for providing clean water and sanitation for their areas and would cover all



ALHAMBULLAH KEMAMPUAN KAWAN YANG SAMA KERUMAH SAYA INI SAYA
BUKA SUMPAH TERBUKA (KEMAMPUAN) BUNGAN LAMBAT *

TESTIMONIAL

In Jiken village, approximately 30-50% of the villagers had difficulty in obtaining clean water for drinking, cooking, and washing. Communities generally got clean water by walking and queuing at a river away from their homes. Situations like this often led to conflict among villagers. Mbah Marijan, a 70-year-old community leader in Jiken, faced this problem. To obtain clean water, Mbah Marijan had to get up early in the morning, carry 35 liters of water in cans, and cycle as far as one kilometer to water sources. He had done this for 50 years. The situation changed in 2008 when ExxonMobil and Farabi came to the village.

"Thank God ...there is [an] artesian well found by the 'waskita' (clairvoyant). Just [open] the tap, and the water [flows] well." The water source was discovered by Farabi along with the community after drilling seven different times to a depth of 137 meters. This water source now supports 356 households in Jiken Village, Blora.

operational and maintenance costs on a long-term basis. However, this perception changed during the program's implementation. Because of communities' involvement from the beginning, they finally realized how they were benefiting from the services and became willing to contribute resources themselves to sustain the availability of clean water and sanitation services.

The strategy used to ensure the sustainability of clean water and sanitation was to include community members as key actors and implement the program based on their needs. The communities had to be involved in the process so that they would know their role and develop a sense of ownership of the program.

To maintain the sustainability of the program, Farabi built the capacity of KPAB to improve their ability to implement their responsibilities. Farabi encouraged each KPAB to practice transparent and accountability in managing the community fund by providing regular progress reports to

the community through informal meetings such as recitations, i.e. gathering in communities where participants read and learn the Quran, and social gatherings. Farabi and ExxonMobil also conducted continuous monitoring efforts to look for clean and healthy behavior changes in the village, especially in the use of latrines.

Additional challenges included the need for KPABs to increase the transparency of managing the fund and the need within communities for behavior changes. For the rural clean water program, some community members still used drinking water without boiling it first. For the rural sanitation program, people still did not use latrines in spite of having access to them.

RESULTS AND IMPACTS

Between 2008 and 2011, Farabi and ExxonMobil worked with communities to build and sustain 17 clean water distribution system for 2,779 households, 2,583 units of latrines distributed to seven villages. Farabi conducted health promotion in 12 primary schools in ten villages in the districts of Bojonegoro and Blora. This partnership successfully established KPAB in ten villages and TSD in seven villages and provided each village with a computer to help teams manage financing and administrative tasks to sustain their water and sanitation facilities and activities.ⁱ

Foot Note

- i. In 2011 until 2013, ExxonMobil continued the work with different organization. By end of 2013, the program has established 24 clean water distribution system, installed more than 50 km main pipe, and provided access of clean water to more than 20,000 people. As part of community participation in the program, 15 Local Sanitation Teams have been established to manage the implementation; more than 3,800 latrines were built for the households; and more than 400 health volunteers were trained to increase awareness on community-based total sanitation.

Reference

1. Ministry of National Development Planning/National Development Planning Agency. Report on the Achievements of the Millennium Development Goals Indonesia 2010. Jakarta 2010.

About this Case Study

This is one in a series of case studies based on presentations by partners at sessions of the Health and Business Roundtable Indonesia (HBRI). HBRI is an activity of Company-Community Partnerships for Health in Indonesia (CCPHI), funded by the Ford Foundation.

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