

Strengthening Consumer Protection Through Digitalization of Monitoring Results of Water Quality Standards for Swimming Pools, Solus Per Aqua, and Malls

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Abstract

Quality standards for water health requirements for sanitation hygiene, swimming pools, solus per aqua (SPA), and malls monitor by the Public Health office. Still, the monitoring process has yet to publish. It has not provided legalization, such as labels or signs that consumers can recognize, even though information and legalization need as an effort to protect consumer rights, especially a guarantee of security and comfort when using or utilizing products from business actors. This article used an empirical study to describe the urgency of the publication and labeling of water quality standards for swimming pools, spas, and mall sanitation. The data were by polling managers of five swimming pools, ten spas, five malls, and 100 consumers as respondents. The research results are described in a qualitative descriptive manner based on primary and secondary data through a statutory approach and a legal sociology approach by prioritizing the fulfillment of transparent consumer services. The addition of benefits resulting from the supervision of water quality standards on the website of the Public Health office is one solution to strengthen consumer protection and, at the same time, become evidence of enhancing the state's role as a supervisor.

Keywords: water quality standards; sanitary hygiene; swimming pool.

Introduction

Water is an essential instrument for human life, and this is the basis for the state to play a role in providing guarantees for the availability and safety of its people in using or utilizing water. The state's role in ensuring availability and security is realized by making regulations and supervising water management. One is regulating and overseeing water management for swimming pools, solus per aqua (SPA), and malls. This article discusses the role and authority of the government, in this case, carried out by the Health Service, especially in terms of implementing regulations in the form of supervising water hygiene quality standards for

swimming pools, SPA, and malls implemented in Palembang City. At the end of the discussion, it offered a discourse regarding the need for digitization in terms of the publication of the results of supervision by the Health Service, which could reinforce the realization of consumer rights in using or utilizing water for swimming pools, SPA, and malls.

Law No.7 of 2004 concerning Water Resources, which replaced Law No.11 of 1974 concerning Irrigation, contains a new view of the commercial value of water as an economic commodity by categorizing water exploitation as a service industry related to a water supply. The meaning, in this case, is that the economic value sold is not the water but the water supply services, such as water refinery, distillation, bottling, distribution, SPA, sanitation needs, and other services that require water as the primary infrastructure in try. This condition shows that the government opens up opportunities and the role of the private sector in water management. Specifically, this can see in the articles relating to licenses, the part of the private sector, the water market, water use rights, and water control.¹

Giving opportunities for water management to the private sector does not mean eliminating state sovereignty over the management of water resources. The form of state sovereignty can see from the inclusion of water protection in the Constitution of the Republic of Indonesia, which contain in Article 33 paragraph (3) of the 1945 Constitution. The Constitution mandates that water must be protected and controlled by the state. The perspective of state control means that the state should provide water protection so it can use it for the greatest prosperity of the people.² Even though the UUSDA provides opportunities for the private sector to manage water, the state must still have a role in regulation and supervision.³ One form of the state's role in terms of regulation and supervision of water management by the

¹ Ibnu Sina Chandranegara, "Purifikasi Konstitusional Sumber Daya Air Indonesia", *Jurnal Rechts Vinding*, 5, 3, (Desember 2016), P.372, <https://rechtsvinding.bphn.go.id/ejournal/index.php/jrv/article/view/150>.

² Jimly Asshiddiqie, *Konstitusi dan Konstitusionalisme Indonesia*, (Jakarta: MKRI & Pusat Studi HTN FH-UI, 2004), PP. 123-128

³ Anna Trianingsih, "Penguasaan Negara Atas Sumber Daya Air Sebagai Upaya Mendukung Ekonomi", *Jurnal Legislasi Indonesia*, 17, 3, (September 2020), P.350, <https://ejurnal.peraturan.go.id/index.php/jli/article/view/610>

private sector outline in the Regulation of the Minister of Health of the Republic of Indonesia Number 32 of 2017 concerning Environmental Health Quality Standards and Water Health Requirements for Sanitation Hygiene Needs, Swimming Pools, SPA, and Public Baths. This regulation provides standard standards for the use of water for sanitation needs, swimming pools, SPA, and commercial public baths by business actors. In addition, this regulation gives the government a role in regulating and supervising water quality standards, the authority of which lies with the Health Office in every province or district/city in Indonesia.⁴

The perspective in Regulation of Minister of Health No.32 of 2017 is that regulations (*das sollen*) should make and enforced not only to protect private property rights but also to protect consumers or the public. Starting from the Regulation of Minister of Health No.32 of 2017, the research was conducted by conducting field studies through direct observation and interviews at the Palembang City Health Office, five swimming pools,⁵ ten salons and spas,⁶ five malls⁷ the biggest in Palembang City, and 100 consumers who are users or beneficiaries of swimming pool services, salons and spas, as well as the mall. The study was conducted by looking at the implementation of Regulation of Minister of Health No.32 of 2017 to see if there is a gap between *das sollen* and *das sein*.

The results obtained by most business actors were not aware of the existence of Regulation of Minister of Health No.32 of 2017, even the 100 consumers who were used as respondents did not know at all that there were water hygiene quality standards for swimming pools, *sollus per aqua*, and mall sanitation. This condition proves that socialization regarding the role of the government (Health Service) in carrying out surveillance and the results of this supervision is still relatively low.

⁴ Helmi Kasim, "Penegasan Peran Negara dalam Pemenuhan Hak Warga Negara Atas Air", *Jurnal Konstitusi*, 12, 2, (Juni 2015), P. 363, <https://jurnalkonstitusi.mkri.id/index.php/jk/article/view/70>.

⁵ Lumban Tirta swimming pool, Garuda Palembang swimming pool, Tanah Mas swimming pool, Opi Water Fun swimming pool, and Amanzi Waterpark swimming pool.

⁶ Pyramid SPA, Crown SPA, Octopuss Men's Health & SPA Palembang, D'Best SPA, SPA House Palembang, Tropical Garden Family Reflexxology and SPA, Glamour SPA, Martha Tilaar Salon Day SPA, Lavender Body SPA, BB House Children & Women SPA.

⁷ Palembang Trade Center, Palembang Icon, Palembang Indah Mall, Palembang Square, dan SoMa Palembang.

Therefore, it should be necessary to provide legalization, such as a label or sign that consumers can recognize to feel safe and comfortable when using or utilizing water for swimming pools, *sollus per aqua*, and malls. It is considering that consumers make payments to take advantage of all these services. The idea of digitizing the results of supervision by the Health Service (especially in terms of information on water quality standards for swimming pools, *sollus per aqua*, and mall sanitation) is a form of socialization that is quite effective. It will be because almost everyone has a telecommunication device to access this information.

Research Method

This research examines the issue of quality standards for water health requirements for sanitation hygiene needs, swimming pools, *solus per aqua*, and malls as an effort to protect consumers using empirical juridical research, which looks at the function or not of law in people's lives. Law as a normative system is used in answering problems in terms of legal principles and norms. This research also conducts studies on the functioning or not of law in society, by observing and interviewing related institutions,⁸ in this case the South Sumatra Provincial Health Office and Palembang City, Swimming Pool Business Players, Mall Business Players, and SPA Business Players. In addition, questionnaires were also distributed to consumers who use swimming pools, *solus per aqua*, and malls. These observations and interviews are needed as argumentative reinforcement in the analysis conducted by the researcher, not as the main data used in the analysis in this study. In general, the analysis is carried out using doctrinal methods to determine how legal subjects should carry out their obligations and obtain their rights.⁹ The results of the analysis will bring up a conclusion about the application of the concept of legalizing the standard quality standard for water health requirements for sanitation hygiene purposes, swimming pools, *solus per aqua*, and malls as an effort to protect consumers who answer problems inductively by

⁸ Irianto, Sulistyowati. *Metode Penelitian Hukum: Konstelasi dan Refleksi*, (Obor: Jakarta, 2009), p. 78

⁹ Rachmad Baro, *Penelitian Hukum Doktrinal*, (Makassar: Indonesia Prime, 2017), pp. 115-123

looking at specific facts that analyze problems law in the legalization of quality standards for the commercial use of water by business actors, this legalization is needed as a security guarantee for consumers who utilize and/or use the products offered by business actors.¹⁰

The Urgency of Labeling Water Quality Standards for Swimming Pools, SPA, and Mall Sanitation

Based on the provisions in Government Regulation No.66 of 2014 concerning Environmental Health (UU-Environmental Health), the quality of a healthy environment determines by achieving or fulfilling the Environmental Health Quality Standards and Health Requirements. Water is one of the environmental media that Environmental Health Quality Standards and Health Requirements must stipulate. Therefore, water availability for swimming pools, spas, and malls in Palembang City supply by the Regional Drinking Water Company (PDAM) Tirta Musi Palembang.¹¹ Water supplied from PDAM is used directly by SPA and malls in Palembang City without prior processing. The difference is in the operation of swimming pools; water from PDAM add with chlorine or chlorine and bacteria-fighting agents before being used by consumers.¹² Several consumers complained about the condition of high chlorine levels in the five swimming pools that were the research locations, the presence of chlorine was known to consumers from the shape of the water that smelled strong. Some experienced eye irritation, hair that became dry, and skin became itchy due to the water that had mixed with bacteria.¹³ The swimming pool manager responded to this consumer complaint that a strong chlorine odor occurs when the pool water has just drained. After 2 or 3 days, the chlorine odor will decrease. Regarding the itchy skin condition, it is feared that it

¹⁰ Mila Sari dan Tri Siswati, *Metodologi Penelitian*, (Padang: PT. Global Eksekutif Teknologi, 2022), pp. 117-118

¹¹ Interview with the technical director of PDAM Tirta Musi Palembang, on Thursday, August 11, 2022, at 08.46 WIB

¹² Interview processing results at 5 swimming pools, 10 salons and spas, 5 largest malls in Palembang City, August 2022

¹³ Results of interview with Friza Claudya, May 13, 2022, at 09.38 WIB; interview with Ricky Ade, On May 13 2022, at 12.46 WIB; interview with Rosita, On May 14, 2022, 09.50 WIB; interview with Cindy Triastuti, On May 15 2022, at 10.07 WIB.

would come from other consumers because the manager is very concerned about the cleanliness of the swimming pool.¹⁴ This condition shows that there is no certainty and guarantee of who is right, arguments that justify individual actions between consumers and business actors make it necessary to intervene as a party providing an assessment. The existence of the Health Service as the party tasked with supervising water quality standards is vital to give certainty and assurance of comfort and safety for both swimming pool, SPA and mall managers as business actors and visitors as consumers.

The importance of setting water quality standards is a manifestation of legal certainty in providing legalization, which can guarantee protection for consumer rights as contained in Article 4 of Law No. 8 of 1999 concerning Consumer Protection (UU-Consumer Protection). Certainty regarding the condition of appropriate water quality standards for use by swimming pools, spas, and malls is essential because this relates to rights and obligations that business actors must fulfill to fulfill guarantees for health and comfort for consumers who use or are beneficiaries of the water. In general, water needs can divide into 3 (three) influential groups based on activity sectors, namely: domestic markets (households), agriculture (irrigation), and industry.¹⁵ The exploitation of water for swimming pools, SPA and malls is a form of water demand in the industrial activity sector. This industrial activity sector involves business actors and consumers directly as parties that face each other. Business actors offer a product in the form of goods or services, and consumers use or utilize the product.

The Law binds the relationship between business actors and consumers on Consumer Protection. This Law guarantees the fulfillment of consumer rights for the products offered by business actors. One of these consumer rights is to obtain security and comfort guarantees in using or utilizing the products offered by business actors. This guarantee protects explicitly by the state, one of which is in the form of monitoring the performance of business actors. Water quality standards

¹⁴ Results of Interview with Managers of 5 Swimming Pools in Palembang City, July 2022

¹⁵ M Daud Silalahi. *Pengaturan Hukum Sumber Daya Air dan Lingkungan Hidup di Indonesia*. (Bandung: Alumi, 2008), p. 13

for swimming pools, spas and malls are supervised by the Department of Health based on the Regulation of Minister of Health No.32 of 2017. This monitoring mechanism is urgently needed because it relates to whether business actors are fraudulent or not in running their business and relates to consumer safety and comfort. Supervision carried out by the Health Service is proof of the functioning of the state in carrying out its role. Periodic and continuous supervision is an action that can guarantee safety and comfort for consumers. Implementation of monitoring water quality standards for use in swimming pools, SPA and mall businesses carried out by the Palembang Health Office should be published or announced to consumers.

Based on a statement from the Palembang City Health Office, the supervision of water quality standards carries out by receiving reports on internal management. Surveillance carries out by internal managers of swimming pools, SPA and malls, which report periodically every year. This internal report contains the results of checking water samples daily, weekly, and monthly following the provisions of attachment 2 of Regulation of Minister of Health No.32 of 2017. In addition, supervision is also carried out by direct inspection of the location and taking water samples to be taken to the laboratory to examine the standard. By using three parameters, namely meeting the physical, chemical, and microbiological parameter requirements determined based on Regulation of Minister of Health No.32 of 2017. The parameters used as water quality standards are as follows:

Table 1. Water Quality Standard Parameters Based on Regulation of the Minister of Health No.32 Years 2017

Parameter	Quality Standard (Maximum Grade)		
	Swimming pool	SPA	Mall Sanitation
Physical			
smell	no smell	no smell	no smell
turbidity	0,5 NTU	0,5 NTU	25 NTU
Temperature	16-40 °C	<40 °C	Air

			temperature $\pm 3^{\circ}\text{C}$
Dissolved solids	-	-	1000 mg/l
purity	black red disc (Secchi) with a diameter of 20 cm is clearly visible from a depth of 4.572 m	A 20 cm diameter Secchi dish is placed at the bottom of the pond.	-
Biology			
Total coliform	-	-	50 CFU/100ml
E. Coli	< 1 CFU/100ml	< 1 CFU/100ml	0
Heterotrophic Plate Count (HPC)	100 CFU/100ml	<200 CFU/100ml	-
Pseudomonas aeruginosa	< 1 CFU/100ml	< 1 CFU/100ml < 10 CFU/100ml untuk SPA alam 10 CFU/100ml for natural SPA	-
Staphylococcus aureus	<100 CFU/100ml	-	-
Legionella spp	< 1 CFU/100ml	< 1 CFU/100ml	-
chemical			
pH	7-7.8 mg/l if using chlorine 7-8 mg/l if using bromine	7.2-7.8mg/l if using chlorine 7.2-8 mg/l if using bromine	6,5-8,5 mg/l
Alkalinity	80-200 mg/l	80-200 mg/l	-
Residual Free Chlorine	1-1.5 mg/l for roofed/unroofed	Minimum 1 mg/l for regular SPA 2-3 mg/l for hot SPA	-

	pools 2-3 mg/l for indoor hot pools		
The rest of the chlorine is bound	3 mg/l	Minimum 3 mg/l	-
Total Bromine	2-2.5 mg/l for a normal swimming pool 4-5 mg/l for pool heaters	4-5 mg/l	-
bromine residue	3-4 mg/l	3-4 mg/l	-
Oxidation Reduction Potential	720 mV	720 mV	-
Iron	-	-	1 mg/l
Florida	-	-	1,5 mg/l
Consciousness (CaC) ³	-	-	500 mg/l
Manganese	-	-	0,5 mg/l
Nitrate	-	-	10 mg/l
Nitrite	-	-	1 mg/l
Cyanide	-	-	0,1 mg/l
detergent	-	-	0,05 mg/l
Total pesticide	-	-	0,1 mg/l
Mercury	-	-	0,001 mg/l
Arsenic	-	-	0,05 mg/l
Cadmium	-	-	0,005 mg/l
Chromium (valence 6)	-	-	0,05 mg/l
Selenium	-	-	0,01 mg/l
Zinc	-	-	15 mg/l
Sulfate	-	-	400 mg/l
Lead	-	-	0,05 mg/l

Benzene	-	-	0,01 mg/l
Organic matter	-	-	10 mg/l
(KMNO4)			

Source: Appendix II of Regulation of the Minister of Health No.32 of 2017

Water quality standard levels for swimming pools, SPA, and mall sanitation are carried out by managers regularly. Monitoring of water quality standards must comply with the provisions contained in table 1. Measurements of physical parameters are carried out daily, while the timing or assessment of chemical and biological parameters varies between swimming pools, SPA and mall sanitation. For example, chemical parameters are measured three times daily for the pool water, while biological parameters are measured once a month. Water for SPA chemical parameter measurements are carried out daily. Biological parameter measurements are carried out once a month for natural SPA and once every 3 months for artificial SPA. Water for sanitation in malls uses chemical parameter measurements are carried out once a week, and biological parameters are carried out once a month.¹⁶ Periodic measurements or assessments carried out by the manager must be reported to the Health Office. In contrast, sudden inspections directly to the location by the Health Service are carried out at least once a year on condition that there are no consumer claims. The supervision results carried out by the District and City Health Offices are submitting to the Provincial Health Office and then reported to the Minister.

Information obtained from the Palembang City Health Office stated that the results of the assessment of water in SPA and mall sanitation for the quality standard threshold have so far met the requirements because water use is carried out directly from the PDAM without adding any chemical substances. In addition, although different conditions occur in swimming pools, the assessment of pool water quality standards shows that the results of the physical and chemical quality of pH meet the requirements. Still, in the measurement of residual chlorine, there are 78% of

¹⁶ Franciska M. Schetsa, et all, "Evaluation of water quality guidelines for public swimming ponds", *Environment International*, Volume 137, April 2020, p.8, <https://doi.org/10.1016/j.envint.2020.105516>, <https://www.sciencedirect.com/science/article/pii/S0160412019327175>

swimming pools exceed the quality standards.¹⁷ The quality standard for chlorine content allowed based on Regulation of Minister of Health No.32 of 2017 is 1-1.5 mg/l. The high and low residual chlorine levels in swimming pool water are also influenced by the time of chlorine administration, the number of visitors, and weather conditions. Hot weather will make chlorine evaporate¹⁸ and residual chlorine levels will also decrease depending on the number of visitors swimming in the pool.¹⁹ High levels of chlorine can also cause eye irritation, ranging from red eyes, itchy eyes, dirty eyes, sore eyes, and watery eyes. The chlorine content in swimming pool water can also damage the epithelial tissue on the cornea.²⁰ The dangers of excessive use of chemicals should be considered and informed honestly to consumers. The role of supervisors, in this case, is significant to ensure the feasibility of a service or product offered by business actors.

The Palembang City Health Office stated that supervision of water quality standards for swimming pools, SPA, and mall sanitation had been carried out. Even though management has conducted surveillance, the results have yet to be published to consumers or the public. The publication is needed as concrete evidence of implementing the state's duties as a supervisor. Besides that, it is also information for consumers. The form of publication can be done by labeling swimming pools, spas, and malls that have received an assessment from the results of supervision. This labeling is given to swimming pools, spas, and malls that meet water quality standards. The choice of labeling those that have met the quality standard results is easier to identify. In general, this label is an identity that is simple and the sense of sight perceives the most quickly compared to an announcement leaflet that does not attract attention because it contains the long text. This labeling can be placed in

¹⁷ Interview Results with Palembang City Health Service Staff, Bapak DSA, Tuesday, Agustus 02, 2022, at 10.45-11.15 WIB

¹⁸ Hermiyanti, P., "Pengaruh Paparan Klorin Di Udara Terhadap Peroksidasi Lipid Pada Pekerja Kolam Renang", *Jurnal Penelitian Kesehatan "SUARA FORIKES"(Journal of Health Research "Forikes Voice")*, 7, 2, (2016), pp. 85-88.

¹⁹ Harariet, F., Darmiah, dan Santoso, I., "Hubungan Jumlah Perenang dengan Sisa Klor di Kolam Renang Antasari Banjarbaru Tahun 2016". *Jurnal Kesehatan Lingkungan: Jurnal dan Aplikasi Teknik Kesehatan Lingkungan*, 14, 1, (2017), pp. 375-382.

²⁰ Nurul Rahmawati, "Keluhan Iritasi Mata Perenang di Kolam Renang", *Higeia Journal*, 2, 3, (2018), p. 471, <http://journal.unnes.ac.id/sju/index.php/higeia>.

places that consumers can see, for example, at ticket purchase counters, goods deposit counters, cashiers, entrances, or locations of consumer complaints. It is hoped that consumers will obtain information regarding water quality standards for swimming pools, spas and malls, so that there will be no claims for losses related to using this water. Consumers who initially did not know that there were rules that required managers to meet water quality standards now understand and believe that the government has carried out its role in protecting its people.

Digitalization of Monitoring Results of Water Quality Standards for Swimming Pools, SPA, and Malls Realization of Consumer Protection Guarantees.

Digitalization is a breakthrough effort considered effective in the convergence era that combines telecommunications, information technology and broadcasting services. Using social media tools through digital publications is one way to improve public relations between the government and the public to strengthen the image of government performance in providing services and protection for the community. Social media is a product resulting from the digitalization of technology via the internet. Information will quickly spread using only technological devices such as mobile phones. Transparency and integrity in conveying information are keywords in providing information services to the public. The provision of information services is a form of government open to the public, a mandate from Law Number 14 of 2008 concerning Public Information Disclosure (Act-Public Information Disclosure). Digitalization is familiar and needs to be done as a form of breakthrough for improving the performance of the state apparatus.

Digitization is a term that summarizes database servers that people can use to connect so that they can carry out interactions effectively and efficiently with automated systems using machines, applications and communication devices. The internet network has become an essential tool in the digitization process which has

changed the communication system that was initially carried out conventionally.²¹ Digitalization in the dissemination of information provides several advantages ranging from targeting specific consumers who need this information to be achieved. The message conveyed is detailed and more specific to be able to give appropriate information to its users; two-way interactive capability is maintained through the contacts provided on the web page to give feedback to each other; broad access to information for users can be fulfilled; unlimited creativity gives birth to various innovations in providing services for users; broad exposure makes the information accessible to all levels of society; and speed in disseminating information is the key so that all users can utilize it.²²

The survey results of 100 respondents who used water in swimming pools, spas, and malls stated that they did not know that there were water quality standards regulated by Regulation of Minister of Health No.32 of 2017. In fact, they also did not know that monitoring water quality standards for swimming pools, SPA, and malls is given authority to the Department of Health. In fact, they only believe that water use in swimming pools, spas, and malls is safe and suitable for use just by looking at the color of the water, which is not cloudy, while the smell of chlorine or chlorine in swimming pools is considered normal. Therefore, consumers believe information regarding water quality standards for swimming pools, SPA and malls to be conveyed. This is useful so that they use swimming pools, SPA services, and mall water more calmly and are not worried about the dangers of diseases that threaten them.²³ Effective and efficient information can be realized in the form of digitization through the official website of the Health Service and the official website of service providers for swimming pools, spas, and malls.

Digitizing information resulting from the supervision of the Health Service regarding water quality standards for swimming pools, spas and malls is not only a form of realization of the Law on Public Information Disclosure, but also an

²¹ Morissan, *Teori komunikasi ; individu hingga massa*. (Kencana: Jakarta, 2014), p.58

²² Morissan, *Periklanan-komunikasi pemasaran terpadu*. (Kencana Prenadamedia grup: Jakarta, 2010), p.71-85.

²³ Results of processing the questionnaire (Gform) given to 100 respondents who are consumers from 5 swimming pools, 10 SPA, and 5 malls in Palembang City which is the research location, June-July 2022

implementation of Law Number 25 of 2009 concerning Public Services (Act-Public Service) in preamble to letter a which states, that "the state is obliged to serve every citizen and resident to fulfill their basic rights and needs within the framework of public service which is the mandate of the 1945 Constitution of the Republic of Indonesia". This digitization can be done by adding a supervisory information service section carried out by the Health Office. However, on the website of the Palembang City Health Office, there is no information regarding the results of the surveillance services carried out. Indeed there is information regarding the work program and service standards, but the results of the surveillance services have not yet been seen on the website.

Picture 1. Website Display of Health Service of Palembang



Source: <http://www.dinkes.palembang.go.id>

Water quality standard monitoring services can contain internal supervisor reporting services and internal and external monitoring reporting results. Article 3 of Regulation of Minister of Health No.32 of 2017 states that "efforts to maintain the quality of water quality for swimming pools, SPA, and mall sanitation are carried out by internal supervisors and external supervisors". Internal supervisors come from the internal management of swimming pools, SPA, and mall sanitation and are tasked with carrying out independent assessments of water quality and reporting it to the local Health Office.

Sample evaluation techniques, report files, and any matters that need to be reported relating to the monitoring of water quality standards for swimming pools, SPA, and malls are contained in the annex to Regulation of Minister of Health No.32 of 2017. Internal supervisors can carry out their duties periodically, but their reporting is done manually by sending the results of the assessment and test samples to the Health Office directly. Digitization in reporting by internal supervisors will make it easier in administrative and bureaucratic matters. Besides, that reporting can be done routinely and periodically, not only once a year, as has been the case so far.²⁴ A digital reporting system will help businesses save time and money. Besides that, it will also make it easier for the Health Service to carry out monitoring. Another thing that is no less important is that the results of the supervision are also displayed on the Health Service website so that the public, especially consumers, can obtain complete information about the services provided and indirectly fulfill consumers' rights to transparent information about a service, the right to service safety and comfort are met. Digitalization of service supervision should also open up space for public or consumer complaint services; this is one of the applications of the social control function in implementing public services mandated by the Public Service Law.

Synchronized digitization of the results of supervision services by the Health Service can also be displayed on the pages and social media of swimming pool, SPA and mall business actors. Submission of information in the form of monitoring results in the form of labels and details of the results of the assessment of water quality standards issued by the Health Service is essential for swimming pools, spas and malls to improve service and the reputation of their businesses. This labeling is primary evidence stating that the manager has passed the qualifications in providing water for use by consumers safely and comfortably. Guaranteed security and comfort in using the services offered by business actors to consumers is an added value in increasing consumer confidence and the good name of business entities. This labeling can also be a promotional event for business actors to attract consumer

²⁴ Results of interviews with managers of 5 swimming pools, 10 SPA, and 5 malls in the city of Palembang, June-August 2022

interest because it guarantees safety and comfort in using or utilizing the products offered.

Industrial era 4.0 wants everything to be electronic or digitized, especially in disseminating information .²⁵ This condition requires the government and business actors to follow the market's will by adjusting and fulfilling what the public wants. Therefore, the use of social media in disseminating information, especially regarding government performance, is proof of implementing the principles of good corporate governance (GCG).²⁶ The principle of transparency in the performance of government officials is a public benchmark to see whether the ruling government is on the side of the people or not. Labeling swimming pool, SPA and mall entrepreneurs who have passed the water quality standards they use is one way to provide excellent service to consumers. In addition, this shows the implementation of the government's role as an external supervisor regulated in Article 5 of Regulation of Minister of Health No.32/2017.

Conclusion

Supervision of water quality standards for swimming pools, SPA and mall sanitation is evidence of the functioning of the state's role in ensuring the safety and comfort of consumers. The supervisory authority is given to the City and District Health Offices, which are periodically reported to the Provincial Health Office for further reporting to the Minister. Supervision is carried out internally by the managers of swimming pools, spas and malls, while external supervision is carried out by the City or District Health Office. The results of supervision carried out by the Health Service have never been published widely, even though the water quality standards for swimming pools, SPA and mall sanitation are met or not, it is very important for consumers to know, considering that water is the best vehicle for the development and spread of various diseases. Publication of monitoring results is a

²⁵ Agustina Kusuma Dewi, "Pengembangan Kompetensi Multiliterasi Desain Berbasis Pada Penerapan Tradisi Komunikasi di Era Indonesia 4.0", *Jurnal Desain Indonesia*, 1, 1, (2019), p. 2, <https://jurnal-desain-indonesia.com/index.php/jdi/article/view/3>

²⁶ Nugraha Rachmatullah dan Fenny Purwani, "Analisis Pentingnya Digitalisasi dan Infrastruktur Teknologi Informasi Dalam Institusi Pemerintahan : E-Government", *Jurnal Fasilkom*, 12, 1, (April 2022), p.18

form of transparency for public services carried out by the government, because by obtaining honest information about water quality levels, it will provide benefits and guarantees of safety and comfort for users or beneficiaries of these services. Digitalization of reports and results of monitoring of water quality standards for swimming pools, SPA and mall sanitation is an effective and efficient form of publication, this is in accordance with the mandate of the Law on Public Information Disclosure and the Law on Public Services. The need for additional services resulting from monitoring of water quality standards on the Health Service website is evidence of strengthening the image and performance of government officials.

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