

DANONE RELATION WITH THE STAKEHOLDER IN MULTI-PARTY PARTNERSHIP PROJECT

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Abstract-*Indonesia is one of developing countries in the world. Developing countries usually face some common challenge that is economic crisis, the lack of education among poor communities, even environmental problems. Especially undeveloped area Nanggerang village, Sukabumi, West Java, Indonesia. The lack of water system and sanitation became a vital problem for Nanggerang village. This problem made quite impacts for Nanggerang village community in their daily life, economic and environmental condition. The problem is in the village nanggerang extremely vital, due to the absence of supporting clean water in the village. Therefore, PT. Danone Aqua CSR held to resolve the problems in the village. PT. Danone Aqua is responsible for water supply in the village limits nanggerang because it is located in close proximity to the company's spring water. With the passage of these CSR activities, PT. Danone Aqua involving many stakeholders, which he called the Multi-party partnership program. By involving the central government as PU, local governments, NGOs namely YPCII, and also with local residents. this is where the problem occurs I call with a problem in community relations.*

Keywords: Multi-Party Partnership, YPCII, NGOs, Pemda, PU, Wash Program

Introduction

This paper was made to evaluate the relation between stakeholders in multi-party partnership program in Nanggerang Village. The program's goal are to provide clean water system through pipe distribution system, to provide public sanitation which in the healthy standard level, to increase community capacity and local organization through the local government and private sector's empowerment and management efforts on providing clean water facility and sanitation, to encourage dues system from clean water consumers, and to shape and functioned clean water and sanitation management groups in the community.

The level prosperity of a nation can be measured from several aspects. Welfare and health of the country's population are also factors that affect the prosperity of the country. Indonesia is a developing country in the world, which is never independent of social problems. One of the social problems that exist in Indonesia is the distribution of welfare problems in many fields, not only in economics but also in health, education and environmental preservation. This is evident from the number of people of Indonesia are still living in areas with lagging development. Left the area with the construction of the territory inhabited by a community with a variety of social, economic and physical limitations such as the local economy, human resources and employment, productive business environment and infrastructure, natural resources and environment. One of the problems that exist in the regions in Indonesia is that there is adequate supply of clean water. Clean water is an important factor that supports the life of a society.

Corporate leaders face a challenging task in implementing ethical standards for responsible business practices. The company strives to improve its performance for the optimal benefit in order to compete with other companies. However, in an effort to achieve the optimal benefits of this company should also pay attention to the environment around the company that the local

community and government. Enterprise as a system, the sustainability and the balance cannot stand alone. The existence of an enterprise is indispensable to the community as the external environment. There is a reciprocal relationship (reciprocity) between the company and the community. Companies and the public is that each partner gives and takes. Companies other than the pursuit of economic gain for the welfare of themselves, also requires the resources of nature to dairy and other stakeholders to achieve its objectives. By using the approach of corporate social responsibility, companies not only benefit the economy, but also social benefits. Thus the sustainability of these efforts can be run well and will indirectly prevent harmful conflict. Corporate Social Responsibility or Corporate Social Responsibility (CSR) is a concept that organizations, in particular the company is having a responsibility towards customers, employees, shareholders, communities and the environment in all aspects of company operations.

CSR is closely linked to "sustainable development", in which there is an argument that a firm in carrying out its activities should not base their decision simply based on financial factors, such as profits or dividends, but also must be based on social and environmental consequences for current and long term. Today the greatest concern of the company's role in society has been enhanced is by increasing the sensitivity and concern for the environment and ethical issues. Government regulations in some countries regarding environmental and social problems of the firm, as well as standards and laws are often made up beyond the authority of state regulators. Several investor and corporate investment management has been started to observe the policies of CSR from the company in making investment decisions there, a practice which known as the "Investment are responsible socially" (Socially Responsible investing are).

Methodology

The method that used for this research is descriptive with qualitative approach. The technique of collecting data that needed for this research is use three methodological techniques:

First, participant observation, researcher used experience about direct research to Nanggerang village in understanding possibilities expected while doing the research. The objective of doing observation is to get a deep about the local area, and the local problem. Researcher also observed the local community to get the information about local area, social and economic aspect at Nanggerang village.

Second, depth Interview, depth interview to local community and member of DANONE Aqua to determine what the community needs and DANONE Aqua wants, which the match between WASH program and community needs in order to solve the social problems. Conducting interview is a way to get an explanation how the WASH program works from local community of Nanggerang perspective.

Third, secondary data, by looking for a collection of data from writing multiple sources such as; a book recommendation, Nanggerang village's profile data of 2010 from The Chief Officer of Nanggerang, Social mapping data of Nanggerang village of 2010 from YPCII and Internet.

Literature Review

Basically CSR is not a department or division of the entities that are partially or only works in leverage its image as part of a surefire marketing tactics companies, so the value of the company in the eyes of other stakeholders especially the community to be positive. In the environmental aspect, for example, there are companies that contribute to the pollution of nature, to energy waste and problematic in the waste. However all aspects of the company, whether economic, social, welfare and the environment cannot be separated from the corridors of corporate social responsibility. Therefore in CSR encompass four main runways with one another interrelated (Tanari, 2009). CSR is seen as a form of corporate strategy that was new, certainly in the application or the application has

not grip with one of understanding. Moreover CSR focuses on the social problems that we know must be very wide aperture, shutter or niches that can be entered. So it is not surprising that in practice the scope of CSR is very diverse.

According to John Elkington to achieve a sustainable enterprise (sustainable) should pay attention to the 3P,



Picture 1: 3P Planet, People, and Profit

The concept was later adopted by many companies in implementing CSR. Where companies are realizing what they were doing or provide to the environment (planet) and community (people) will culminate in the company is also the maximization of profit. Friendly exploitation and empower people come mainly around the company will maintain and support the harmonization of the company and vice versa.

Community relations refers to the various methods used by companies to build and maintain mutually beneficial relationships with the communities in which they operate. The underlying principles of public relations is that when a company receives civic responsibility and take an active interest in the welfare of the community, he obtained a number of long-term benefits in terms of community support, loyalty, and good will. "The involvement of the community to build a public image and employee morale, and foster a sense of teamwork is very important in the long term success," said Lisa Desatnik in the Cincinnati Business Journal.

Its comprehensive program of ongoing public relations can help virtually any organization achieve visibility as a good citizen. Organization recognized as good citizens when they support programs that improve the quality of life in their communities, including crime prevention, employment, environment programs, cleaning and beauty, recycling, and restoration. Some other examples of ongoing programs may include scholarship programs, urban renewal projects, the performing arts programs, social programs and education, children's activities, community organizations, and construction projects. On a more limited scale, small businesses may achieve public visibility and create goodwill by sponsoring local sports teams or other events. Support may be financial or take the form of employee participation.

Good community relations program offers small businesses a variety of benefits. For example, they give employees a reason to take pride in the company, which increases loyalty and can help to reduce labor costs and production. Furthermore, a company with happy employees and a good reputation in the community is likely to attract highly qualified new employees. A small company may also generate new business through contacts and leads it generates in its public relations activities. The contact can also make it easier for companies to get financing for expansion, find promising new location, or get preferential treatment in terms of taxes, ordinances, or utilities. Good community relations can also be useful in times of crisis, such as fire or plant closings, by

mobilizing communities affected business. "Some companies do not achieve success despite their local towns," wrote David Stamps in training. "They succeed because of it."

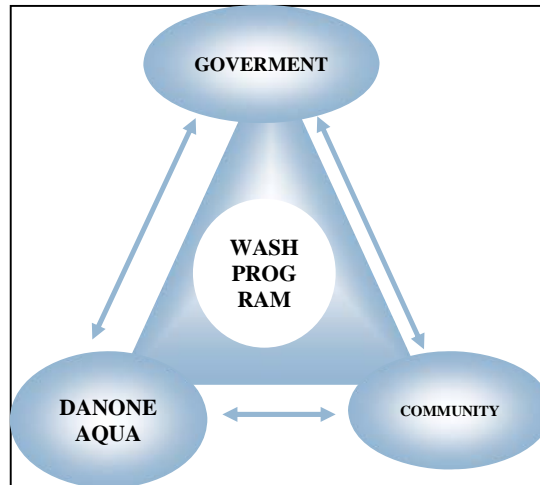
By Norman R. Soderberg in the book *Public Relations for Entrepreneurs and Growing Businesses*, small businesses can get involved in their community in some way. Some routes are recommended to increase community involvement include: taking an active interest in community issues; sponsoring youth activities; participate in local governance; joined the business and service groups, purchasing materials and supplies from local companies; encourage public education and culture; make offices or other facilities available for community organizations; support local charitable drives, and take part in community activities.

Soderberg discusses a number of special programs designed to enhance the visibility and prestige in the small business community. For example, firms may volunteer to develop community programs, such as charity drives or auctions. In addition, small business owners, or representatives of other companies, can give a speech before the local chamber of commerce or civic associations. The Company may also invite the public to tour the factory or office, or can make the facility available to groups for meetings or events. Alternatively, companies can prepare a video recording of information about products, services, employment policies, and the overall mission and make these resources available to the public. Information brochures and newsletters can also be distributed to civic leaders and government. Another way to improve community relations may be to enhance your corporate environment with fountains, statues, or the park, so it became a local landmark. Whatever type of public relations program that is used, it is important to keep the media information about the activities of the company.

CSR in practice cannot be separated relation with stakeholders or stakeholder terms, because the cut between affect and are affected due to the fulfillment of each requirement. In simple definition of stakeholders are the groups that affect and / or affected by such organizations as the impact of its activities (Tanari, 2009). If the mapping, stakeholders in the corporate entity is divided into 7 (seven) types, including: customer communities, employees, shareholders, environmental non-governmental organization (NGO) and government. Each stakeholder has a desire and need for each. Among the stakeholders have the passion and desire each other's needs. Among the stakeholders desire is as follows:

The stakeholders in CSR, customer has the right to receive quality products and reasonable prices for the common. Community deserves the protection of the corporate crime committed by the company and given the impact such a good relationship with the csr activities at the venue. Worker must obtain security guarantees in the works and also a guarantee of safety, get a fair treatment and non-discrimination. Shareholders are entitled to get a decent price for the shares sold and bought, and of course also with a decent dividend. Environment should receive the protection of nature and also guarantees the right to rehabilitation if any damage. Government should get a report on compliance with legal requirements and also get a report on the implementation of the CSR program. NGOs must do their duty to follow the company rules and also the commitment of the company will be the implementation of CSR in the city.

Multi-Party Partnership in the Water Supply and Environment Sanitation. Multi-Party Partnership is a collaborative strategy to optimize the impact and benefits of a partnership by combining integrity, competence, compassion and innovation of each party involved.



Picture 2: Multi-party partnership in WASH program

a. Government (PEMDA, PU)

They are required to provide the government policy in the field of water supply and environmental sanitation to coordinate the implementation of the national program. Provide guidance program implementation by providing resources specifically tasked with the central government as a partner. Provide funds for the construction of stimulants given in the form of goods and materials and also facilitates communication and coordination with relevant. agencies at central and local levels.

b. Private(DANONE Aqua)

Danone as a privately held company CSR should actively participate in the design, implementation, monitoring and evaluation of programs agreed in the Multi-Party Partnership and continues to provide material support in the form of social and fund for the implementation of programs that have been agreed by the Stakeholder Partnership. Facilitate the exchange of knowledge and expertise among stakeholders to support the development of community capacity. Building a system of communication and dissemination to the public for the actualization of the replication program success.

c. NGOs (YPCII)

NGOs should seek to maximize community empowerment approach to community-based activities through technical, management training, maintenance operations, while increasing public knowledge related to the objectives of the program. Developing the concept of the program, namely the design, implementation, monitoring and evaluation. Acting as a facilitator / co-community in every phase of the program and also provide feedback through construction supervision and management of public finances carried out as if in conjunction with stakeholders in the partnership.

d. Community

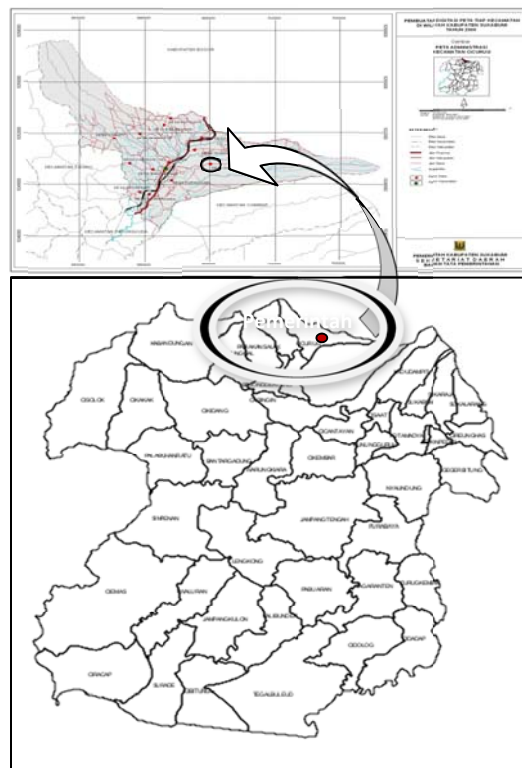
Nanggerang village community should be the subject of the development, not object. This principle lead to the statement that a better development is a continual development that should be basically related to the society's need.

Data Collection and Analysis

Multi-Party Partnership in the Water Supply and Environment Sanitation. Multi-Party Partnership is a collaborative strategy to optimize the impact and benefits of a partnership by combining integrity, competence, compassion and innovation of each party involved. Multi-Party partnerships in the water supply and environmental sanitation, this response of the condition of drinking water services and follow up the issuance of Law No. 7 of 2004 on Water Resources. To achieve the target of increasing access to drinking water as set forth in the national targets and the Millennium Development Goals (MDGs) and the execution capabilities required huge investments. Therefore, contributions and concerns of various stakeholders is necessary.

Raise awareness of joint force gives rise to an innovative new form of cooperation called the Multi-Party Partnership in which the various parties are committed to contribute according to their roles and ability to organize and implement programs that aim to achieve MDGs in the water sector.

Location appointed as the location of multi-party partnership program areas of water supply and environmental sanitation is a village located in the Desa Nanggerang, Kecamatan Cicurug, Sukabumi with a population of 5.836 inhabitants. Business activities in the Village Nanggerang much influenced by the state of the landscape. Basically Nanggerang business activities in the village, can be grouped into 2 (two) sectors of activities, namely agriculture, trade and services sectors of industry (as labor). In the agricultural sector, many people who worked as farmers wetlands (rice), dry land farmers, plantations and farms. Production in this agricultural sector is mainly rice and secondary crops, while cattle are widely cultivated goats and sheep. In trade and industry, generally in the form of shops selling items of daily necessity, and who work in industry is limited to the garment industry.



Picture 3: Location of Nanggerang Village

Danone Relation:

1. Danone

According to the chairman of CSR in Nanggerang village, Mr. Sukada they chose this place because it near with aqua water sources. Danone provides CSR to the village to avoid the occurrence Nanggerang crime in the village, because the pipeline itself through the village Nanggerang aqua. And also in the village when it Nanggerang have the water crisis. To prevent crime Danone proposed the creation of clean water for local residents and facilitate what is needed for sanitation. Nanggerang village initially highly irregular for a monthly fee and no water in every home residents have their own water sources. Only a few houses have such facilities. Danone offered to cooperate with the village and was approved by the residents because the residents of the village are most needed. Danone does not work alone they use the new system in which CSR program, multi-party partnership. By inviting a number of LSM to help them complete the project. They joined the taps, local governments, the World Bank, PU and also YPCII as the organization's most helpful people in the village of performance.

Danone is working with NGOs because they can work in all fields. It is they who make a direct approach to the people there. YPCII duty here to give guidance to the public what to do. YPCII as NGOs working in the field of sanitation and wash program to help the performance of DANONE. According to the supervisor who oversees the activities of members YPCII was monitored by a person, namely Mr. Alfred. Mr. Alfred monitors the direct assistance of Danone by providing guidance to the community. And anything less than that community. YPCII is that most organizations have a good relationship with the residents because many of its members are descended directly to help the CSR program DANONE. YPCII do many things that did not exist in Danone vision by giving out a way how to make a practical toilet, helped develop the handicraft, the process of sanitation and waste management in the village.

Danone to cooperate with local authorities to get permission to make CSR in Nanggerang village, the local government itself helped by providing a reservoir of material in the form of raw materials, hose pipes, and also means of transportation to make it easier for all stakeholders involved.

2. YPCII

Danone is basically the one who invited them to create a new concept. YPCII responses and some of the world's banks have reached an agreement. Because it relates to the vision and mission is to build independent villages. Mr. Alfred himself is very interested in what is being proposed by Danone with the manufacture of multi-party CSR concept because it would be helpful and also raise the name of this YPCII. Danone only existing development controls, because they are busy thinking about their next action. So, me and my friends are very interested and really get into the field and see the conditions from start to finish.

YPCII role in society is crucial. You could say they are 'development program' for the CSR. Approach they are doing very intensive. All the citizens gathered together to do mutual aid. YPCII can be said as a trainer in this village, they teach many things for humanitarian purposes that are very close to the community. YPCII also approach the villages are located not far from the village Nanggerang, to avoid running out of water during the dry season came in the village Nanggerang. YPCII is the most active role in village community Nanggerang. They also helped install water pipes, reservoirs, waste, and sanitation. YPCII was very close to the citizens in this CSR.

3. Community

Many village communities in response to Danone about this CSR. The village head of Nanggerang argues that CSR activities will greatly assist economic growth here, and also reduce the impact of the disease. There were also comments from elders in the desa Nanggerang named H.Mintha he says Danone to provide assistance such as this it's good for the people of entire village's Nanggerang

and they teach young children in the village to grow the business. The way young children are taught by the Danone how to manage water systems in villages Nanggerang payment, which is currently the process can be fairly nice and efficient. There is also of a young man named kang ujang argues that Danone is pretty great, but they rarely visit us, so we cannot learn more and find out what the purpose of Danone. Penjaga warung opinion against Danone, improve the quality of my product sales are up dramatically this year because of the Danone program. They (the people Nanggerang) prefer to buy aqua products from Danone instead other mineral water, because too many incoming supplies. He said he was very lucky with this program. The chairman of RT 03 RW 02 argues that, I have never seen anyone at the site of Danone and feel more respect towards YPCII that was directly plunged into the field to help people Nanggerang.

The whole community in the village Nanggerang, really liked YPCII as their mentor in doing all things. Taught me a lot, closest to the community. Give science a lot, they even dropped directly in the appointment of a hose pipe to a water source located in the foothills big Pangrango. YPCII initially provide specific training to be better understood by the villager's Nanggerang. YPCII is in control of CSR in the village Nanggerang.

Plan for WASH program was implemented in Nanggerang gradually over 2 (two) years in 2010-2011 and included 5 (five) activities, specifically:

1. The construction of drinking water supply system with the piping system. These activities were planned with the following pattern:
 - The Central Government (Departmen PU), District Government (Dinas PU), and DANONE Aqua participates in the physical construction. Besides, the villagers prepared labor and land for the installation of the pipe.
 - Management in the utilization and maintenance of drinking water was held by society.
2. Provide sanitation facilities in the form of public toilets.
Physical construction of public sanitary facilities was planned through the participation of the Central Government (Departmen PU), District Government (Dinas PU), and private sector (DANONE Aqua), while the villagers prepared the labor for the construction of toilets.
3. Increase of the capacity of villagers and local institutions in implementing facilities and infrastructure of drinking water and general sanitation. Increased capacity of villagers and local institutions were implemented through the empowerment and development of integrated efforts by local governments (public works, water utilities, Public Health Service) and the Private Party (PT Aqua and other private sectors).
4. Increase the public knowledge about the Clean and Healthy Behavior (PHBS). Increased PHBS were planned through Local Government (Public Health) participation and the private sector (DANONE Aqua) included households, school, and worship places.
5. Establish and functionalize the group of villagers in managing clear water and public sanitation, including the implementation of public fee system for the clear water user. The establish and functionalize activity of the villagers started from the villagers meeting and facilitated by local government, private sectors, or the society itself.

As the report from UN-Habitat country program in 2008-2009, public access to drinking water is still relatively low perceived. In 2004 position of the household drinking water access, in National has just reached 53% includes 74% of services in urban and 37% in rural areas. Percentage of access to services including drinking water has been piped drinking water services by the organizers of the taps. PDAM water supply pipeline network includes even show a 21% lower in urban areas and 8% in rural areas. Estimated in 2004 there are 50 million urban poor in particular have not received

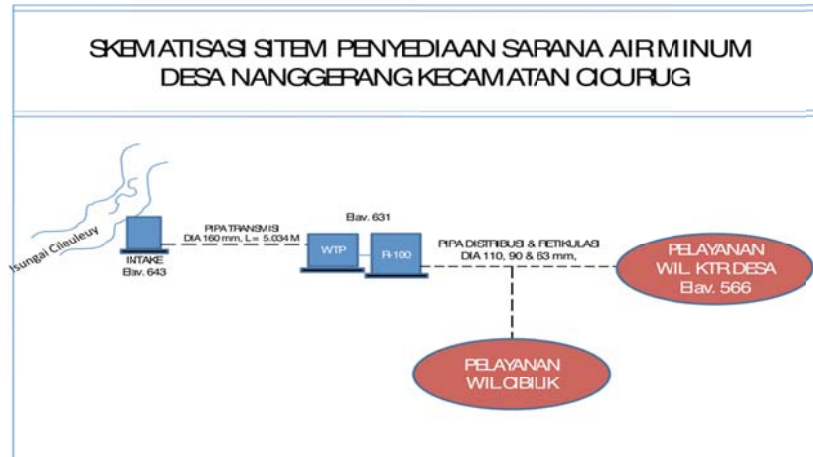
drinking water through the piping network. The report notes the importance of community involvement in the operation of drinking water to ensure the sustainability services to the community. On the other hand, the initiative of the Millennium Development Goal (MDGs) in 2015, the target stars. 10; mandated a reduction in half of the people who do not have access to safe drinking water. To achieve the MDG target of the government's 2015 target of MDG attainment scenarios, in National where safe access reaching 80% consists of: 40% access service piping and plumbing services through the resource is not protected 32%. As an illustration, provision of drinking water in the district of Sukabumi derived from several sources of water is from rain water, surface water and groundwater.

The potential availability of raw water comes from rain water is highly dependent on the rainy season. The rainfall that occurred during this Sukabumi district can still meet the water needs for growing rice plants once a year. Drinking water needs of communities in the district of Sukabumi is increasing, which is characterized by the amount of water delivered during 2010 was greater than year ago. The customer is the largest drinking water for household customers is 18.000 SR. Broadly speaking, the water supply in the district of Sukabumi includes non-piping and piping systems.

Piping systems for managed care population by PDAM, while the non-pipe systems managed by communities themselves, especially as the use of shallow wells with a pump or bailer. So far, the system of drinking water through pipelines managed by the taps are limited services in some districts. Capacity of water distribution is managed by the PDAM for this is 280 liters / sec. PDAM service coverage includes 17% in 2010. For water service system of non-pipeline, Sukabumi District residents in general use by making a shallow groundwater wells dug or drilled. Condition, quantity, and continuity of the sources used in short supply throughout the year. Seeing the condition of the state of drinking water needs in the district of Sukabumi, the program providing public infrastructure such as drinking water, sanitation, and health will be effective and sustainable community-based, involving the entire community and be done with the approach responsive to the needs and desires. Raise awareness of joint force gives rise to an innovative new form of cooperation called the Stakeholder Partnerships, in which various parties are committed to contribute according to their roles and ability to organize and implement programs that aim to achieve MDGs in the water sector.

Multi-Party Partnership Program in the Village Nangerang gradual implementation planned for 2 (two) years 2010-2011 and includes 5 (five) activities, namely:

1. Construction of drinking water supply system by means of piping systems.
These activities are planned with the following pattern:
 - Physical development through the participation of the parties, especially the Central Government (Departemen PU), District Government (Dinas PU), Private Party (PT Aqua and other private), while the labor force and people preparing land for the installation of piping.
 - Managing the utilization and maintenance of water held by the public or community.
2. Provision of public sanitary toilets.
Physical construction of public sanitary facilities are planned through the participation of mainly the Central Government (Ministry of Public Works) District Government (Public Works) and the Private Party (PT Aqua and other private), while the labor setting up public land for the construction of toilets.
3. Increased capacity of communities and local institutions in furtherance of the facilities and drinking water and sanitation.
Institutional capacity building and local community empowerment and implemented through integrated development by local governments (public works, water utilities, Public Health Service) and the Private Party (PT Aqua and other private).



Picture 4.4 Sistem Penyediaan Sarana Air Minum
Source : Data Laporan PU 2009

4. Increased public knowledge about the PHBs

Increased participation of PHBs are planned through Local Government (Public Health) and the Private Party (PT Aqua) includes Household order, the order of the School, and the order of Places of Worship. The details of the activities include:

 - Increased socialization PHBS in the Household
 - Increased socialization PHBS in School
 - Increased socialization PHBS in Places of Worship
 - Competition of RW bersih, rapih, dan sehat at the village level
5. Formation and Functionalization community groups managing water and sanitation, including the implementation of the user fee system to clean water.

Formation and activities of community groups functionalization starting from preparation of the community through village meetings, and can be implemented / facilitated through the participation of stakeholders from local governments, private parties and especially the community.

Direct beneficiaries are expected to cover 60% of the population of the village of Nanggerang as 5836 people. It is expected that community participation can contribute and hopefully in the Multi-Party Partnership program which is,

- Maintain and preserve clean water and sanitation to communities in the scope of care, management and operation, so the purpose of this program can be achieved.
- Performing the development of the concept of the program, namely the design, implementation, monitoring and evaluation.
- Conduct joint supervision both in terms of construction and financial management by the parties in the partnership.

After the achievement of cooperation in the Multi-Party Partnership Nanggerang Village, is expected

- a. The founding of the water supply piping system at the Village Nanggerang
- b. Availability of adequate clean water and healthy in the Village Nanggerang.
- c. The founding of the equally common form of toilet sanitation facilities.
- d. Creation of community-based institutions that are ready and reliable in the management of public water supply and sanitation in the Village Nanggerang.
- e. The existence of community organizing in management fees for clean water in the Village Nanggerang.
- f. Increased public awareness of hygiene and health behaviour in the Village Nanggerang.

There are four main problem problems that were happening in Nanggerang village, such as: The environment, economic and social condition of Desa Nanggerang that is encouraging the water sanitation project as the development program of its own community. The community relation problem that occurs and the needs of the people in Desa Nanggerang, which will be resolved and filled by the program that will be run by PT. DANONE Aqua. The potential development program of water sanitation and environment conservation is a CSR form of PT. Danone Aqua in order to affect the improvement of social and economic conditions of Desa Nanggerang Society. Community development program run by PT. Danone Aqua for the creation of sustainability development with the suitability between the running programs.

These research scopes are limited by:

1. CSR PT. Aqua DANONE Role in Improving Public Revenue in Desa Nanggerang.
2. CSR PT. Aqua DANONE Role in Improving Public Education in Desa Nanggerang.
3. CSR PT. Aqua DANONE role in reducing unemployment for the people in Desa Nanggerang.

Construction of drinking water supply system by means of piping systems. Physical development through the participation of the parties, especially the Central Government (Departemen PU), District Government (Dinas PU), Private Party (PT Aqua and other private), while the labor force and people preparing land for the installation of piping. Managing the utilization and maintenance of water held by the public or community. Physical construction of public sanitary facilities are planned through the participation of mainly the Central Government (Ministry of Public Works) District Government (Public Works) and the Private Party (PT Aqua and other private), while the labor setting up public land for the construction of toilets. Institutional capacity building and local community empowerment and implemented through integrated development by local governments (public works, water utilities, Public Health Service) and the Private Party (PT Aqua and other private). Increased participation of PHBS is planned through Local Government (Public Health) and the Private Party (PT Aqua) includes Household order, the order of the School, and the order of Places of Worship. Formation and activities of community groups functionalization starting from preparation of the community through village meetings, and can be implemented / facilitated through the participation of stakeholders from local governments, private parties and especially the community.

According to the analysis of the research and condition of Nanggerang village community, it can conclude that the result of this program on Nanggerang village is very successful. It means that the program has successfully sustained the development in Nanggerang village up until now. The proofs are below: This Multi-party Partnership Program makes this village to have adequate water facilities, with the installation of the water line coming from the mountain Pangrango and connected to homes. By implementing a system of monthly payments. Danone AQUA relationships with all stakeholders going well. Given that facilitate stakeholder YPCII, WASH program is running smoothly and as expected. Making MCK conducted by CSR, it is useful to address the low level of health in the village Nanggerang. With the existing water lines to homes in the village Nanggerang. The level of education in the village Nanggerang also increased, because many students are not attending school late and healthy. Training and education program about the implementation of "Clean and Healthy Lifestyle" is success. As a result, villagers are aware of the importance of "Clean and Healthy Lifestyle". It also improves Nanggerang villagers' health level. There is an establishment of PSABS organization that conducted by the local villagers in order to maintain the sustainability of WASH program in Nanggerang village.

Conclusion and Recommendation

Conclusion

According to the analysis of the research and condition of Nanggerang village community on the previous chapters, we can conclude that this relation of the program on Nanggerang village is very successful. It means that this program successfully sustain the development in Nanggerang village up until now. This Multi-party Partnership Program makes this village to have adequate water facilities, with the installation of the water line coming from the mountain Pangrango and connected to homes. By implementing a system of monthly payments. Danone AQUA relationships with all stakeholders going well. Given that facilitate stakeholder YPCII, WASH program is running smoothly and as expected. Making MCK conducted by CSR, it is useful to address the low level of health in the village Nanggerang. With the existing water lines to homes in the village Nanggerang. The level of education in the village Nanggerang also increased, because many students are not attending school late and healthy. Training and education program about the implementation of "Clean and Healthy Lifestyle" is success. As a result, villagers are aware of the importance of "Clean and Healthy Lifestyle". It also improves Nanggerang villagers' health level. There is an establishment of PSABS organization that conducted by the local villagers in order to maintain the sustainability of WASH program in Nanggerang village.

Recommendation

According to the condition of Nanggerang village and research data about the successful WASH program, this program proves its ability to help villagers increase their effectiveness and efficiency in daily activity. However, there are two recommendations for community development, they are:

1. It is suggested to establish Rubbish for Water Program. The objective of this program is to maintain the hygiene of Nanggerang village. Moreover, villagers also can get advantage by collecting rubbish so they can pay their water fee.
2. This relation about the program is going so well, But, AQUA Company do not make direct check up to the Nanggerang village.
3. Beside thr Rubish for Water Program, we can improve it by make Rubish for Electricity Program, this program will help the economic condititon in Nanggerang village.
4. It is suggested to establish an organization to gather and distribute the recycle products/crafts. Thus, these crafts can be another additional income for Nanggerang villagers.
5. YPCII must leave town because people in Nanggerang should take all responsibility.

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