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**“Emphasizing Environment and Human Security Toward Global  
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# The Customer Satisfaction of the Drinking Water in the Coastal of Semarang and the Risk Management

Budiyono B.<sup>a</sup> ✉, Pamungkas C.<sup>a</sup>, Hanani Darundiati Y.<sup>a</sup>

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Abstract

The water supply system is vital for inhabitants living in the coastal area. The water supply system in the coastal of Semarang 60% served by private. There is no information related to the private service of deep groundwater supply and customer satisfaction. This was an observational research with a cross-sectional. The samples were 40 of the service providers of deep groundwater and 40 customers obtained by accidental sampling. Data were collected by observation and interviewed by using questionnaires. Statistical analysis used the Chi-Square test with an estimated error of 5%. The results showed that the overall aspects of the service of deep groundwater supply in the good category were 22.5%. The overall perception of customer satisfaction showed in the satisfied category was 55 %. There was a significant association between the less good service of deep groundwater supply and the less satisfaction of the customer under the aspect of quality ( $p=0.006$ ), quantity ( $p=0.001$ ), continuity ( $p<0.001$ ), and the overall of the service aspects ( $p=0.027$ ). There was no

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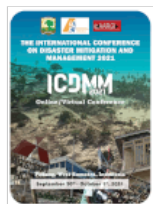
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# Preface

The 5<sup>th</sup> International Conference on Energy, Environment, Epidemiology and Information System 2020 (5<sup>th</sup> ICEN IS 2020) has been organized by the School of Postgraduate Studies, Universitas Diponegoro, Indonesia with the support by World Class University (WCU) Program. The conference was held on August 12<sup>th</sup>-13<sup>th</sup> 2020 in Semarang, Indonesia by using Online Conference System. The aim of the conference was to distribute research outcomes on multidisciplinary research area on energy, environment, health and epidemiology and information system.

The 5<sup>th</sup> ICENIS 2020 have presented 10(ten) international honorable **keynote speakers** from representative institutions and continents: i) Prof. Elco van Burg, Vrije University Amsterdam, **The Netherlands**; ii) Prof Peter Gell, Federation University, **Australia**, iii) Prof. Jerry Miller, Western Carolina University, **USA**; iv) Prof. Shabbir Gheewalla, Joint Graduate School of Energy and Environment (JGSEE), Kingmookut University, **Thailand**; v) Assoc. Prof. Zainul Zakaria, Chemical Engineering Department, UTM Malaysia; (vi) Dr Yurdi Yasmi; Regional representative of IRRI for Southeast Asia, Cambodia; (vii) Dr Nuki Agya Utama, Executive Director of Asean Energy research; (viii) Patrick van Schijndel, TU Delft, The Netherlands, (ix) Barokah Sri Utami, Former President Director of PT Phapros, Indonesia, and (x) Dr Liew Kian heng from Strategics Singapore. Pursuing the international network of researchers and industrial applications, this event also has been attended by overseas colleagues to share their best research works as well as local academia and practitioners. Over 320 representatives from various institutions participated in this event, involving more than 340 abstracts submitted. After a rigorous selection process, the Scientific & Editorial Board of 5<sup>th</sup> ICENIS 2020 made selection of 300 articles to be published in E3S Web of Conferences, an open-access proceedings in environment, energy and earth sciences, managed by EDP Sciences, and indexed on Scopus, Scimago, Conference Proceedings Citation Index-Science (CPCI-S) of Clarivate Analytics's Web of Science, DOAJ (Directory of Open Access Journals). The Proceedings of 5<sup>th</sup> ICENIS 2020 consists of selected articles from Kazakhstan, Libya, Netherlands, Thailand, Malaysia. The published papers have passed all necessary improvement requirements in accordance to the Web of Conferences standard, reviewer's comments, SI, similarity tests by Turnitin program.

We would like to express our gratitude to the official committee, scientific & editorial boards, organizing partners. A very special thanks to Universitas Diponegoro for financially supporting this conference especially for financing indexing of proceeding in E3S. Finally, we would like to briefly acknowledge all presenters and attendees for their efforts sharing the beautiful ideas and useful research outcomes to inspire further research and collaborations. Although, this time the conference has been successfully conducted via webinar, but the number of participants showed a great increases and we do hope that this also will be the same for the coming 6<sup>th</sup> ICENIS 2021.

See you again in the next year conference 5<sup>th</sup> ICENIS 2021

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## The Discourses of the Sinking Villages in Demak: The Social Relation between Humans and Nature

Suwarno Peter<sup>1</sup> and Nurhayati Nurhayati<sup>2\*</sup>

<sup>1</sup> School of International Letters and Cultures, Arizona State University, Tempe – [Arizona](#)

<sup>2</sup> Master Program of Linguistics, Faculty of Humanities, Diponegoro University, Semarang Indonesia

\* Corresponding author : [nurhayati@live.undip.ac.id](mailto:nurhayati@live.undip.ac.id)

### Abstract

Stories of climate change and its impacts on human life that have been reported in various media supports arguments that it is largely man-made. In many Indonesian communities, however, this disaster that alters cultural, social, and economic environment is often viewed as a natural phenomenon. This paper analyzes expressions of the experiences of local Indonesian inhabitants and media reporters using discourse analysis. The selected texts in the reports mostly focus on expressions concerning how the inhabitants dealt with the ever-increasing tidal flood that engulfed their dwellings and communities. The analysis reveal that stories on their experiences contain words and themes representing their views of natural phenomenon that created memories of the past and uncertain plans for the futures. Different types and class of words they

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## Pandemic, SDGs, and CSR: Case Study of Indonesia

Sudharto P Hadi<sup>1,2\*</sup>, Hairy Mohd Ibrahim<sup>3</sup>, Prabawani Bulan<sup>1</sup> and Sri Suryoko<sup>1</sup>

<sup>1</sup> Department of Business Administration, Faculty of Social and Political Sciences, Diponegoro University, Jalan Prof. Soedarto, SH Tembalang, Semarang, Indonesia

<sup>2</sup> Program of Environmental Studies, Postgraduate Program, Diponegoro University, Jalan Imam Bardjo, SH Pleburan, Semarang, Indonesia

<sup>3</sup> Faculty of Human Sciences, Universiti Pendidikan Sultan Idris, **Perak Malaysia**

\* Corresponding author : [sudhartophadi@yahoo.co.id](mailto:sudhartophadi@yahoo.co.id)

### Abstract

Pandemic covid-19 does not only threat lives and health of people but also hit economic, social, and well-being. Large scale social restriction (PSBB) paralyze all economic activities, in turn, causing unemployment and escalating the number of poor people. Indonesian government provide direct social assistance and other measures to ease the burden of impacted people. Pandemic covid-19 also threatens the target of achieving SDGs specifically dealing with pillar 1 (no poverty) and pillar 2 (zero hunger). Through CSR, corporates have important role in dealing with pandemic covid-19 at the stage of emergency and rehabilitation. This paper observed two corporates, holder of Gold

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## Determination of the original coastline on Semarang city and Demak district using remote sensing approach

Ignatius Sriyana<sup>1\*</sup>, John Bosco Niyomukiza<sup>1,2</sup>, Sri Sangkawati<sup>1</sup> and Sri Kumala Parahyangsari<sup>3</sup>

<sup>1</sup> Department of Civil Engineering, Faculty of Engineering, Diponegoro University, Semarang, Indonesia

<sup>2</sup> Department of Civil Engineering, Faculty of Engineering, Ndejje University, Kampala, Uganda

<sup>3</sup> Member of Watershed Coordination Forum in Central Java Province, Central Java, Indonesia

\* Corresponding author: [sriyana@live.undip.ac.id](mailto:sriyana@live.undip.ac.id)

### Abstract

Development of the coastal area without environmental consciousness is disrupting coastline equilibrium, thus triggering erosion and accretion. This results in the obscurity of the border area due to coastline change. The objective of this study is to determine the original coastline of Semarang city and Demak district. The method used is remote sensing using Landsat satellite imagery data dating from 1984 to 2018. The results

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## Sustainable development goals as a tool for strategic planning in communities: a bibliometric analysis of research

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### Abstract

Nowadays, the balanced development of any territorial unit should be based on the concept of sustainable development. As a result of its significant expansion, the goals of sustainable development began to be used at the level of strategic and operational documents, which in the context of decentralization is reflected at the level of individual territorial communities. This article is devoted to bibliometric analysis of the scientific papers from the Web of Science and Scopus, which deals with the topic of sustainable development in local communities as elements of strategic planning. To do this, we used the VOS viewer, Scopus, and Web of Science tools, which made it possible to identify major trends (for example, dynamics by year, country, authors, subject area, etc.) and clusters that visually present the obtained information. The following key parameters

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