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Impact of Implementing Waste Management System Policies on Community Satisfaction in Tanjungpinang City

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Abstract:

The implementation of the waste management system policy in Tanjungpinang City, Riau Islands Province has not been running effectively so that it has an impact on community satisfaction. The research method used is an explanatory survey method with a quantitative approach. While the theory used in this study is the theory of policy implementation from Hoogerwerf, 2003, while the theory of community satisfaction from Irawan, 2004. Simultaneous policy implementation has a fairly large and significant impact on community satisfaction in Tanjungpinang City, Riau Islands Province, by 37.1%/Page This implies that the implementation of the waste management system policy that has been carried out by the City Planning, Hygiene, Cemetery and Park Service Office of the Public Works and Environment Agency is very dominant and determines the satisfaction of the people in Tanjungpinang City. Besides that, the satisfaction of the people of Tanjungpinang City in the waste management system is not only influenced by the implementation of the policy, but there are other variables that also influence it, namely 62.9%. The implementation of policies in the waste management system partially has the largest and most significant impact on community satisfaction in Tanjungpinang City. This means that the implementation of policies in the waste management system is dominant in increasing community satisfaction in Tanjungpinang City. The aspects of policy implementation that have the largest to the smallest influence on community satisfaction in order are aspects of information, policy content, potential sharing and support. The information aspect has the greatest influence (15.4%), meaning that this aspect is the most dominant in influencing community satisfaction, while the support aspect has the least effect (2.9%), meaning that this aspect is not too dominant in influencing community satisfaction.

Keywords: Policy Implementation, Community Satisfaction, Tanjungpinang City

I. INTRODUCTION

The essence of the enactment of Law Number 23 of 2014 concerning Regional Government is the granting of autonomy to regions which is directed at accelerating the realization of community welfare through service improvement, empowerment and community participation. Therefore, the development carried out today has brought many changes in various aspects of people's lives. This change, on the one hand encourages a

growth in people's lives, on the other hand the changes caused by development can result in an increasing demand, in quantity and quality or quality as well as in the form of the types of needs that must be met and responded to by the government. One of the development goals is to improve public services that are more just and equitable, and can reach all levels of society. Citizens are the subjects and objects of development, and the government functions to direct, guide and create an atmosphere that supports the community's activities. Community activities and government activities are complementary, mutually supportive and complementary in achieving national development goals.

The problem of solid waste is very crucial, it can even be interpreted as a cultural problem because of its impact on various aspects of life, especially in big cities. The increasing social costs of every economic activity in the lives of urban communities, especially in Tanjungpinang City, will cause a decline in the quality of the city's environment itself. The decline in environmental quality can be felt from traffic jams, air pollution, noise from vehicle engines, slums due to municipal waste and industrial waste, lack of well-organized city parks and others.

Garbage is a problem that always arises in big cities and development that occurs in urban areas is always accompanied by an increase in population. The increasing level of human needs certainly requires a variety of supply needs and consumption products that use packaging affect the landfill in big cities. The term garbage must be familiar to our ears, and when we hear the term garbage, what comes to our mind is a pile of waste that gives off a very pungent odor. Waste is defined as unwanted residual material after the end of a process that tends to damage the surrounding environment. In natural processes, there is actually no concept of waste, only products produced after and during the natural process. The increase in population, increase in public consumption and activities of community life in urban areas, causes an increase in the volume and types of waste, as well as increasingly diverse characteristics of waste. The waste generated from the activities and consumption of urban communities has become an environmental problem that must be handled by every city government with the support of the active participation of the urban community itself.

The waste management system in urban areas is one of the most important things to deal with the cleanliness of the city from collection, transportation and to disposal of waste in landfills. The longer it is increasing in line with the increase in the population of the city with the increase in the population of the city, the production of municipal waste is increasing so that efforts to handle waste have increased. In line with this fact, in line with this, the efforts to manage the cleanliness of the city are as fast as the increase in the accumulation of garbage that occurs, because it is necessary to pursue a strategy to improve the quality of service in the management of cleanliness by empowering all existing resources, including empowering community participation, either directly or indirectly.

Creating a clean condition of Tanjungpinang City is basically a shared responsibility between the city government and the community as a whole so it is necessary to regulate hygiene management procedures that reflect togetherness and harmony in accordance with the development of the city. In Tanjungpinang City, waste management is carried out with

environmental and sustainable perspectives. The Office of City Planning, Cleanliness, Parks and Cemeteries in collaboration with the Public Works Service and the Environment Agency, as service providers for waste management is oriented to meeting the level of needs desired by the people of Tanjungpinang City. The implementation of such management is very basic, because the level of ability to provide services organized by the Tanjungpinang City Government, relies on the ability and participation of the community it serves. The level of management given to the community as well as the level of desire or need for community services is a measurement of the level of community satisfaction. Public service commodities are public services, namely services that concern the needs of many people.

Based on empirical data in the field, there are indications of problems related to various forms of community complaints regarding waste management. The quality of product aspects can be seen from the ability of technical aspects. The limited ability of the City Planning, Cleaning, Parks and Cemetery Offices, the Public Works Service and the Environment Agency to provide services quickly and accurately. Transportation of waste in quantity is lacking and often not on time so that garbage piles up everywhere and disturbs the cleanliness of the city. This can be seen from the amount of waste transported and the number of people served. Tanjung Pinang City, every day there are 200 M3 of waste piles, the amount of waste that has been managed and transported to the Final Disposal Site (TPA) is 76.8 M3/day, the percentage is only 32%. Some people do the destruction of waste by burning in the yard of their house. For a long time, waste management has always been an undeniable measure to show the good and bad management of the management of a city, office, campus, school, even a family. The impact of damaged roads in several landfills due to the rainy season this time is starting to be felt everywhere.

II. METHODOLOGY

The research method used is the explanatory survey method. The choice of this method is based on the opinion of Singarimbun & Effendi (1997:2) that "explanatory survey a method not only explains or describes empirical facts found in the field but will also explain partial and simultaneous impact analysis between variables that are the focus of research". This is done using a quantitative approach. Judging from the level of research, this research is verification because it does hypothesis testing. Based on the form placed on causality research (causal relationship). Where it is intended to investigate the causal relationship between the variables of policy implementation and coordination with community satisfaction in the solid waste management system.

Canejuicesamples were subjected ocentrifugation using a RemiR-8C batch-type laboratory model. This was operated at 6000 rpm, attaining 2000 g at the bottle tip. For every run it was set for 5 minutes. Optimization of the centrifuge operation is a function of design and so was not carried out. Only thevariouseffectiveparametersduetocentrifugationofcanejuicehavebeenobservedinthe present study. Purity measurement of cane juice was done using a Sucromat in a conventional way. A Brook field RVT viscometer was used to measure the apparent viscosity difference at 50 rpm using spindle No.1The ICUMS A colour measurement was done using TEA-buffer and membrane filter as described elsewhere. The colour measurements were carried out on an ELICO spectrophotometer.

III. RESULT AND DISCUSSION

Simultaneous implementation of the waste management system policy has a large and significant impact on the satisfaction of the people of Tanjungpinang City, Riau Islands Province by 37.1%. For more details, see the image below:



Figure 1: Structure of X Effect on Y

This implies that the implementation of the waste management system policy that has been implemented by the Office of City Planning, Hygiene, Cemetery and Parks, the Department of Public Works and the Environment Agency is very dominant and determines the satisfaction of the people in Tanjungpinang City. Besides that, the satisfaction of the people of Tanjungpinang City in the waste management system is not only influenced by the implementation of the policy, but there are other variables that also influence it, namely 62.9%. The results of the study can be explained that the Impact of Policy Implementation on Community Satisfaction in Tanjungpinang City, has a positive and significant role consisting of aspects of policy content, information, support, and potential sharing. For more details, partial images can be seen below:

The study involves the centrifugation of cane juice. The juice is subjected to centrifugation directly after milling of the cane. This treatment has been thought of particularly to clarify juices by removing the suspended particles, viz. silica, organicsalts, etc. along with mud. In this paper the design pattern of the centrifuge has been shown. The effective factors such as removal of suspended particles, clarity and ICUMSA colour of the centrifuged juice has shown by the table and graph.

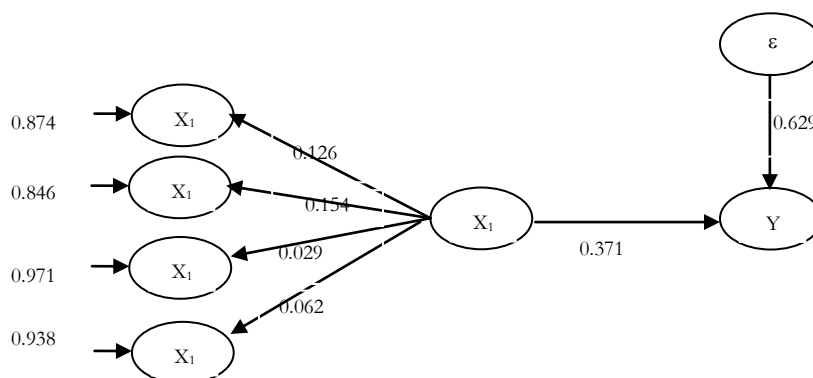


Figure 2: Sub Structure Effect of X on Y

For more details, the impact of policy implementation on community satisfaction in Tanjungpinang City can be partially explained below.

Policy Aspect

The analysis and empirical results show that the impact of policy implementation on the waste management system through aspects of policy content on the satisfaction of the people of Tanjungpinang City is very positive and significant at 12.6%. This means that the implementation of policies carried out by each DTKKPP, DPU and BLH as the organizer of waste management in Tanjungpinang City, has contributed to the cleanliness of the city. Apart from that, the DPU and BLH also carry out these policies in support of a clean and orderly city pattern. All of that was built with the commitment and high awareness of the citizens of the city. The results of the empirical analysis based on the results of interviews with the Sanitation Division that the Tanjungpinang City DTKKPP policy to increase the levy on waste generated complaints from a number of Tanjungpinang residents. The increase in user fees by 100 percent or from Rp. 25 thousand to Rp. 50 thousand per month is considered inappropriate considering that waste management has not been maximized. The results of the survey found that a resident of Tanjungpinang complained about the sudden increase in waste fees. The reason is, the Tanjungpinang City Government, according to him, without any socialization related to the increase in levies. He complained that the increase in waste retribution carried out by the Tanjungpinang City DTKKPP seemed sudden. Without any notification in February 2015, residents had to pay a tariff of Rp. 50 thousand for the payment of the January waste retribution. Meanwhile, the Head of Tanjungpinang City DTKKPP, said that his party had evaluated the application of the waste retribution according to the 2012 regional regulation where the waste retribution amounted to Rp. 50 thousand. "The realization until the end of 2014 was still Rp. 25 thousand. Regarding the implementation at that time, we were reprimanded by the Riau Islands BPK." Regarding the perception of people who lack socialization, it is said, socialization is only carried out directly when collecting waste retribution. If the public objected, his party would amend the 2012 Perda, otherwise it would be the findings of the Riau Islands BPK. "This policy is indeed the first, every first policy there must be challenges. What is important is that with an increase in the value of the fee (from the community), the performance will also increase."

In general, local governments in tackling the waste problem should have a good environmental management plan for local residents. Where in compiling environmental management there are 3 factors that need to be considered and cannot be separated, namely: a. Who will carry out environmental management and what environmental management should be done, b. In accordance with the impact that is expected to occur, it will be determined how the management method will be carried out or what technology will be used so that the results are in accordance with the quality standards set by the government, and c. Because various institutions including project owners will carry out integrated environmental management, the technology that will be used depends on the ability of the costs to be incurred, especially the ability of the project owner as a source of pollution. Seeing these conditions, the Impact of Policy Implementation on Community Satisfaction in Tanjungpinang City, becomes important and must provide positive values for the satisfaction of city residents. Therefore, the general problems that occur in the management of municipal waste at the TPA, especially in Tanjungpinang City, need to be addressed immediately. Therefore, waste management must meet the following requirements: Utilize limited land effectively, Choose technology that is easy, and safe for the environment, Choose technology that provides products that can be sold and provide maximum benefits to the community and Products must be sold out.

Information Aspect

The results of the analysis and empirical note that the Impact of Policy Implementation through Information Aspects on Community Satisfaction in Tanjungpinang City, is very positive and significant at 15.4%. Regarding the source of information made by DTKKPP, it has been carried out by the agencies related to the waste management system as well as with the community, but these efforts have not been maximized. It is evident that there are still some residents who are less aware of the cleanliness of their city. In addition, the behavior of the mainland community and the seafront has different behavior in addressing the problem of urban waste. DTKKPP has not been able to provide information on this matter, it can be seen that there is still no approach model for coastal and land communities regarding their attitude towards waste management.

The socialization side by DTKKPP as the leading sector regarding waste management has not been implemented quickly. Based on the results of interviews with the Head of the Sanitation Division, no meetings have been held with parties who can help socialize the waste management system. There are not many activities that lead to life behavior by throwing garbage in its place. Therefore, information is an important resource for policy implementation. Information has two forms, namely information on how to complete a policy or program, as well as for implementers to know what actions must be taken in accordance with applicable regulations. Information has a very important role in providing information for the implementing apparatus, so that the information produced by the information system can be used by the implementing apparatus. Lack of information or knowledge, how to implement the policy has direct consequences such as the implementer not working optimally, resulting in ambiguity of the intent and purpose of the policy, therefore policy implementation requires organizational and individual compliance with existing government regulations. Institutional strengthening is seen from the form of institutions that have authority in accordance with their responsibilities, have planning, implementation and control functions and are supported by those who are educated in the field of waste management.

Law 18 of 2008 concerning Waste Management mandates that the division of government authority must be carried out in accordance with statutory provisions. The division of authority must be planned in each field. Because Law 18 of 2008 places the rights of the community at the level as stated in Article 11 concerning rights and obligations, namely that the community must receive services in good and environmentally sound waste management from the government both at the center and in the regions. The community has the right to participate in the decision-making process, implementation and supervision in the field of waste management, obtain correct, accurate and timely information regarding the implementation of waste management, then the community has the right to protection and compensation due to the negative impact of activities at the final waste processing site and other community rights. is to obtain guidance so that they can carry out waste management in a good and environmentally sound manner.

Support Aspect

The analysis and empirical results show that the impact of policy implementation through the aspect of support for Tanjungpinang City Community Satisfaction is very positive and significant at 2.9%. Support from other agencies has been carried out, such as with the Public Works Agency and BLH through coordination related to the waste management system. The two agencies complement each other in order to support local government policies. The results of the FGD with the Head of the DPU Division which stated that: His party will continue to support including cost support, although support from the cost sector is less reliable, the DPU remains committed to providing the best for the improvement of public facilities, including the improvement of urban dirty water management

facilities. In addition to equipment support, it is still limited, so that it affects the operational level and often becomes a delay in the process of completing the dirty water repair project.

Meanwhile, according to the Head of the Sanitation Division, he has tried to fulfill the support needed by the community such as temporary garbage dumps, garbage hangers and final waste disposal sites. In addition, support for fleet equipment such as motorbikes and garbage cars. Community support has not fully supported the implementation of waste management, it can be seen from the awareness that hanging plastic waste provided is difficult to do and the amount of damage that occurs where the waste hanger is.

In connection with this, the Impact of Policy Implementation on Community Satisfaction in Tanjungpinang City, in dealing with waste problems is not only a matter for the Tanjungpinang City Government and other agencies, but in solving the waste management requires the involvement of all parties involved in Tanjungpinang City. The most important thing is the implementation of the policy on the waste management system towards the satisfaction of the people of Tanjungpinang City, it must be built together with public awareness and this is the main capital in solving the waste problem in Tanjungpinang City.

Aspect of Potential Sharing

The results of the analysis and empirically note that the impact of policy implementation through the aspect of potential distribution on the satisfaction of the people of Tanjungpinang City is positive and significant is 6.2%. The proportional division of tasks between DTKKPP, DPU and BLH is very clear. The distribution of the potential that exists in each SKPD has had a fairly good impact on community satisfaction, especially in dealing with urban waste. Therefore, the impact of policy implementation on community satisfaction in Tanjungpinang City has had a positive impact on the problem of urban waste.

Government Regulation Number 81 of 2012 concerning the Management of Household Waste and Waste Similar to Household Waste, is very important as the implementing regulation of Law Number 18 of 2008 concerning Waste Management, as well as strengthening the legal basis for the implementation of waste management in Indonesia, especially in the regions. There are several important main contents mandated by this government regulation, namely: 1. Provide a stronger foundation for local governments in the implementation of environmentally sound waste management from various aspects including formal legal, management, operational technical, financing, institutional, and human Resources; 2. Provide clarity regarding the division of tasks and roles of all relevant stakeholders in waste management, starting from ministries/agencies at the central level, provincial governments, district/city governments, the business world, area managers to the community; 3. Provide an operational basis for the implementation of 3R (reduce, reuse, recycle) in waste management replacing the old collect-transit-dispose paradigm; 4. Provide a strong legal basis for the involvement of the business world to take responsibility for waste management in accordance with its role;

The results of the analysis from the field can be concluded that the Impact of Policy Implementation on Community Satisfaction in Tanjungpinang City, has proven that urban waste management has led to better than previous years. This is measured by the distribution of the potential of each SKPD in carrying out local government policies, especially in implementing the Tanjungpinang City Regulation No. 14 of 2009 concerning the waste management system. While the results of interviews with community leaders, that in the division of tasks and authorities between DTKKPP, DPU and BLH there is still an impression of being out of sync. Especially when the DPU in working on the repair of the culvert takes a long time, so it is not effective. Especially when the road body interferes with the journey of the community who looks unprofessional in the process.

Domestic waste management in Tanjungpinang City meets the established sustainability assessment aspects. The fulfillment of the sustainability assessment aspect in Tanjungpinang City still requires records to support the sustainability of waste management activities. Therefore, the impact of policy implementation on the satisfaction of the people of Tanjungpinang City, is considered to have met the criteria for community expectations and satisfaction. In other aspects, such as the socio-cultural aspects of the community, institutional aspects, and aspects of waste reduction are forms that have been carried out by each SKPD that has been given authority by the Tanjungpinang City government. The Tanjungpinang City Government, on the other hand, in increasing community capacity for waste management, has been able to channel community interests related to waste management. In urban planning specifically related to the waste management system, the Tanjungpinang City Government educates and teaches various techniques for community groups in waste management, provides access to credit facilities for regional waste management and supports the informal sector in regional waste management by providing assistance to manage organizations. the group in order to increase income and additional income for the services they provide in waste management.

IV. CONCLUSION

Based on the results of research and discussion as described in the previous chapter, the researchers can then conclude as follows:

1. Simultaneous implementation of the waste management system policy has a large and significant impact on the satisfaction of the people of Tanjungpinang City, Riau Islands Province. This implies that the implementation of the waste management system policy and coordination which has been carried out by the City Planning, Cleanliness, Cemetery and Gardening Service, the Public Works Service and the Environment Agency is very dominant and determines the satisfaction of the people in Tanjungpinang City. Besides that, the satisfaction of the people of Tanjungpinang City in the waste management system is not only influenced by the implementation of policies and coordination, but there are other variables that also influence it.
2. The implementation of the waste management system policy in the waste management system partially has the largest and most significant impact on community satisfaction in Tanjungpinang City. This means that the implementation of policies in the waste management system is more dominant in increasing community satisfaction in Tanjungpinang City. The aspects of policy implementation that have the largest to the smallest influence on community satisfaction in order are aspects of information, policy content, potential sharing and support.

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