

Performance of the Environmental Service in Handling Garbage Piles in Baleendah District, Bandung Regency

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ABSTRACT

The purpose of this study was to determine the performance of the Environmental Agency in addressing the piles of waste in Baleendah District, Bandung Regency. The large population of Baleendah District naturally impacts the volume of waste generated each day. This waste is not properly collected, resulting in a buildup. This research employed a descriptive method with a qualitative approach. Interviews were conducted with officials using purposive techniques, while interviews with the public were conducted using accidental techniques. Additionally, the researchers conducted literature studies and observations with the government and the public. The results showed that the amount of expenditure was not offset by the amount of waste collected, resulting in a buildup. Officials have good skills in sorting waste for economic value, but this is still not matched by their responsiveness in collecting waste. This is due to late waste collection schedules and the continued indiscriminate littering by the community.

Keywords: *Performance, Environmental Service Apparatus, Garbage Accumulation*

INTRODUCTION

Population growth, both in rural and urban areas, increases annually, generally leading to an increase in waste volume and increasingly diverse characteristics, resulting from people's activities and consumption. Waste generated from these activities and consumption has become an environmental problem that must be addressed by the government, with the active participation of the community itself.

Waste, if not managed properly, can cause various problems, including aesthetic issues, as seen in piles of trash at landfills and markets. Public health impacts can include skin diseases, respiratory problems, and the potential for natural disasters like flooding.

Referring to the laws and regulations governing waste management, namely Law Number 18 of 2008 concerning waste management, waste management in Bandung Regency is regulated in Regional Regulation Number 15 of 2012 concerning Waste Management. In this regional regulation, it is explained that the waste management policy carried out by the Bandung Regency Government must have a comprehensive scope and be implemented in an integrated manner and involve community participation. Based on regional regulation number 15 of 2012 concerning waste management, in article 11 paragraph (1) it is stated that waste management is a systematic, comprehensive and continuous activity which includes (a) waste reduction, and (b) waste handling. In addition, the regional government needs to involve community participation in the process of implementing this policy. In terms of waste management as referred to in this regional regulation, article 13 includes waste sorting and grouping, waste collection, waste transportation and management, and final waste processing.

Based on data from the Bandung Regency Environmental Service, Baleendah District is the population with the largest population with a total of 266,192 people in 2018, the large number of residents certainly affects the large amount of waste generated, because every person must produce waste every day, both organic waste and non-organic waste, therefore the number of residents affects the large amount of waste generated, the more people who live in Baleendah District, Bandung Regency, the more the amount of waste produced in Baleendah District, Bandung Regency.

Baleendah District is one of the areas in Bandung Regency with a large volume of waste. Based on data from the Environmental Agency's technical implementation unit for waste collection in the Baleendah area in May 2018, the waste ratio in the technical implementation unit for waste collection in the Baleendah area, which consists of 8 districts with a population of 981,565 people, produces 5,302.72 tons of waste per day. Meanwhile, only 3,263.29 tons are transported each day. Only 61.5% of the waste is able to be handled by the technical implementation unit Baleendah each day. The rest continues to become a mountain of waste and emits a pungent odor. This is a critical problem that requires accurate and measured handling. Otherwise, this waste problem will never be resolved.

LITERATURE REVIEW

Performance is the results achieved by an organization. These organizations can be profit-oriented or non-profit-oriented over a period of time. More specifically, Armstrong and Baron define performance as "work results that are strongly linked to the organization's strategic objectives, customer satisfaction, and economic contribution" (Armstrong and Baron, 1998:15). Based on the definition above, it can be concluded that performance is the result of work that is closely related to consumer satisfaction as users and which provides economic contributions. In addition, performance can also be said to be a goal that various organizations want to achieve. Furthermore, Indra Bastian states: "Performance reflects the level of achievement of an activity, program, or policy in realizing the organization's goals, objectives, mission, and vision, as outlined in the organization's strategic planning" (Bastian and Gatot, 2003:13).

This opinion suggests that performance reflects the level of achievement in implementing an activity, program, or policy implemented by leadership to realize the organization's goals, mission, and vision, as outlined in the organization's strategic planning. Another opinion about performance is stated by Anwar Prabu Mangkunegara, that "Performance is the work results in terms of quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him" (Mangkunegara, 2000:67). This performance can explain a work achievement or work result of an apparatus seen from the quality and quantity aspects achieved by the apparatus in carrying out work duties in accordance with the responsibilities given to him.

According to Dwiyanto, organizational performance is a crucial activity because it can be used to measure the success of a public service organization in achieving its mission of meeting the expectations and satisfying service users (Dwiyanto, 2008:47). According to the aforementioned opinion, organizational performance is a crucial activity for measuring the success of a public service organization. The achievement of public service success must be in line with targets and expectations. Meanwhile, according to Dwiyanto (2008:51), organizational performance measurement consists of five indicators:

- 1) Productivity
- 2) Service Quality
- 3) Responsiveness
- 4) Responsibility
- 5) Accountability.

Waste is an item that is considered unusable and discarded by the previous owner/user, but for some people it can still be used if managed with the correct procedures (Nugroho, 2013). In Law No. 18 of 2008 concerning Waste Management, it is explained that waste is the remains of human daily activities and/or natural processes in solid form. Waste that is processed based on the Law, namely: a) Household waste, comes from daily activities in the household, excluding feces and specific waste. b) Household-type waste, comes from commercial areas, industrial areas, special areas, social facilities, public facilities, and others. c) Specific waste, comes from waste containing hazardous and toxic materials, waste containing hazardous and toxic waste, which arises from disasters, building demolition debris,

and others. The factor that causes the accumulation of waste is the very large volume of waste that exceeds the capacity of the final waste disposal site.

This enormous volume of waste can be caused by several factors, such as the increasing population, the increasing use of disposable goods, and technological advances, which also contribute to the amount of waste generated. This is because the increasing variety of raw materials used can increase the amount and type of waste generated. Sorted waste can be recycled at the source or can be transported or sold for recycling in the recycling industry. This waste can also be reused before being transported to a temporary disposal site or made into compost at the source area. Waste from the source can also be taken to the nearest temporary disposal site for collection. After collection, further sorting is carried out. The waste is then transported to a final disposal site. Another option for the government is to sort waste at the final disposal site. Some of the waste can be recycled and composted, which can be sold to consumers, thus providing economic value.

Good processing can reduce the volume of waste generated in final disposal sites and can help to reduce the negative impact of waste on the environment. Waste management is divided into 2 main groups, as follows:

- 1) Waste Reduction (waste minimization), consisting of limiting the occurrence of activities that produce waste, reuse, and recycling
- 2) Waste Handling (waste handling), consisting of:
 - a) Sorting, separating waste according to type, amount, or nature of waste
 - b) Collection, taking and moving waste from waste sources to temporary storage places.
 - c) Transportation, carrying waste from waste sources to temporary storage places or from integrated waste processing places to final processing places.
 - d) Processing, changing the characteristics, composition, and amount of waste.
 - e) Final waste processing, returning waste or residue from previous processing to the environment in a safe condition.

Operational techniques for urban waste management consisting of activities from containerization to final disposal of waste must be integrated by sorting from the source, the following is a scheme of operational techniques for waste management according to SNI 19-2454-2002.

METHODOLOGY

The research method used in this study was descriptive with a qualitative approach. Interviews were conducted with officials using a purposive technique, while interviews with the community used an accidental technique. The researcher also conducted literature reviews and observations.

DISCUSSION

The performance measurement of the Environmental Agency in dealing with the piles of waste in Baleendah District, Bandung Regency is not only seen from efficiency but also from the effectiveness of service. The greater the performance generated through the expended labor resources, indicates a high level of productivity in an organization. The results of the study indicate that costs are a supporting factor in carrying out a waste collection activity. The costs required for waste management in Baleendah District are well provided, however, the amount of costs incurred is not balanced with the results of the waste transported, resulting in waste accumulation. In fact, the costs for the needs of loading and unloading operational vehicles of the technical implementation unit for waste transportation in the Baleendah area are quite large per year.

The Baleendah regional technical implementation unit is unable to maximize waste collection due to the limited number of trucks owned by the Baleendah regional technical implementation unit. Furthermore, the trucks are often in poor condition and frequently break down. This results in a significant amount of uncollected waste, which continues to increase and accumulate. The Baleendah Regional technical implementation unit owns 21 trucks, with only 13 in roadworthy condition, while the remaining 8 are in poor condition. Of the 21 trucks, they are used by the 8 sub-districts within the Baleendah regional technical implementation unit's work area. This means that each sub-district is served by an average of only 2 trucks.

The long distance to the final disposal site, located in Sarimukti Village, Cipatat District, West Bandung Regency, also adds to the cost due to high fuel costs. This is due to the lack of a final disposal site in Bandung Regency. The long distance from Baleendah District to the Sarimukti final disposal site slows down waste management in Baleendah District. Typically, each truck only transports one to two loads of waste per day.

Furthermore, delays in waste collection in the Baleendah area often result in waste piling up and strewn along the roadside, despite a scheduled collection time and location. For example, in RW 18, Baleendah Village, the collection schedule is every Monday, yet the waste is still not collected on time. It can even take up to two weeks for the waste to be collected. The memorandum of understanding clearly states that if the waste cannot be collected according to the specified schedule, the other party, or the Environmental Agency, is obliged to replace it on another day in the same week.

Waste management requires collaboration between the community and the government. However, the lack of awareness among the Baleendah District community regarding the importance of maintaining cleanliness and its negative impact on public health is one of the reasons why waste management is difficult to resolve. Banners prohibiting littering on several streets in Baleendah District do not apply to some unruly residents, who continue to litter. Some of them are unwilling to pay for the services of garbage collectors from house to house, so they create waste anywhere. The large amount of garbage scattered in several locations not only violates regulations but also disturbs the comfort of local residents due to the odor that is offensive to the sense of smell.

Regarding the waste collection capacity of the officers, there are no obstacles; they have performed well, meeting community expectations. They are responsive and quick to respond to public complaints and promptly address waste issues in the Baleendah area. They strive to provide genuine attention and service to the community. They also provide consultations regarding waste issues faced by the community and strive to provide the best solutions.

To measure the responsiveness of the Bandung Regency Environmental Agency to community needs, the Bandung Regency Environmental Agency has established a waste collection schedule in the Baleendah area. Waste management is carried out with clear goals and objectives: to provide a sense of comfort, cleanliness, and health to the community, and to keep the environment free from waste. However, in practice, many residents are less responsive to the importance of environmental protection and the dangers of waste accumulation in their surroundings. This is evidenced by the continued presence of piles of garbage on main roads in Baleendah District.

The responsibilities implemented in waste management are in accordance with the standard operating procedures established by government agencies. The Bandung Regency Environmental Service apparatus carries out waste collection, transport, and disposal services at the final disposal site. Cooperation in waste collection at the Baleendah technical implementation unit is stipulated in the waste collection service memorandum of understanding. If waste cannot be collected according to the specified schedule, the second party, or the Environmental Service, is required to replace it on another day.

The Bandung Regency government's waste management policy is generally still not optimal and is still under development. The Baleendah District is still conducting outreach and providing guidance to the community to ensure the program runs smoothly in line with the Bandung Regency government's target of meeting the community's needs: creating a clean, environmentally friendly, and waste-free environment.

CONCLUSION AND RECOMMENDATION

The efficiency of waste collection in the Baleendah area can be said to be quite good, as evidenced by the costs required for waste collection, which are in line with existing needs. However, there are challenges regarding the effectiveness of waste collection in Baleendah District, namely the large volume of waste generated per day is not commensurate with the number of waste trucks owned by the Baleendah Waste Collection Unit (UPT). While the ability of officials to sort waste into economically valuable items is good, this is not matched by their responsiveness, as there are still piles of waste on the highway that are not collected, and some waste even gets stuck under the Citarum River bridge. The waste collection schedule is also still not implemented properly.

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