

# The Strategic and Implementation of Waste Management in Macassar City, Indonesia

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**Abstract:-Waste is one of important problem society in our country and especially of Makassar; it needs a serious interest of the society commonly and also especially for the government of Makassar, because of it can be the source of serious problem in the society. Considering the importance of that case, so this research focuses to observe and analyze the paradigm of and the strategic policy in managing waste by the government of Makassar, South East Sulawesi. This research is qualitative design and using phenomenology approach. Based on this research shows that the government of Makassar, with the shortcomings and challenges and barriers experienced in handling the waste problem has also been fully aware of this, but to apply the new paradigm of management still feels hard to be done because of the limited understanding of the various communities of the society in the city about waste as a resource and threat for the future.**

*Keywords:- waste, Management, Society, Strategiy.*

## I. INTRODUCTION

### ➤ Background

Talking about the cleanliness of the urban environment and urban settlements cannot be separated from waste. Nowadays, garbage became a thing which is feared, hated and should be shunned. The rapid development of urban development in Indonesia, it is followed by the displacement level of the majority of rural people to the cities with the assumption that life will get better. This is certainly has an impact on the increasing number of city dwellers and those are also comparable with the waste which will be produced. However, it is not directly accompanied by the provision of comparable facilities and infrastructure by the government, and the consequently, there are not maximum services and there is a decline quality of the environment, particularly on the problems of municipal transportation of the garbage itself. To overcome this problem, it is so need the government role which is supported by the care of the local city community.

Laborer is a resource that is directly related to the management of waste. Therefore, the workers' behavior in the long term will facilitate or hinder the achievement of organizational goals. Workers are the main assets of the organization that will greatly affect to the effectiveness.

The workers' characteristics in influencing the effectiveness of waste management in Makassar city are the behavior of workers/ personal hygiene in performing the task like collect and transport the waste as well as the factors that hinder the workers.

### A. Problem

- What is the Determinant factor affecting solid waste management at the Department of Parks and Sanitation in Makassar city?

### B. Objective of the Research

- To find out the determinant factor affecting solid waste management at the Department of Parks and Sanitation Makassar.

## II. LITERATURE REVIEW

### A. The Concept of Public Administration

#### • Definition of Public Administration

According to The Liang Gie, Administration is a whole series of works arrangement in every human group collaborative efforts to achieve a certain goal.

The term appears due to the administration of human needs as social beings to collaboration. The fact in realizing the benefits of the collaboration is by this collective activity can get something that cannot be achieved alone.

#### • The concept of Public Service

The substance of public service has always been associated with an activity which is done by a person or group of people or particular agencies to provide assistance and convenience to the public in order to achieve the goal. This service public becomes more important, because it is always relate with the people who have diverse interests and goals. Because of that, the institution of public services can be done by the government or by non -governmental organizations.

If the government is a bureaucratic organization in the public service, the government bureaucracy is an organization which associates with the public service. In this case, the government institution provides services. So, the most important is how to provide assistance and convenience

to the public in order to meet the needs. The quality services that are given to the public require the efforts from all of the employees, and not just from the clerk at the "Front Line Office".

### B. Performance Concept

- *The Definition of Performance*

Etymologically, the performance word comes from work performance. Mangkunagara (2006:9) argued that the term is derived from the job performance or actual performance. This definition implies that the performance is a result of the work quality and the quantity of work achieved by an employee in carrying out their duties in accordance with the responsibilities assigned to him. Meanwhile, Wibowo (2007:7) stated that the performance has a broader meaning, not just stated as a result of the work, but also the work processes take place. Performance is doing the work and the results which are achieved from the job itself.

The Performance is divided into two kinds, namely the individual performance and organizational performance. The individual Performance is the employees' result in terms of both quality side and quantity based on work standards that have been determined, while the organization performance is a combination of individual performance with the group performance (Mangkunagara, 2006:9).

Armstrong in Wibowo (2007) suggested that performance is the result of job that has a strong relationship with the organization's strategic objectives, customer satisfaction, and contribute to the economy. This definition means that performance is determined by the objectives to be achieved, and also the efforts to give satisfaction to the customer, so that it can give the economy contribution to the organization.

While John in Wibowo (2007), indicated that performance is a functional motivation and ability. Thus, the equation model performance = f (motivation or ability). While, Lyman Porter and Edward Lawler (in Wibowo, 2007) argued that performance is a function of the desire in doing a job, the skills which necessary to complete a task, a clear understanding of the things that had done and how to do it. Thus, the equation model performance can be formulated = f (desire do the job, skills, understanding what and how to do). Meanwhile, Lorsch and Paul in Wibowo (2007) using the understanding that performance is a function of individual attributes, organization, and environment. So, it is formulated = f (individuals attributes, organization, and environment). Based on these opinions, it can be said that performance is affected by various factors, such as motivation, ability, desire, skill, understanding, individual, organization, and environment.

There are several factors that greatly affect to the some one's performance, whether they are from the workers themselves as well as those derived from the organization. The

Influence that comes from worker is the ability or competence of workers themselves. While, the influence of the organization comes from the leader in empowering workers, giving awards to the workers, and help workers to improve their performance through coaching, mentoring, and counseling.

Another opinions about the factors which affect performance, such as Armstrong and Baron (1998:16), namely (1) personal factors, indicated by the level of knowledge and skills, their competence, motivation, and the individuals commitment, (2) leadership factor, determined by the quality of the encouragement, guidance, and support that is made by the manager and, (3) team factors, indicated by the quality of support provided by co-workers, (4) system factors, indicated by the presence of the working system and facilities that are provided by the organization, and (5) contextual / situational factors, indicated by the high pressures and changes in the internal and external environment, and it seems that this last opinion summarizes some opinion about the factor performance.

Terence R. Mitchell in Sinambella, (2006) asserted that a good performance will be influenced by two things, like; the level of ability and the well work motivation. The person's ability influenced his understanding of the type of work and skill to do the job. Therefore, someone should be able to increase his capabilities and skills. In addition, the contribution of motivation to work on performance cannot be ignored. Although the ability of employees is very good, if his motivation is low, of course, its performance will also be low.

### C. Motivation

- *Herzberg's Two-Factor Theory*

Herzberg's theory in Wahjono (2010) is also often called motivation - hygiene theory. Motivation needs associated with the opportunity to advance, promotion, recognition, responsibility, and the work itself that affect the job satisfaction. Being the hygiene factors are the things that affect the job satisfaction consisting of supervisors, working conditions, salary, interpersonal relations, and company policy. The correct understanding of the things that is very necessary for the custodian factor can motivate the employees correctly. Herzberg said that salaries and wages are not a motivator but is a caretaker. So that does not motivate the employees with salaries. Someone who raised his salary will probably work harder as a sign of motivated but it is not in the long time. When the employees feel their salaries are relatively "less" and finally the employees feel not satisfaction.

So, salary is just one factor of hygiene that maintains employee's satisfaction, in terms of when his salary paid on time, according to the sacrifice of the employees, according to the company's ability, in accordance with the employee's ability, then the salary will be maintaining the employee's

satisfaction. Different from the opportunity to progress and assignment of responsibilities, according to Herzberg, it is a motivating factor. Opportunity to advance will make the employees excited and motivated. If it met, the employee will be satisfied. Giving a greater responsibility or giving more diverse employment will motivate the employees, because the employees will receive job-enrichment. So, he will feel important and meaningful.

- *Needs McClelland Theory*

McClelland in Wahjono (2010) put forward the theory that focuses on 3 human needs; they are the need for achievement, the need for power, and the need for affiliation. An achievers more like a challenge to solve a problem and accepted personal responsibility for success or fail, do not rely on chance or help from others. They avoid tasks that are too easy. They like tasks with high degrees of difficulties and have a chance to succeed.

J. Stacey Adams in Wahjono (2010) said that the employees will compare themselves with his friends, neighbors, co-workers, colleagues in other organizations or past work. The employees will be motivated after they make a comparison, birth perceptions of fairness. A sense of justice will be moderated by gender factor, years of service, the level in the organization, level of education or professionalism.

The judicature distinguished in distributive justice (fairness which is understood based on the amount and allocation of rewards among individuals) and procedural justice (fairness which is understood based on the amount and allocation of rewards among depressed individuals) and procedural fairness (justice which is understood based on the process that is used to determine the rewards distribution). Therefore, the managers can motivate the employees when the employees perceive that the rewards could have met the principles of justice, whereas if perceived unfair then there is a demo which indicated the employee's actions which unproductive as not working hard, it does not pay attention to the quality of work, or perhaps out of the job.

### III. EMPLOYEE COMPENSATION

➤ *The Definition of Compensation*

Andrew E. Sikula in Mangkunegara (2009) stated that the process of wage or salary administration (or, "compensation" as it is sometimes called) involves the weighing or balancing of accounts. Compensation is anything that constitutes or is regarded as an equivalent or recompense. In the employment world, financial rewards are the compensation resources provided to employees for the return of their services. The terms "remuneration", "wage", and "salary" also are used to describe this financial arrangement between employers and employees. Remuneration is a reward, payment, or reimbursements on occasion also may be

nonfinancial in nature. Remunerations are usually in the form of comprehensive pay concepts than are the ideas of salary and wage that normally include a financial but not a nonfinancial dimension.

### IV. RESEARCH METHODOLOGY

A. *Approach and Type of the Research*

This research uses a phenomenological approach and classified the types of qualitative descriptive study.

B. *Source of Data*

- Primary data sources.
- Secondary Data Sources.

C. *Focus and Description of Research Focus*

The focus of this research is the issue on how the model of waste management at the Department of Parks and Sanitation in Makassar. What factors are the weaknesses, strengths, threats and opportunities in the handling of waste at the Parks Department and Cleanliness? And what are the effective strategies for waste services at the Department of Parks and Sanitation in Makassar.

D. *Research Instruments*

The research instrument is an own researcher.

E. *Data collection and validation techniques*

Data collection techniques used are

- Interview techniques,
- Observation, and
- Documentation.

F. *Data Analysis Technique*

The data analysis techniques which are used follow the concepts that are given by Miles and Huberman in Faizal (2001:256) are:

- Data collection, reduce the data (reduction data), for the sake of simplification of the data in order to further refine the data required.
- Presenting data (display data), organized and systematic manner, so that it is sets up a comprehensive and integrated components.
- Inferences (drawing) is doing verification to the data obtained to search for meaning, noting the regularity of the pattern, the causal relationship which may be used as a very loose conclusion, and draw a final conclusions.

## V. DISCUSSION OF RESEARCH

Determinant factors affecting waste management at the Department of Parks and Sanitation Makassar.

### A. Discrimination

All employees at the Department of Landscaping and Cleanliness are treated equally, and they already have a clear responsibility both permanent employees and employees with the status of civil servants will get an error when they doing a mistake and will get coaching so that, they can be aware of his responsibility as a public servant.

The issue today said that there are many employees only build good relationships within the small scope. So, the filter information factual sometimes overlooked. It is better if the employees need to establish a good relationship, both to the leader or another employees within in the scope of work and outside the scope of work. The leadership responsibility in making decision also acts as a coach, so when an employee in the execution of his duty there is a wrong thing then the leader should right and duty to direct and the employee must be able to accept it.

To make more effective waste management, humanistic approach needs to improve in harmony, the specialization of work performed is important, but it is a mistake to consider the work that was involved is more important regardless of synergy between the first work with another is a very unfortunate thing from the observations result, the researchers found that generally, the employee just intimate with another employee in the same work, so does with the employee in the operational field garbage, they appear more dominant in the same field occupation. So, the role of leadership here in building unity in the umbrella organization is expected, the medium can be through open dialogue, sports and also in non-formal activities which are carried out with the involvement of the leader in each job, the leader of each section in the company, employees, etc. So that, the effective communication will easily be built, it would be more effective if all stakeholders both from the city of Makassar and stake holder in the body of the agency, the effectiveness of these activities will be established effectively if the program can be implemented in a sustainable manner.

### B. Expectation

One of the very popular motivation theories is expectation theory which is proposed by Victor Vroom, a psychologist from Yale University. This theory emphasizes that the certain tendency depends on the strong expectation that the behavior will be followed by a particular outcome, and by the strong appeal of that output for the person concerned, in its application, the meaning of that theory is an employee would be willing to undertake greater efforts if it is believed that those efforts will produce a result in a good performance

appraisal, and a good assessment performance will produce a result in greater benefits than organizations such as bonuses, salary increasing and promotions, and all of them allow the employees achieve their goals in craving desire.

The operational workers at the Department of Landscaping and Cleanliness of Makassar are the most important thing because they contact directly in the handling of the garbage daily. Therefore the workers' behavior is very greatly influence of the workers smooth or obstacles in achieving the organization's goals. Workers also a major boost in increasing the effectiveness of these activities themselves.

Worker characteristics that influence here is the worker's behavior in the course of collecting activities and transporting the trash and any factors that may hinder the workers.

All workers in the body of Department of Landscaping and Cleanliness of course in each activities of work as employees either organic or non-organic personnel have hope, both long term and short term, as well as employees who are directly related to the process of transporting the trash and it is already commonplace thing if they want decent living, have land, vehicles and old age insurance. Although they have been getting an extra income from scavenged, but the government still had to think about the optimal level of well-being so that they can live with a decent standard of living and same as organic personnel (civil servants).

At the employee operational level, primary needing and peaceful feeling are very important. Many worker's behavior who are looking for a second job scavenged, receive another job from the society who are willing to pay on a certain amount is a survival behavior style because it considers the benefits received from the government of Makassar yet considered sufficient.

### C. Development

Andrew F. Sikula defined development as follows: "Development refers to the staff and personnel issues are a long-term educational process using a systematic and organized procedure where the managers learn conceptual and theoretical knowledge for general purpose". While the definition of exercise is expressed by Andrew F. Sikula, which said that "exercise is a short-term educational process by using a systematic and organized procedure, so that the operating personnel learn technical knowledge and expertise working for a particular purpose".

For the employees level who need a level concentration that is usually the level thought administrative officials, thinkers such as section leader or head of the Department Park and Cleanliness provide continuing education opportunity as high as well. In the terms of

educational, it is given opportunities to all employees both honorary and non honorary to add an education so that the quality of service will be able to increase and if it refers to Andrew F. Sikula argument who stated that the employee and decision maker need to get the development. It is important to implement, considering the real conditions in the field in this case how does the efforts to reduce the volume of garbage that are increasingly accumulate and build public awareness of garbage is needed ability based on integrative science, the garbage problem is not quite by adding to the fleet, because this issue also involves culture, discipline, responsibility, science, for the worker level does not require higher education, but for management level need people who are intelligent in formulating policy and set a number of resources in operational agencies, the failure of the organization is not located at the level of operational workers but at the level of policy makers .

In interviews and observations I the field is revealed that the level of education possessed, the garbage workers generally completed primary school, junior high, and indeed it is appropriate to our conversation with the informant "Ridwan" said that to transport the trash is not needed with high education.

As a result of the dominant education level completed from primary school , and secondary effect on the attitude, style, appearance and the worker's behavior also in the view of the work , the garbage workers generally do not use a job completed in the form of masks , sock hand, and it is considered by workers as hampered, whereas it is the important thing to minimize the risks of the job, as if the workers do not care about such things and the things that they need in an interview revealed that the increase in welfare in the form of salary increases, the increasing of operational benefits and attention when they are sick are essential for the workers. For the level concept of the workers development which is understood is the concept of rising welfare level.

#### *D. Communication*

In the terms of communication the Department of Parks and Cleanliness also needs to establish an effective communication to the public, because it has been widely understood that apart from the waste of natural resources which provide also the result of the rest of the rest of the community needs.

Garbage sourced from the public and definitely consciousness to dispose the garbage to its place need to be observed. It is also needs support in the form of effective communication in the socialization form of public services continuously to the public. Because it refers to the notion of Reuben and Steward (1998:16) concerning human communication, namely:

Human communications is the process through which individuals—in relationships, group, organizations and societies—respond to and create messages to adapt to the environment and one another. That human communication is a process that involves individuals in relationships, groups, organizations and communities that respond and create messages to adapt to the environment with each other. Adaptation with seeing the real situation in the field is expected to minimize the miss understanding of the application of communication so that the introduction of the character/culture early will result in effective communication.

Communication in the workplace is a regular agenda in every year, and it will be continued each year, although the success level not yet reached to the maximum level that is expected. The wide are Makassar city, and the complex problems of the society, so that it is no longer attached cleanliness within the individual and even though they pay levy garbage, they also still have to keep the net alive. So that, about garbage problems, it necessary need communication which is established through the involvement of all stake holder. In line with that case, to achieve the goal that we want according to Effendy (1994:10) said that the enthusiasts' communication proposed a paradigm thing that is stated by Harold Lasswell in his labour, the Structure and Function of communication in Society. Lasswell explained that a good way to explain the communication is to answer the following questions: Who Says What in Which Channel to Whom with What Effect?

## **VI. CONCLUSION**

Waste handling services conclusions is very important for the progress of a region, to make an area always clean, beautiful then it takes cooperation and effective communication to all the elements of good government officials, private, and the wider community to together maintain the cleanliness and beauty of the area by minimizing the presence of garbage, waste management can be done through a series of waste sorting activities, manage waste into fertilizer, a product that can be resold etc, this can be achieved if there are cooperation and mutual help among all component in an area.

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