



Implementation of Waste Management Policy In Public Services at the Poso District Environmental Service

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Article Info

Article history:

Received 19 Feb, 2026

Revised 07 Apr, 2026

Accepted 29 Apr, 2026

Keywords:

Policy Implementation,
Waste Management, Public
Services

ABSTRACT

The purpose of this study is to analyze the implementation of waste management policies in public services at the Poso Regency Environmental Service seen from the dimensions of communication, resources, dispositions and bureaucratic structure, and factors that hinder the implementation of waste management policies in public services at the Poso Regency Environmental Service. The data for this study came from two sources: primary data, which were collected directly through observation and interviews, and secondary data, which were in the form of papers from organizations involved in the study. In this study using descriptive analysis, the results obtained were that the implementation of waste management policies in providing public services at the Poso Regency Environmental Service was very good because it was supported by four dimensions of implementation, and the main obstacle found in the implementation of waste management policies in providing public services at the Poso Regency Environmental Service was the limited physical facilities and infrastructure used in the implementation of waste management policies in providing public services at the Poso Regency Environmental Service.

INTRODUCTION

To achieve optimal waste management services, it's time for a paradigm shift in urban waste management. This transformative paradigm refers to a concept for urban waste management that can prevent or minimize pollution and other negative impacts that harm communities and the environment.

According to Witoelar (2006: 2), pioneers are needed to shift the paradigm of waste management from an end-of-pipe approach, which involves dumping waste directly into landfills, to waste management based on the 3R principle: Reduce, Reuse, and Recycle. In terms of this paradigm shift, Indonesia is already far behind other countries. For example, according to Buclet and Olivier (2001: 304),

The paradigm shift in waste management in most European countries has begun since 1970. Waste management policies emphasize waste reduction at source, sorting and recycling. A very important initial step in changing this paradigm is changing the policy towards minimizing waste at source, not at disposal.

Regional waste management in Poso City still faces numerous challenges, particularly its conventional approach, which focuses on "pickup-transport-dispose," resulting in high operational costs and landfill space requirements. Furthermore, observations of the landfill, which covers only 11 hectares and uses an open dumping system, indicate that it is already beginning to fill up.

Local governments struggle to improve the quality and quantity of services due to a lack of facilities, infrastructure, funding, and personnel. These limitations prevent city governments from implementing more advanced waste management at landfills (TPA) using controlled landfills, sanitary landfills, or other more advanced technologies.

In addition to technical aspects, organizational aspects are very important in waste management. A good organization will increase the effectiveness and efficiency of waste management. Organizationally, the main tasks and functions of waste management in Poso City are the responsibility of the Poso Regency Environmental Service. This institution has not been optimal in serving waste for a population of 252,652 people (BPS Poso Regency, 2025). The service coverage that must be served is also very wide, namely 30.25 km which is divided into 2 sub-districts, namely Poso City and North Poso City. To date, the level of waste service in Poso City has only reached 85% (Poso Regency Environmental Service, 2025).

Waste management financing/levies in Poso Regency are regulated in Poso Regency Regional Regulation Number 7 of 2011 concerning General Service Levies (including cleaning services).

The aforementioned regional regulation states that all waste producers are subject to a levy. However, the current levy is no longer adequate at Rp 12,000.00 (twelve thousand rupiah) per household per month, making it impossible to implement the cost recovery financing principle.

If observed, the emergence of waste problems cannot be separated from human/community behavior as producers and managers of waste. So far it is felt that public understanding and awareness of cleanliness has not run according to expectations. There are still many people who throw garbage carelessly, even though trash cans are available. The waste problem should not only be the government's responsibility, but also the responsibility of the entire community.

In order for community participation to be realized in real terms, there needs to be an effort that can raise motivation, ability, opportunity and explore and develop existing resources in the community, so that the community is willing to participate in waste management consistently and continuously. Considering that community behavior has a big influence on cleanliness, the community must also play an active role in optimal waste management.

Current urban waste management is generally still conventional with the "pick-up-transport-dump" method, so that if there is a problem with waste transportation and landfills, the entire waste management system will be jammed. Waste that has not received serious attention and is only considered a "small thing" for local governments, if not managed seriously will be able to become "big and scary" in the future. To achieve optimal waste services, it is time for a paradigm shift in urban waste management. A paradigm shift towards non-conventional does not necessarily abandon the conventional system, but is complementary in order to achieve optimal urban waste management. This condition requires the implementation of a waste management policy as a form of service to the public. Policy implementation in this study refers to the opinion of Edward III who uses four dimensions of policy implementation, namely communication, resources, dispositions and bureaucratic structure.

The current state of public perception in Poso City demonstrates an interesting phenomenon worthy of further study, with the emergence of non-conventional waste management using a zero-waste system. This is evident in the indications of several community groups that have independently managed waste in their areas, particularly at the neighborhood level (RT), community level (RW), hamlet level (hamlet), and school level. Based on these considerations, this study was conducted to determine policy implementation, including communication, resources, dispositions, and bureaucratic structure.

RESEARCH METHODS

This study uses a qualitative approach with a descriptive research type, namely to describe how to know the implementation of waste management policies in public services at the Poso Regency Environmental Service. Qualitative research was chosen because it can describe social phenomena completely, comprehensively, and contextually. The focus of this study is on the implementation of waste management policies in public services at the Poso Regency Environmental Service and the factors that become obstacles. Primary data were obtained through in-depth interviews with key informants, while secondary data came from documents, official reports, laws and regulations, and literature related to the implementation of waste management policies in public services at the Poso Regency Environmental Service. Data collection techniques were carried out through in-depth interviews, observation, and documentation. Data analysis in this study used an interactive analysis model (Miles & Huberman, 1994), which consists of three stages: data reduction, data presentation, conclusion drawing, and verification. To ensure the validity of the data, source and method triangulation techniques were used. This aims to ensure that the data obtained is truly valid, credible, and accountable.

RESEARCH RESULTS AND DISCUSSION

Every urban activity inevitably produces waste, which can be solid, liquid, or gaseous. This discussion will only focus on solid waste, commonly referred to as garbage. Garbage is defined as solid or semi-solid human or animal waste that has no utility or economic value and therefore requires disposal (Tchobanoglous, Theisen, and Vigil, 1993).

The waste management system in Poso can be said to still be classified as using a traditional concept that adheres to the concept of collect, transport and dispose. This system is still used because the community does not yet know how to manage waste properly, thus the Implementation of waste management policies in public services at the Poso Regency Environmental Service. Therefore, by using 4 indicators as an analytical tool to answer the objectives of this study, namely communication, resources, attitudes of implementers (dispositions) and bureaucratic structure.

Communication dimensions

The communication dimension demonstrates its role as a reference so that policy implementers know exactly what they will do. This means that communication can also be expressed through orders from superiors to policy implementers so that policy implementation does not deviate from the desired target. Therefore, such communication must be stated clearly, precisely, and consistently. This is reinforced by the results of an interview with the Head of the Waste Division, Mr. Sujati Lyindro S.Sos at the Poso Regency Environmental Service, as follows:

Waste management policies in Poso Regency are always operationally communicated to the community, in this case the sub-district and village government officials, with the hope that they can communicate this back to the entire community in their respective village areas (Interview dated December 18, 2025)

The statement from the Head of the Waste Division at the Poso Regency Environmental Service above was also reinforced by the statement of the Head of the Poso Regency Environmental Service, Mr. Yudi Iswanto Saudo SE as follows:

We, from the Poso Regency Environmental Agency, are responsible for not only cleanliness but also parks in Poso. We are working to ensure that the public is aware of the policies regarding sanitation management, particularly regarding waste management. We are utilizing various media outlets in Poso City, both print and electronic, in the hope that the public will understand and comprehend the various waste management policies and be able to implement them in their respective communities. (Interview, December 20, 2025)

The statement as a result of the interview with the two key informants above shows that the Environmental Service has actually made efforts to communicate all matters relating to waste management policies, especially policies related to the wider community.

Resource dimension

One of the most important aspects in implementing public policy is the availability of resources. Facilities, budgetary resources, and human resources are examples of resources. Human resource skills are needed to implement public policy effectively. It is said that budget, human resources, and facilities are useful resources. The results of the study indicate that, as illustrated by the results of interviews with key informants, Mr. Faisal SE, Head of the Personnel Sub-Division at the Poso Regency Environmental Service, as follows:

When viewed from the aspect of the number of human resources available and directly involved in handling waste management in Poso, the number of 36 is decreasing because many have retired, 16 people, so the number of personnel is 20 people, on the other hand, the workload and volume of work are increasing

(Interview dated January 11, 2026).

The statement of the Head of Personnel Sub-Department above is also in accordance with the statement of the Head of the Poso Regency Environmental Service, Mr. Yudi Iswanto Saudo SE as follows:

At the Poso Regency Environmental Service, the total number of Civil Servants is 36, specifically for waste management. This number is certainly adequate, but we cannot deny that 16 of those have retired, automatically reducing personnel. However, this does not mean we are not taking action. We have been continuously developing employees to improve the quality of human resources, thus improving public service delivery and ensuring more focused policy implementation. (Interview, January 14, 2026).

The results of respondents' responses and the results of interviews with the two key informants concluded that in fact human resources at the Regency Environmental Service have decreased and are inadequate in terms of quantity, but in terms of quality, coaching is still needed in order to improve quality.

Dimensions of implementer attitudes (dispositions)

The disposition or attitude dimension of implementers is defined as the desire or agreement among implementers to implement the policy. For policy implementation to be effective, implementers must not only know what they need to do, but they must also have the ability to implement it, and they must also have the desire to implement the policy. The research results indicate the following from an interview with the Head of the Waste Division, Mr. Sujati Lyindro S.Sos:

As far as we know, the employees involved in waste management at this agency are always reminded to provide excellent service to anyone who needs it. They are also equipped with knowledge regarding the policies used by the agency in managing waste in Poso (Interview dated January 17, 2026).

The statement from the Head of the Waste Division at the Poso Regency Environmental Service above is also reinforced by the statement of the Head of the Poso Regency Environmental Service, Mr. Yudi Iswanto Saudo SE as follows:

Every employee of the Department, both organic and non-organic, is required to support all waste management policies. Positive support fostered within employees allows for effective and accurate explanations and answers to public questions. This positive attitude is continually fostered within each employee. (Interview, January 17, 2026)

The statements from the interviews with the two key informants above indicate that employees are required to understand and understand their responsibilities, ensuring that each employee maintains a positive attitude in supporting the implementation of the Department's policies. This positive attitude is necessary not only to unify employee movements and actions, but also to impact the delivery of public services by prioritizing empathy and tolerance.

Dimensions of bureaucratic structure

The bureaucratic structure is the last dimension that has an impact on policy implementation in the sense that the implementation of the policy will not be successful if there are weaknesses in the bureaucratic structure. In this case there are two general characteristics of bureaucracy, namely the use of routine attitudes and procedures, and fragmentation in accountability among various organizational units. The bureaucratic structure at the Poso Regency Environmental Service has been running according to the requirements of the legislation. The service as the executor of the Poso Regency government's duties, of course, must move according to its main duties and functions.

The supporting factors for the implementation of waste management policies within public services at the Poso Regency Environmental Agency are the availability of adequate human resources, as well as a well-coordinated and well-organized bureaucratic system within the Poso Regency Sanitation and Parks Agency. The primary obstacle, however, is the availability of waste management facilities and infrastructure, such as waste collection vehicles. This limitation significantly impacts public opinion on the management policy.

CONCLUSION

Based on the research results and the proposed problem, the conclusion of this study is that the implementation of waste management policies in providing public services at the Environmental Agency is very good, supported by four dimensions of implementation. However, the main obstacles encountered in implementing waste management policies in providing public services at the Environmental Agency of Poso Regency are limited physical facilities and infrastructure, as well as a shortage of personnel.

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