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ACADEMIC
RESEARCH**

PART B

**SOCIAL
SCIENCES AND
HUMANITIES**



PROORES
BAKU, AZERBAIJAN

The nation's future success lies with science and education!

Heydar Aliyev

National Leader of Azerbaijan

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THE PERFORMANCE OF LOCAL GOVERNMENT BUREAUCRACY ON CLEANING SERVICES

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ABSTRACT

The aim of this research was to analyze the performance of city government bureaucracy in giving the cleaning service in Makassar, to analyze the correlation of organization structure, human resource, financial, and to analyze the community participation about the public service. The hypothesis of this research was (a) the performance of government bureaucracy in giving the cleaning service to community has not yet optimal, (b) there were the correlation between organization structure, human resource and financial towards the performance and (c) the community participation was considered low. This research was conducted at the city government of Makassar, South Sulawesi province. Population covered the apparatus of government bureaucracy and community. To examine the hypothesis it was used the qualitative descriptive approach. The sample selection used purposive sampling method by selecting directly the bureaucracy apparatus of Makassar city government and community. The technique of collecting data was conducted by using observation, documentation, and free interview. The obtained data then processed by using qualitative analysis with frequency table. The results showed that (1) the less optimal of government performance towards the public service, particularly in the management of cleaning viewed from the aspect of responsive, responsibility and accountability, (2) organization structure, human resources, financial and community participation factors gave the significant influence in managing the waste towards the performance of public service, (3) there has not yet optimum the respond and community participation in giving the service caused by the low participation of community in solid waste separation and retribution payment so it proposed the regulatory function of managing the waste must be conducted by government while operator function managed by community/private sector (privatization). The factors influenced towards the performance of bureaucracy apparatus as the reflection of good governance implementation.

Key words: Bureaucracy, performance, cleaning service

1. INTRODUCTION

Performance measurement against a public organization is an issue in recent years, especially after many complaints from service users stated that the performance of public organizations is a source of inertia, extortion (extortion) and inefficiency (Dwiyanto, 2002).^[1] Further, Dwiyanto explained that the image of public organizations in developing countries, includes Indonesia in serving the interests of society in general is very poor when compared to private organizations. It is therefore not surprising that private organizations are often used as an alternative policy options to resolve the problems in the public service.

To provide excellent service to the community needed the work unit manager in the field of city cleanliness then with issuance of Government Regulation (PP) No. 84 Year 2000 on Guidelines for regional organizations, local governments in each region can form a wide variety of regional organizations to implement its autonomy in the framework of the progress and welfare of the people, the business community and the region itself.^[2] As a follow up of these policies, the government of Makassar city issued a policy such Regional Regulation No. 3 of 2009 on the Establishment of the Organizational Structure and Work Procedure of Departments Parks and Sanitation of Makassar. On the basis of the policy, then the execution of their daily tasks Departments Parks and Sanitation of Makassar. only to develop policies regarding the management of operational technical cleanliness of the city.^[3]

The main problems in the technical aspects of operations include (a) Increasing the rate of waste generation is less anticipated with the provision of adequate facilities / infrastructure (b). The low level of the service area of the market, modest housing and slums that led to environmental degradation that could ultimately affect the public health (c). Limited facilities and infrastructure so that service quality is still low, especially in densely populated areas, d). Service pattern remains largely carried out door to door that is directly in the truck, so the efficiency is still low, e). Efforts to reduce the volume and use of waste is still not adequate, meaning that waste sorting process is not done well at the source f).The landfill still largely simple, and operationally still done open dumping causing several cases of environmental pollution caused seepage of leachate, many flies, stinging odor, while also setting a scavenger which complicate operations and closure ground compacting trash on the surface.^[4]



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Buku ini dipersembahkan untuk istri tercinta dan
anak-anakku tersayang.

Dr. Burhanuddin, M.S.

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