

## ABSTRAK

FATMAWATI ANDI MAPPASERE. Kemitraan dalam Pelayanan Publik (Studi Kasus Pada Pengelolaan Sampah Berbasis Masyarakat di Kelurahan Karang Anyar Kota Makassar). Dibimbing oleh Promotor Amir Imbaruddin, serta Kopromotor Haedar Akib dan Muh. Isa Syamsu.

Kemitraan dalam pelayanan publik, khususnya dalam penyediaan pelayanan persampahan perlu dilakukan karena pemerintah tidak dapat melaksanakan sendiri melainkan membutuhkan kerjasama dengan pihak lain yaitu dengan institusi pemerintah, institusi swasta, dan institusi masyarakat.

Penelitian ini bertujuan untuk mengetahui peran stakeholders (pemerintah, swasta dan masyarakat) dalam pengelolaan sampah, penerapan prinsip-prinsip kemitraan antara stakeholders, dan pola hubungan yang terjalin antar stakeholders dalam pengelolaan sampah di Kelurahan Karang Anyar Kota Makassar.

Jenis penelitian adalah kualitatif, dengan pendekatan studi kasus. Teknik pengumpulan data melalui wawancara mendalam, observasi dan dokumentasi. Data selanjutnya dianalisis secara deskriptif kualitatif dengan melakukan reduksi data, penyajian, interpretasi data dan selanjutnya dilakukan penarikan kesimpulan.

Hasil penelitian menunjukkan: (1) Peran stakeholders dalam pengelolaan sampah, yaitu: Pemerintah berfungsi sebagai regulator, fasilitator, koordinator dan sekaligus sebagai implementor kebijakan; swasta berfungsi sebagai, penyandang dana, pendamping, pembimbing, dan penghubung; serta masyarakat berperan menerapkan 4R yaitu Reuse (menggunakan kembali), Reduce (mengurangi pemakaian), Recycle (mendaur ulang), dan Replant (menanam kembali/menghijaukan). (2) Penerapan prinsip-prinsip kemitraan yaitu komitmen, kesepakatan, koordinasi, keterlibatan, dan kesalingtergantungan telah dilaksanakan oleh stakeholders. Kesepakatan kerjasama antara pemerintah dengan swasta dalam bentuk tertulis, kesepakatan antara pemerintah dengan masyarakat dan antara swasta dan masyarakat dalam bentuk implisit contract. Adapun prinsip koordinasi mengalami hambatan dalam pelaksanaannya karena adanya kewajiban melaksanakan tugas pokok dan fungsi masing-masing instansi sehingga walaupun dilaksanakan koordinasi lebih bersifat informal dan hanya dilakukan pada level pelaksanaan kegiatan sehingga program yang dilaksanakan tidak sinergis; dan (3) Pola hubungan public-private-community partnership telah terjalin di antara stakeholders melalui community based provision partnership, dimana pola hubungan antara pemerintah dengan swasta bersifat informative; pola hubungan antara pemerintah dengan masyarakat bersifat consultative; pola hubungan antara swasta dan masyarakat bersifat advocative. Kemitraan tiga pihak tersebut berhasil mengubah pandangan masyarakat tentang sampah, dari sesuatu yang tidak berguna menjadi sumberdaya yang bernilai ekonomi dan sosial serta menciptakan lingkungan yang lebih bersih. Namun kurang koordinasi sehingga peran dan fungsi setiap stakeholder saling tumpang tindih.

## ABSTRACT

FATMAWATI ANDI MAPPASERE. Dissertation. 2014. Partnership in Public Service (A Case Study of Community Based Waste Management in Karang Anyar Village in Makassar). Supervised by Amir Imbaruddin as the promoter, Haedar Akib and Muh. Isa Syamsu as the co-promoters.

Partnerships in the public service, particularly in the provision of waste services needs to be done because the government can not implement its own, but requires cooperation with other parties, namely the government institutions, private institutions, and public institutions.

The study aimed to determine (1) the roles of each stakeholder (government, private and community) in managing the waste, (2) the implementation of partnership principles among the stakeholders, and (3) the pattern of relationship among the stakeholders in managing the waste in Karang Anyar village in Makassar. The study was a qualitative research with a case study approach. The data were collective through in-depth interview, observation, and documentation. Data were analyzed by descriptively by conducting the data reduction, data presentation, data interpretation and concluding drawing.

The results of the study revealed that (1) The role of stakeholders in waste management are government functioned as a regulator, facilitator, coordinator as well as the implementer of the policy; the private institutions functioned as catalyst, companion, and financier; and the people applied 4R, namely Reuse, Reduce, Recycle, and Replant; (2) application of the principles of partnership was a commitment, agreement, coordination, involvement and interdependency had been implemented by stakeholders. The agreement of partnership between the government and private was in the written form, whereas the agreement between the government and people were in a form of implicit contract. The coordination principle had constraints in its implementation due to the obligation of conducting main job and the functions of each institution so the coordination was conducted informally at the level of the implementation of activity which made the program not synergized; and (3) The public-private and community partnership have been created in Karang Anyar, include a range of possible relationships between stakeholders. The relationship patterns were as follows: the pattern between the government and private institution was informative, the pattern between the government and the people was in consultative, and the pattern between the private and the people was in advocative. The relationship of public-private-people partnership among three stakeholders was built through community-based provision partnership. The tripartite arrangement managed to change community's view of trash from something worthless into economic and social resource of high valuable; and resulted in cleaner and better environment for all. However, the relationship between the stakeholders poorly coordination, thus overlapping role and function of the organizations.