

The Responsiveness of Banggai District Government in Handling the Housing Environment

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Abstract. Considering the importance of environmental functions for human survival, so the serious handling is needed to keep the environment in order to stabilize the survival of the future. Besides that, the environment responsibility becomes the task of society. However, in this case the District Government also has the role to put in place in the local regulations and work programs. The purpose of this research is to know the responsiveness of Banggai District Government in handling the housing environment. The techniques are used in this research are observation and questionnaire. The population in this research is all of employee of Banggai District Government in total inhabitant is 9115. Considering the large of the total population, so the writer uses the determination of sample by using Solvin formula as much as 44 respondents. The technique of integrity is a Likert Scale whereas the technique of data analysis which is used in this research is the descriptive quantitative analysis such as describing and explaining the object of research that is researched. The result of this research shows that the responsiveness of Banggai District Government has not shown the good result. This is due to the absence of clear local regulations on environmental handling and only just to the point and work program. Besides that, the cleanliness medium and infrastructure facilities like public trash are still lacking due to lack of budget.

Keywords: responsiveness, Banggai District Government, Housing environment

1 Introduction

The environment is the living place of all beings on earth, especially humans. When one talks about the environment, it is usually thought of things or everything around people, because every being has a reciprocal relationship with the natural surroundings. For that reason, Handling improper environment can damage the environment. For example, global warming can not be separated from the consequences of human actions [1]. Similarly, the floods, landslides, air pollution and drought will alternate hit due to the carrying capacity of the environment that is no longer able to withstand various damages. Therefore, creating a clean environment becomes a reflection for every individual in maintaining physical health in everyday life. It takes the government's role in providing responsiveness to the handling of the housing environment is very important, one of the main functions of the government is to organize development activities and services as a form of the general task of the government to realize the welfare of the community. The government's responsiveness is the ability of the

government bureaucracy to recognize the needs of the community, develop the agenda and priorities of services, and develop service programs in accordance with the needs and aspirations of the community. Briefly it can be said that this responsiveness measures the responsiveness of bureaucracy to the expectations, desires and aspirations and demands of service users. Responsiveness is needed in the handling of the housing environment because it is a testament to the ability of the organization to recognize the needs of the community.

As in knowing that human life itself can not be separated both the natural environment and social environment. So should all aspects that exist in the community can maintain environmental cleanliness. Because without a clean environment every individual and society will suffer because of an adverse factor such as health. Health is so expensive. So everything should be processed properly. Dirty environment means health disturbance which also means making seed disease. But everything is a word of change only in all problems, all this can not be done without an awareness of every individual society and community groups to maintain cleanliness, then Hygiene will not be useful and cause many losses.

However, based on preliminary observations made by researchers in Banggai District, still found a dirty environment scattered in some points, most often encountered is a lot of household waste left in front of the house and also on the streets and alleys, a lot of garbage strewn which is not well managed by the community, the cause of the unavailability of landfills in the village, especially when the rainy season, a lot of garbage dragged water to fill the road, this is due to the lack of awareness of people to dispose of waste in place, households are scattered on the coast in the village of Lampa 2) Society, this is due to the public awareness of the environment in recent times is very minimal, based on it can be predicted that people still do not care about the cleanliness of the surrounding environment. Most of the people think partially and just want to benefit themselves, such as the problem of inappropriate garbage disposal, household waste disposal, business waste such as restaurants, air pollution, water pollution, and others. Cases concerning hygiene issues each year are always on the rise, and lead to adverse conditions such as the amount of garbage that accumulates at certain points and waterways that can cause flooding due to overflowing of unacceptable water, for which public awareness is needed not only by the government local who must bear it.

In addition, the local government and especially the village government did not pay much attention to this situation, although there has been a program of environmental cleanup activities, but this activity seems to be implemented as a ceremonial activity, on the part of the village government itself has not fully implemented the program for environmental hygiene, researchers found in the initial observation of the lack of cooperation between the village government and the community, the indication of this is the lack of socialization conducted by the Village Head, either socializing in meetings such as the Village Head's speech on the event of grief, as well as at weddings, socialization done through loudspeakers , and the synergy between the Village Head and the heads of the existing environment, thus the effectiveness of the clean-up program that the village government is working on has not been successful.

In relation to the authority and responsibility of the Village Head as a leader in the Village, especially in addressing environmental sanitation issues, where the Village Head has not fully used the basis of the authority to delegate authority, especially the division of labor to the staff of the state civil apparatus in Lampa village, so the responsibility of the Village Head although still considered weak, in terms of discipline, the Village Head has not implemented it completely, it can be seen in the implementation of environmental cleanup carried out on every Friday.

In the measurement of responsiveness required operational dimensions. Dwiyanto[2], suggests that indicators of responsiveness are as follows: (1) Whether or not complaints from service users during the past year; (2) The attitude of the bureaucratic apparatus in responding to complaints from service users; (3) The use of complaints from service users as a reference for the improvement of service delivery in the future; (4) Various actions of bureaucratic apparatus to provide service satisfaction to service users; and (5) Placement of service users by the bureaucratic apparatus in the prevailing service system.

Meanwhile Zeithaml explains some indicators of responsiveness as follows: (1) Respond to every customer/applicant who wants to get service. (2) Officers/apparatus perform service quickly. (3) Officers/apparatus perform service appropriately. (4) Officers/servants perform careful service. (5) Officers/apparatus perform services with the right time. (6) Arrangement of memorandum of payment done properly and accurately (7) All customer complaints are responded by officers [3]. Based on the above description, this study aims to describe, as well as analyze matters relating to Responsiveness of Banggai Regency Government in Handling of Housing Environment.

2 Method

This research uses qualitative research approach. Bogdan and Taylor methods of qualitative conversion as a research procedure that produces descriptive data in the form of words or spoken words of people and behaviors that can be noticed. Location is the place or area that becomes the object of research and to obtain the necessary data in research. The location of the research location is Banggai Regency Southeast Sulawesi Province. The research focus used is to use two responsive indicators according to Zeithaml [4]. First, respond to every customer/applicant who wants to get service. Secondly, the apparatus personnel handled the environment quickly, precisely, and carefully.

Data collection techniques are interview, documentation, and observation. Data analysis technique used is descriptive qualitative method. Analyzing this data is described qualitatively, which describes Responsiveness of Banggai Regency Government in Handling of Housing Environment.

3 Result and Discussion

3.1 Respond to Any Applicant who Wants to Get Service

In this first indicator is how the local government responds to complaints from the public. In Indonesia itself has proved that the importance of maintaining the housing environment has been regulated in the Decree of the Minister of Public Housing Decree Number 10/regulation/M/2010 on the Reference of Environmental Management of Tapak-tapak Housing. In the regulation, it is explained that the management object includes First, the infrastructure covering among others environmental road, environmental waste water drainage, environmental rainwater drainage, and landfills. Secondly, the housing environment consists of (1) housing facilities that are in accordance with the prevailing laws, (2) the land of the housing environment outside the designation of vacant land and utilized by the occupants for temporary occupants, planting, selling of crops, bases and other activities, (3) built-in housing facilities that have not been utilized by residents, because the administration of licensing has not been completed, such as houses of worship, schools and / or activities have not run like central health, PKK and others. Third, public utilities that include among others: (1) communal water supply network is a network of clean water in addition to distribution that

is used with all residents; (2). environmentally built public road lighting whose operations are financed by the willingness of the occupants in order to maintain environmental security (3) telecommunication facilities, among others, covering telephone networks and other multimedia; and (4) public transport routes and occupants cover the environmental roads used by the general public and the daily inhabitants of life. Fourth, the service consists of at least: (1) environmental hygiene; (2) order and environmental security (3) the prevention of special problems; (4) other services. In addition, in the development of society to adapt to the environment by developing a tangible wisdom of creative ideas, knowledge, equipment and technology combined with the values of custom and cultural norms, environmental activities just to meet the needs of his life [5], [6].

However, for the Banggai District Level Government Regulation is only implemented with the Work Program but not made by the local regulation to reinforce the minister's regulation, so the Village Government does not pay much attention to this situation, and only consider the work program as a ceremonial activity on the part of the village government itself has not fully implemented the program for environmental hygiene, this is due to lack of cooperation between the village government and the community, an indication of it is the lack of socialization conducted by the village government.

3.2 *Officers/Apparatus To Handle The Environment Quickly, Precisely And Accurately.*

In In this second indicator, the responsiveness of Banggai Regency Government in the handling of environment such as coastal hygiene and garbage dumping (TPA) quickly, precisely and meticulously has not run optimally. This can be seen from the presence of garbage corner of the city and coastal beaches, landfills are also not in the manage and arranged neatly, clean and healthy. On the other hand, the local government, especially the village government, is faced with several obstacles, namely the insufficient funding / budget compared with the problem of cleanliness management, hygiene facilities and infrastructures are still inadequate as the garbage truck is still limited, the lack of garbage collection facilities (wagon, barrels, garbage countainers), the lack of garbage field workers and workers in the landfill, coordination with relevant agencies has not been going well as expected and still the low role of the community in maintaining the cleanliness of the environment.

4 Conclusion

Based on the above discussion, it can be concluded that the Responsiveness of the Banggai Regency Government in the Housing Environment Handling has not shown good results, this is because there is still no clear regional regulations in regulating the handling of the housing environment and only limited to the work program. In addition, hygiene facilities and facilities such as public garbage are still lacking this because of lack of budget.

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