
ARTICLE

EVALUATION OF HOUSEHOLD WASTE MANAGEMENT GOVERNANCE PERFORMANCE (CASE STUDY OF THE ENVIRONMENTAL AGENCY OF EAST OGAN KOMERING ULU REGENCY, SOUTH SUMATRA)

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ABSTRACT

Household waste management has become an increasingly complex environmental issue due to population growth, urbanization, and changes in community consumption patterns. In East Ogan Komering Ulu Regency, the increasing volume of household waste has not been balanced by adequate management capacity, resulting in suboptimal waste services. This study aims to evaluate the performance of household waste management governance implemented by the Environmental Agency of East Ogan Komering Ulu Regency and to identify the supporting and inhibiting factors affecting its implementation. This research employed a qualitative approach with a descriptive-evaluative design. Data were collected through interviews, observations, and documentation, and analyzed using Mahmudi's performance evaluation model, which consists of input, process, output, and outcome dimensions. The findings indicate that the performance of household waste management governance remains suboptimal. Limitations in infrastructure, transportation fleets, and human resources were identified as major constraints. Waste management processes have not been carried out effectively or evenly, as reflected in the low level of waste sorting and community participation. Although the amount of collected waste has increased, it has not been sufficient to keep pace with the growth of waste generation. In addition, public awareness and satisfaction with waste management services remain relatively low. The study concludes that waste management performance is influenced by both technical and social factors; therefore, integrated improvements in infrastructure, institutional capacity, and community participation are necessary to achieve sustainable waste management.

ABSTRAK

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Pengelolaan sampah rumah tangga merupakan permasalahan lingkungan yang semakin kompleks akibat pertumbuhan penduduk, urbanisasi, dan perubahan pola konsumsi masyarakat. Di Kabupaten Ogan Komering Ulu Timur, peningkatan timbulan sampah belum diimbangi dengan kapasitas pengelolaan yang memadai sehingga pelayanan persampahan masih belum optimal. Penelitian ini bertujuan untuk mengevaluasi kinerja tata kelola sampah rumah tangga yang dilaksanakan oleh Dinas Lingkungan Hidup Kabupaten Ogan Komering Ulu Timur serta mengidentifikasi faktor pendukung dan penghambat dalam pelaksanaannya. Penelitian ini menggunakan pendekatan kualitatif dengan desain deskriptif evaluatif. Data dikumpulkan melalui wawancara, observasi, dan dokumentasi, kemudian dianalisis menggunakan model evaluasi kinerja Mahmudi yang meliputi dimensi input, process, output, dan outcome. Hasil penelitian menunjukkan bahwa kinerja tata kelola sampah rumah tangga masih belum optimal. Keterbatasan sarana prasarana, armada pengangkutan, dan sumber daya manusia menjadi kendala utama dalam pengelolaan sampah. Selain itu, rendahnya pemilahan sampah dari sumber serta partisipasi masyarakat menyebabkan proses pengelolaan belum berjalan secara efektif. Peningkatan jumlah sampah yang terangkut juga belum mampu mengimbangi pertumbuhan timbulan sampah. Di sisi lain, tingkat kesadaran dan kepuasan masyarakat terhadap layanan persampahan masih relatif rendah. Penelitian ini menyimpulkan bahwa kinerja tata kelola sampah dipengaruhi oleh faktor teknis dan sosial sehingga diperlukan perbaikan yang terintegrasi melalui peningkatan sarana prasarana, penguatan kelembagaan, dan partisipasi masyarakat untuk mewujudkan pengelolaan sampah yang berkelanjutan.

A. INTRODUCTION

Household waste management has become one of the most significant environmental challenges faced by local governments in Indonesia. Rapid population growth, urbanization, and changing consumption patterns have contributed to a continuous increase in waste generation, particularly household waste, which constitutes the largest proportion of municipal solid waste. If not managed properly, waste can cause various environmental and public health problems, including soil and water pollution, unpleasant odors, disease transmission, and the degradation of environmental quality. Therefore, effective waste management is essential not only to maintain environmental sustainability but also to ensure the provision of quality public services.

At the national level, waste management remains a major concern. Although various policies and regulations have been established to improve waste management systems, many regions still experience difficulties in handling increasing waste volumes. Common challenges include limited infrastructure, insufficient transportation facilities, inadequate human resources, and low levels of community participation. These issues indicate that waste management is not merely a technical matter but also a governance issue that requires collaboration among government institutions, communities, and other stakeholders.

Similar conditions can be observed in East Ogan Komering Ulu Regency, South Sumatra. The regency has experienced a steady increase in household waste generation over recent years, driven by population growth and expanding economic activities. During certain periods, such as religious holidays and festive seasons, waste production increases significantly, placing additional pressure on existing waste management systems. However, the capacity of waste management services has not developed at the same pace as waste generation. Limited transportation fleets, inadequate waste processing facilities, and uneven service coverage have hindered the effectiveness of waste management efforts. In several areas, particularly rural communities, waste disposal practices still rely on open dumping methods that pose environmental risks.

To address these challenges, the local government has implemented several programs, including community-based waste bank initiatives aimed at encouraging waste sorting and recycling activities. These programs are expected to reduce waste generation while simultaneously creating economic value for local communities. Nevertheless, their implementation has not achieved the expected outcomes. Many waste banks operate inconsistently, and community participation remains relatively low. This situation demonstrates that technical interventions alone are insufficient to solve waste management problems without corresponding improvements in public awareness and participation.

From a public administration perspective, waste management represents an important aspect of public service delivery and environmental governance. Evaluating the performance of waste management systems is necessary to determine whether policies and programs have achieved their intended objectives. Performance evaluation also provides valuable information for identifying strengths, weaknesses, and areas requiring improvement. In this study, Mahmudi's performance evaluation model is used as the analytical framework. The model evaluates organizational performance through four dimensions: input, process, output, and outcome. These dimensions enable a comprehensive assessment of resources, implementation processes, service achievements, and long-term impacts.

Previous studies have examined waste management from various perspectives, including environmental sustainability, community participation, and public service performance. However, most studies have focused on urban areas or regions with relatively advanced infrastructure and institutional capacity. Research evaluating waste management governance performance in non-metropolitan regions with limited resources remains relatively scarce. Consequently, there is a need for further investigation to better understand the challenges and performance of waste management systems in such contexts.

Based on these considerations, this study aims to evaluate the performance of household waste management governance implemented by the Environmental Agency of East Ogan Komering Ulu Regency using Mahmudi's performance evaluation framework. Specifically, the study seeks to assess waste management performance through the dimensions of input, process, output, and outcome, as well as to identify the factors that support and hinder effective waste management. The findings are expected to contribute to the development of public administration literature, particularly in the fields of performance evaluation and environmental governance, while also providing practical recommendations for improving household waste management in East Ogan Komering Ulu Regency.

B. LITERATURE REVIEW

Household Waste Management Governance

Waste management governance refers to the processes, policies, institutions, and stakeholder interactions involved in managing waste from its generation to final disposal.

Effective waste governance requires the integration of technical, administrative, and social dimensions to ensure environmental sustainability and public welfare. According to Danar O. R. et al. (2022), governance emphasizes collaboration among government, communities, and private sectors in addressing public issues. In the context of waste management, governance is not limited to waste collection and transportation but also includes community participation, policy implementation, institutional capacity, and environmental accountability.

The concept of collaborative governance has increasingly been recognized as an effective approach to addressing complex environmental problems. Research by Gilang R. N. and Manar D. G. (2025) highlights that successful waste management depends on effective collaboration among stakeholders. Therefore, local governments are expected to establish inclusive governance mechanisms that encourage active participation from communities and other relevant actors.

Performance Evaluation in the Public Sector

Performance evaluation is an important management tool used to assess the effectiveness and efficiency of public sector organizations in achieving their objectives. According to Mahmudi (2015), performance evaluation is a systematic process used to measure organizational achievements based on predetermined goals and indicators. Through performance evaluation, organizations can identify strengths, weaknesses, and areas that require improvement.

Mahmudi's performance evaluation model consists of four interrelated dimensions: input, process, output, and outcome. Input refers to resources used in program implementation, including human resources, budget allocation, infrastructure, and facilities. Process concerns the implementation of activities and operational procedures. Output refers to the immediate results produced by organizational activities, while outcome reflects the broader impacts and long-term effects of program implementation. This model has been widely used in evaluating public services because it provides a comprehensive framework for assessing organizational performance.

Community Participation in Waste Management

Community participation is a critical factor in achieving effective and sustainable waste management. Active involvement of citizens in waste sorting, recycling, and environmental conservation initiatives contributes significantly to reducing waste generation and improving environmental quality. Research by Rahmadani H. M. I. and Rahmawati D. E. (2021) found that public awareness and participation play a significant role in supporting local waste management programs. Communities that actively participate in waste reduction initiatives tend to demonstrate higher levels of environmental responsibility and support government efforts in maintaining cleanliness.

Furthermore, studies have shown that educational programs and environmental campaigns can improve public awareness regarding waste management practices. However, participation levels often remain low due to limited knowledge, inadequate facilities, and weak community engagement strategies. Therefore, increasing public awareness and strengthening community empowerment programs are essential components of sustainable waste management.

Waste Bank Program as a Community-Based Innovation

Waste banks have emerged as an innovative strategy for promoting community-based waste management in Indonesia. The concept allows residents to sort recyclable waste and exchange it for economic benefits, thereby encouraging environmentally responsible behavior. According to Andani B. E. and Sukesu T. W. (2022), the success of waste bank programs depends largely on community participation, institutional support, and program sustainability.

Waste banks contribute not only to waste reduction but also to community empowerment through economic incentives. Nevertheless, several studies indicate that many waste bank initiatives struggle to maintain active participation due to managerial challenges, inadequate

support, and limited public awareness. Consequently, strengthening institutional capacity and ensuring continuous community engagement are necessary to maximize the effectiveness of waste bank programs.

Previous Studies

Several previous studies have examined waste management performance and governance in different regional contexts. Herman et al. (2021) found that limited infrastructure and transportation facilities significantly hinder the effectiveness of waste management systems. Similarly, Putri Deby Edia (2022) reported that low public awareness and participation remain major obstacles to achieving sustainable waste management.

Research conducted by Muara TorangHodomuan and Tuti R. W. (2022) emphasized that ineffective policy implementation is often associated with weak coordination among stakeholders and insufficient community involvement. Meanwhile, Kasyfilham and Al Akbar N. (2025) highlighted the importance of adopting integrated and circular economy approaches to improve waste management governance.

Although previous studies have provided valuable insights into waste management challenges, most have focused on urban areas or regions with relatively advanced waste management systems. Studies examining the performance of household waste management governance in non-metropolitan regions with limited resources remain limited. Therefore, this study seeks to fill this gap by evaluating household waste management governance in East Ogan Komering Ulu Regency using Mahmudi's performance evaluation framework, focusing on the dimensions of input, process, output, and outcome.

C. METHOD

This study employed a qualitative approach with a descriptive-evaluative research design to examine the performance of household waste management governance in East Ogan Komering Ulu Regency, South Sumatra. A qualitative approach was selected because it allows for an in-depth understanding of policy implementation, organizational performance, and stakeholder involvement in waste management activities.

The study was conducted at the Environmental Agency of East Ogan Komering Ulu Regency, which is the government institution responsible for waste management services in the region. The research site was selected purposively due to the increasing volume of household waste and the challenges faced in managing waste effectively.

Data were collected from both primary and secondary sources. Primary data were obtained through in-depth interviews with key informants selected using purposive sampling. The informants included officials of the Environmental Agency, waste collection personnel, and community members who directly interact with waste management services. Secondary data were gathered from official reports, government documents, statistical records, regulations, and other relevant publications related to waste management governance.

Three data collection techniques were employed in this study: interviews, observations, and documentation. Interviews were conducted to obtain detailed information regarding waste management implementation, challenges, and stakeholder perspectives. Observations were carried out to examine actual waste management practices and environmental conditions in the field. Documentation was used to support and validate information obtained from interviews and observations.

Data were analyzed using the interactive analysis model consisting of data reduction, data display, and conclusion drawing. To ensure the validity and reliability of the findings, source triangulation and method triangulation were applied by comparing information obtained from different informants and data collection techniques. The analysis was guided by Mahmudi's

(2015) public sector performance evaluation model, which assesses organizational performance through four dimensions: input, process, output, and outcome. These dimensions were used to evaluate the effectiveness of household waste management governance in East Ogan Komering Ulu Regency.

D. RESULT AND DISCUSSION

Performance Evaluation of Household Waste Management Governance in East Ogan Komering Ulu Regency

The results indicate that the performance of household waste management governance in East Ogan Komering Ulu Regency has not yet achieved optimal effectiveness. The increasing volume of household waste has created significant challenges for the Environmental Agency in delivering adequate waste management services. The evaluation was conducted using Mahmudi's (2015) performance evaluation framework, which consists of four dimensions: input, process, output, and outcome. These dimensions provide a comprehensive understanding of the strengths and weaknesses of the existing waste management system.

Input Dimension

The input dimension refers to the resources available to support waste management activities, including human resources, financial resources, infrastructure, and equipment. The findings reveal that although the Environmental Agency has allocated personnel and budgetary resources for waste management, the available resources remain insufficient compared to the increasing volume of waste and the extensive service area.

One of the most significant challenges identified is the limited number of waste transportation vehicles. The available fleet is unable to accommodate the increasing amount of waste generated by households, resulting in delays in waste collection and transportation. Furthermore, waste processing facilities are still limited, reducing the effectiveness of waste reduction and recycling initiatives. Human resource capacity is also constrained, particularly in terms of the number of personnel available to manage waste services across different areas.

These findings support the argument that adequate resources are essential for achieving effective public service performance. According to Mahmudi (2015, p. 22), organizational performance is strongly influenced by the adequacy and quality of resources available to support operational activities. Therefore, limitations in infrastructure and human resources directly affect the ability of the Environmental Agency to deliver efficient waste management services.

Process Dimension

The process dimension evaluates how waste management activities are implemented. The study found that waste collection, transportation, and disposal activities are conducted regularly; however, their effectiveness remains limited. Service coverage is uneven, particularly in rural areas where waste collection services are less accessible.

Another significant issue is the low level of waste sorting at the household level. Most residents continue to dispose of mixed waste, making recycling and waste reduction efforts more difficult. Community-based waste management programs, such as waste banks, have been introduced to encourage waste segregation and recycling activities. However, many waste banks are inactive or operate inconsistently due to limited public participation and insufficient institutional support.

The findings suggest that waste management challenges are not solely technical but also social in nature. Community awareness regarding environmental cleanliness and waste sorting remains relatively low. This result is consistent with previous studies indicating that successful waste management requires active community participation and continuous environmental

education programs. Without public involvement, technical improvements alone are unlikely to achieve sustainable waste management outcomes.

Output Dimension

The output dimension measures the immediate results of waste management activities. The findings show that the amount of waste collected and transported has increased over recent years. Nevertheless, this increase has not been sufficient to keep pace with the rapid growth of waste generation.

The Environmental Agency has implemented several programs aimed at improving waste management services, including waste bank initiatives and community awareness campaigns. Although these programs have contributed to waste reduction efforts, their impact remains limited. The volume of waste processed through waste bank activities represents only a small proportion of the total waste generated within the regency.

These findings indicate that the current waste management approach remains largely reactive, focusing on collecting and transporting waste after it has been generated rather than reducing waste production at its source. Consequently, the outputs achieved have not fully addressed the growing waste management challenges faced by the region.

Outcome Dimension

The outcome dimension assesses the broader impacts of waste management governance on society and the environment. The study found that the expected outcomes have not been fully achieved. Environmental cleanliness has improved in certain areas; however, waste accumulation and improper disposal practices continue to be observed in several locations.

Public awareness regarding waste management remains relatively low, as evidenced by the persistence of littering behavior and limited participation in waste reduction activities. Furthermore, community satisfaction with waste management services has not reached an optimal level due to concerns regarding service coverage and collection frequency.

According to Mahmudi (2015, p. 25), outcomes represent the long-term effects of organizational performance and reflect whether public services create meaningful benefits for society. The findings suggest that improvements in technical capacity alone are insufficient to generate sustainable outcomes without corresponding changes in community behavior and participation.

Discussion

The findings demonstrate that household waste management governance in East Ogan Komering Ulu Regency is influenced by a combination of technical and social factors. From a technical perspective, limited infrastructure, transportation fleets, and human resources constrain the ability of the Environmental Agency to provide comprehensive waste management services. These limitations negatively affect operational processes and reduce the effectiveness of waste collection and processing activities.

From a social perspective, low levels of community awareness and participation significantly hinder waste management performance. The limited success of waste bank programs indicates that community-based initiatives require stronger institutional support and more effective public engagement strategies. This finding supports governance theories that emphasize the importance of collaboration among government institutions, communities, and other stakeholders in addressing public issues.

The study also confirms the relevance of Mahmudi's performance evaluation model. Weaknesses identified in the input dimension directly influence process implementation, which subsequently affects outputs and outcomes. This interrelationship demonstrates that improvements in waste management governance cannot be achieved through isolated

interventions. Instead, comprehensive and integrated strategies are required to address challenges across all dimensions simultaneously.

Therefore, improving waste management governance in East Ogan Komering Ulu Regency requires increased investment in infrastructure, expansion of waste collection services, strengthening of institutional capacity, and continuous public education programs. In addition, collaborative partnerships involving government agencies, communities, and the private sector should be encouraged to create a more sustainable and effective waste management system.

E. CONCLUSION

This study concludes that the performance of household waste management governance in East Ogan Komering Ulu Regency has not yet reached an optimal level. The increasing volume of household waste has not been adequately balanced by the capacity of existing waste management services, resulting in various challenges in service delivery. The evaluation based on Mahmudi's performance framework demonstrates that limitations in infrastructure, transportation fleets, and human resources have constrained the effectiveness of waste management operations. These limitations have affected the implementation process, reduced the achievement of expected outputs, and limited the attainment of broader environmental and social outcomes.

The findings also reveal that waste management governance is influenced not only by technical factors but also by social factors, particularly community awareness and participation. The relatively low level of public involvement in waste sorting, recycling activities, and community-based waste management programs indicates that sustainable waste management cannot be achieved solely through government intervention. Effective waste management requires collaboration among government institutions, communities, and other stakeholders to create a shared commitment to environmental sustainability.

The study confirms the applicability of Mahmudi's input-process-output-outcome framework in evaluating public sector performance, as weaknesses in one dimension were found to affect performance in subsequent dimensions. Therefore, improving waste management governance requires an integrated approach that addresses resource availability, operational effectiveness, community participation, and long-term environmental impacts simultaneously.

For future improvement, the local government should strengthen waste management infrastructure, increase institutional capacity, expand community education programs, and encourage greater public participation in waste reduction initiatives. Further research is recommended to examine the effectiveness of collaborative governance models and community-based waste management programs in enhancing sustainable waste management performance at the local level.

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