

**SISTEM PENGELOLAAN SAMPAH
BERBASIS KEINGINAN MASYARAKAT DI KOTA BEKASI**

TESIS

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ABSTRACT

City development can not be separated its from population growth, like Bekasi city with till the end reached about 1.708.337 people. The high population growth caused appear of urban service delivery problems which one is low waste service. Community wants have more variations, caused every person has different wants, expecially healthy environment and good waste service delivery that expected. But generally community wants can be gained from their environment perception of waste management system which be done by municipal of Bekasi.

Base on that problem, the research questions are: a). How is the waste system which be done by municipal of Bekasi? b). How is community wants of the waste system which be done by municipal of Bekasi?

The research aimed to study of waste management system which be wanted by community and based on their perception about its implementing.

The research method is descriptive-explanative-explorative with survey approach, while the analysis techniques are frequency distribution, correlation analysis, contingency analysis, crosstabulation, and service quality. Sample number is about 100 people taken from different waste service delivery location by purposive and simple random sampling technique.

The conclusion of this research is community perception different of waste management system among people in research locations. Community of East Bekasi supposed that all of element in operational technique aspect have been suitable with their wants, while community of South Bekasi have not yet, and community of North Bekasi supposed that only waste receive station and waste disposal have been suitable with their wants.

Generally, community perception of waste management system have not been suitable with their wants, which can see from negative gap value between perception and minimum community expected values (-0.62). The gap value of operational technique aspect is -0.49, institution aspect is -1.41, rule/law is -0.72, funding is -0.63, and community participation is -0.82.

That gap between perception and community expected can see also from low satisfaction customer level relatively (79.21%). Satisfaction customer level of operational technique aspect is 83.28%, institution aspect is 54.90%, rule/law is 78.07%, funding is 80.65%, and community participation is 71.21%.

Base on that above results, the highest of community perception is in operational technique aspect and the lowest of community perception is in institution aspect. All of community wants about waste management system is not able to gained, because gap score between perception and minimum expected score is negative. But waste service delivery quality is more high than community perception average score.