

Service And Management Procedures Provided By The Cleaning And Agriculture Department To Increase Community Satisfaction In Medan City

Ruth Benita Barus, Ricky Rafii Ritonga

Prima Indonesia University

Email : rickyrafiiritonga@unprimdn.ac.id

ABSTRACT

This study aims to describe the performance of the Medan City Sanitation and Gardening Service using qualitative methods, with the object under study being the services provided by the Hygiene and Parks Service to the community regarding the cleanliness of an environment, and managing all cleaning activities regularly. Waste management is an effort so that waste does not have a nehurtronment. The Department of Hygiene and Parks plays an important role in policy and provides services directly to the community. Furthermore, to see the role of the agency, namely the preparation of a work plan, vision, mission, and organizational structure.

Keywords: *Cleanliness, Service, and Society*

INTRODUCTION

According to Law Number 25 of 2009 concerning Public Services which contains: priority of environmental services as a community right listed in the. The Scope of Life and Services to the Public in Article 5 paragraphs 1 and 2 of the Law Republic of Indonesia 1945. Every community has the right to get waste management services that include: residents or residents of the community through the government, or any party responsible for carrying out the duties of cleaning services. environmental Hygiene is a picture of the happiness of a city. Even more attention special attention to the rest of the possible departments as well as the community for detox with the waste problem. Focused on building a beautiful and clean residential area, it will continue to relate to the word trash, the presentation of which is getting bigger everyday year, due to population growth which is increasing rapidly every year, also with every very productive and numerous community activity

the developments carried out with it are waste, leftover goods from industry and food scraps must continue to grow. Garbage is the result of activities done are nonhumans. Because human activities certainly produce waste. With the rapid growth of the population, it will also cause a lot of that

generated from each population activity. Residents who do not know the importance of cleanliness pollute the environment with garbage. The number of residents who throw garbage carelessly, for example, such as throwing garbage in rivers, ditches, ditches, even on the streets that should not be. Extra cooperation and coordination are needed to create a clean and beautiful community environment and place to live that supports the health of every resident. With the above incident, it is necessary to have a management and supervision, supervision through direct methods of every community activity in waste disposal. So that people don't litter anymore. Not only supervising the surrounding community, but as well as every cleaning officer who is responsible for carrying out every task and work that is reworked to create a living environment. The government, especially in the Department of Hygiene and Parks, is in charge of and fully responsible for the creation of cleanliness in every environment, especially in the Department of Waste by maximizing supervision and cooperation in the management of cleanliness. There is a background that occurs,

researchers study to find out the services provided can be provided by the Department of Hygiene and Parks to preserve the environment and maintain the cleanliness of Medan City and are interested in raising the title "Service Procedures" And the Management Given To Increase The Satisfaction Of The People Of Medan City."

LITERATURE REVIEW

Regional Autonomy

Law of the Republic of Indonesia No. 32 of 2009 concerning Protection and Management Environment clean and comfortable housing has become a human right of every human being, as has been written in Article 28H of the Basic Law of the Republic of Indonesia which read which all humans have the right to live in physical and spiritual prosperity, to have place to live, and also a clean, beautiful and healthy environment

Department of Hygiene and Parks (DKP) Medan City

Has the duty to carry out his authority in maintaining cleanliness. DKP has a vision, namely "The realization of excellent cleaning services. Not only the vision, of course, in realizing all these visions, DKP too has a mission, namely: (1) Empowering the quality of human resources and even improving the quality of human resources, creating humans who have high quality and dedication to make humans who, professional in performing every service to the population. (2). Empowering more modern cleaning facilities and infrastructure, which has a function to carry out cleaning, for example sweeping, collecting even transporting garbage and destroying it so that The process is more effective and has quality and quantity for development city cleaning service

Service

Discussing service, there are many understandings have described by the experts expert. So to understand the meaning of service itself broadly, then Below I will describe some of the meanings of service according to experts. Definition of Service According to, Moenir (2008) an activity that takes place continuously routine and continuous covering the entire life of the community. Definition of Service According to Zein (2009) a word for a service provider is something to Tooele. From the information above, it can be concluded that in general, service is a serservicefered from one party to another. What to do with good, fast, precise, well-organized, and good ethics so that it can satisfy the needs and wishes of the recipient of the service.

Management

In the Big Indonesian Dictionary, the definition of management is the use of effective resources to achieve goals. Or management is a leader who responsible for the running of the company or organization

RESEARCH METHODS

Definition of research according to Sugiyono (2011), qualitative research is a method of research ch based on prospect-positivistilosophy, which is used to examine the natural state of the object, (as opposed to an experiment) in which the researcher is an instrument run, sampling data sources. This study uses two research sources, as follows: Primary data, Secondary Data

RESULT

Geographical Location and Area

Medan Johor is one of 21 sub-districts in Medan City, bordering the Medan Amplas District, in the picture below it is clear that Medan Johor District is marked with red blocks.



The Role of the Department of Hygiene and Parks for the Sub-District Environment Medan Johor

The problem of waste is no longer just an environmental problem, there are also many cities in Indonesia that big cities no longer pay attention to waste management. All cities in Indonesia have the same working system, which is the method of first collecting, transporting, and then throwing it away". Environmental cleanliness has become something that must be maintained for every human being who is still breathing and must be done. Because this is a blessing and grace given by God to humans. Environmental cleanliness must be maintained so that the environment we live in becomes more comfortable and healthy. Because health and hygiene are incomparable.

The Department of Hygiene and Parks has an important role in environmental cleanliness in the city of Medan (a case study of Medan Johor)

Services provided by the Office of Hygiene and Parks

Operations for Maintenance of Facilities for Implementing Waste Management:

Gotong Royong

A hereditary activity that has become a tradition from time to time, the aim is to strengthen the ties of brotherhood among human beings in a community group. This activity is usually carried out to unite everyone's differences by helping each other and reducing the egoism of each individual.

What is usually done in cooperation is to clean the environment around the settlements where they live, each community with all the equipment gathers to work together to carry out clean-up activities, a clean environment, and fresh air, is a blessing that cannot

be denied for every individual, residential comfortable away from all diseases are some examples of the benefits of cooperation in addition to strengthening relationships between individuals.

Usually, the implementation of gotong royong is carried out if the sub-district asks for help by coordinating with the cleaning service to jointly help residents to carry out clean-up activities, then the cleaning service immediately goes to the location by bringing a garbage transport vehicle and its personnel.

Residents hope that activities that are positive and foster mutual cohesion like this can continue to be carried out with the community.

Provide Five Color Trash Cans

So that the problem of waste can be more controlled and waste can be more optimized, the countermeasures that can be done are that the waste must be separated first, for the disposal site is divided into several types, namely:

Organic trash can (green color)



This is an example of a green trash can because it is organic food waste. This waste can be produced into compost, examples of organic waste are rotten vegetables and fruits.

Non-Organic Trash Can (yellow color)



For yellow trash bins specifically for non-organic types of waste, for example, used bottles, plastic, and the creation of special trash cans make it easier for factories to use them.

Hazardous Non-Organic Trash / B3 (Red Color)



This waste is usually made separately or separated because it generally comes from B3 (Toxic Hazardous Materials), namely glass waste, washers/detergents, pest killers, and the like. This is done to maintain the health of the surrounding environment.

Paper-based Non-Organic Trash (Blue Color)



The blue trash can is dedicated to the type of paper waste, the separation is done to make it easier for the industry to recycle paper.

Residue Trash (Gray)



This rubbish bin can be filled with any rubbish, except the 4 rubbish above.

Management of the Sanitation and Gardening Service

Typical Trucks with a capacity of 6 m³ are used with the following criteria:

- TPA transport distance: 35 Km
- Speed : 25 km/hour
- Loading time: 120 minutes
- Unloading time: 30 minutes
- Working hours are divided into 2 shifts, namely the morning shift at 06.30-13.30 and the afternoon shift at 13.30-19.30. (8 Hours of Work/Day Less Rest 1 Hour)
- 7 Working Hours/Day (7 Hours = 420 Minutes) (7x420) = 2,940 Minutes/Week.
- Recess, 12:00-13:00&19:00 60 Mins (7x60) = 420 Minutes/Sunday.

Waste Transportation Facilities in Medan Johor District

The number of waste transportation facilities operated in the Medan Johor Sub-district is listed below in the table. Waste Transportation Facilities operated in Medan Johor District:

No.	TYPE OF VEHICLE	NUMBER OF V (UNIT)
1	Truck Typer	9
2	Hydraulic Rickshaws	1
3	Truck Arm roll(6 m2)	-
4	Truck Armroll(10 m2)	-
5	Truck Convector	4
6	Trash Pedicab	18
7	Shopee Pedicab	2

Waste Transport Conditions in Medan Johor

In this study, the author has chosen one sub-district that will be an example, namely Medan Johor District with research on 1 garbage truck, setting one sub-district to be used as a research sample, namely Johor District with research limits on 1 garbage truck. Typer Truck Pictures (Survey Documentation in the Field)



Information: Police Number: BK-8125 J
Driver Name: Supian
Companion: Rudi
Oil or vehicle fuel that has been facilitated per day is 25L/Truck.

REFERENCE

- Aboejoewono, A., *Mengelola Sampah Tujuannya Pada Lingkungan dan Permasalahannya*, Jakarta: Wilayah DKI Jakarta Sebagai Suatu Kasus, 2018.
- Syafruddin, 2004., *Mengelola Sampah Berbasis Masyarakat*(Studi Kasus Kota Semarang)

Mengelola Secara Terpadu, UNDIP.

Kurnia, Nining (2019) *Sampah Menjadi Masalah Lingkungan di Indonesia*.

Sudrajat, 2006. *Mengelola Sampah Kota*., Bogor, Penebar Swadaya.

UU No 25 Tahun 2009 Tentang Pelayanan.

Munidaitun, 2005, *Mengelola Kebersihan Lingkungan*. Yogyakarta: Gava Media.

Sejati, K. (2008) *Pengelolaan Sampah Terpadu*. Jakarta, Kanisi.

<https://text-id.123dok.com/document/eqo705mz1-visi-dan-misi-dinas-kebersihan-pemerintah-kota-medan-visi-struktur-organisasi-dan-uraian-tugas-dinas-kebersihan-pemerintah.html>

Hartono, R.(2009) *Pengelolaan Penanganan Sampah*. Jakarta: Penebar Swadaya.

Anonim(2019) Undang undang No.18 Tahun 2008 *Mengenai Pengelolaan Sampah*, Jakarta.

<https://disbersihtaman.pemkomedan.go.id>