

## The Role of Bureaucratic Structure in the Implementation of The Domestic Wastewater Management Policy in Makassar City

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**Abstract:** *This research aims to understand the role of bureaucratic structure in implementing public policy, specifically in domestic wastewater management in Parang Tambung Subdistrict, Tamalate District, Makassar City. The study finds that implementing this policy requires effective coordination among all bureaucratic elements and the involvement of various work units. This research also indicates that the application of Standard Operational Procedures (SOP) and Fragmentation, as Edward C. George III explained, can be effective methods to enhance the success of policy implementation. However, to achieve success in policy implementation, the involvement of all bureaucratic elements and cooperation with external elements is necessary. In conclusion, an effective and efficient bureaucratic structure is crucial for the success of public policy implementation.*

**Keywords:** *bureaucratic structure, domestic wastewater management, SOP*

### INTRODUCTION

Domestic wastewater, originating from households, public places, or businesses, is residual water that is discarded. Its sources include restrooms, toilets, bathrooms, laundry, kitchen utensils, food, and industries like catfish farming. In Indonesia, most people use septic tanks as a local water management system. Some only dispose of wastewater from restrooms, while others dispose of all their waste. If not appropriately managed, this domestic waste can contaminate water bodies. Dense populations can positively and negatively impact the environment, including potential pollution. The adverse effects include accumulating waste, vehicle emissions, household trash, industrial, mining, and other waste. All of these affect the water quality in river drains. The lack of public awareness about cleanliness and environmental health can lead people to dispose of waste directly into water bodies.

Environmental pollution is a problem that everyone must seriously address. Preventing ecological pollution is crucial to minimize damage to the surrounding environment. Pollution occurs when living creatures, substances, energy, or other components enter the atmosphere and exceed the set limits.

According to the Mayor of Makassar Regulation number 32 of 2018, managing domestic wastewater is a regional responsibility. This must be managed synergistically,

sustainably, and professionally to protect the quality of groundwater and surface water and maintain the function of the environment, especially water. Hazardous and toxic waste (B3) is included in domestic wastewater. B3 waste is the residue of activities or businesses that use hazardous and toxic materials.

Environmental management aims to achieve harmony between humans and the environment and make Indonesian society care about the environment. In cities with a growing population, there is an increase in waste and pollution. The lack of public awareness and understanding of environmental laws and the lack of responsibility from the actors of activities can trigger ecological pollution and damage. If waste is not managed correctly, it can become a disease and environmental pollution source. The environment dramatically influences human health, and environmental factors can trigger many diseases. The more people use water, the more wastewater is produced.

The problem that needs to be addressed is how to implement domestic wastewater management policies in Tamalate District, Parang Tambung Village, Makassar City. Improper management of domestic waste can have severe repercussions for human health. Here are some potential effects:

1. Infectious Diseases: Domestic waste can contain bacteria and viruses capable of causing various infectious diseases, including cholera, dysentery, and hepatitis.
2. Skin Conditions: Exposure to polluted wastewater can result in various skin ailments, such as rashes, infections, and diseases on the skin's surface.
3. Digestion Issues: Contaminating drinking water supplies by wastewater may lead to digestive problems such as diarrhea and food poisoning.
4. Respiratory Problems: Air pollutants and hazardous materials in waste can contaminate the air, leading to asthma attacks or bronchitis symptoms in susceptible individuals.
5. Long-Term Effects: Exposure to improperly managed waste can have severe and lasting health implications, including cancer and immune system disorders.
6. Ecosystem Damage: Waste that isn't handled responsibly can have devastating repercussions for ecosystems in local environments, which in turn have an indirect negative impact on human health. Pollution reduces fish numbers in water sources, threatening food sources and livelihoods if left to fester for too long.

Therefore, proper domestic waste management is vital to human health and environmental sustainability.

## **LITERARY REVIEW**

### **Concept of Implementation**

Discussion about the concept of implementation is becoming more popular as many experts have ideas or thoughts about implementation as a stage in the policy process. Some authors place the implementation stage at different positions, but every public policy is followed by policy implementation.

According to George C. Edward III (1980: 1), the implementation study is significant for public administration and public policy. Implementation is the policy-making stage between policy formulation and policy consequences for the people it affects.

Implementation is considered the primary and determining stage in the policy process. This view is reinforced by the statement of George C. Edward III, stating that without effective implementation, policymakers' decisions will not be successfully implemented. Implementation is an activity that arises after a valid directive is issued on a policy that includes management efforts to produce results for the community.

According to Hanifah Harsono (2002: 67), implementation is running a policy into a policy action from politics into administration. Policy development to refine a program. According to Nurdin Usman (2002: 70), implementation is focused on activities, actions, actions, or the existence of a system mechanism. Implementation is not just an activity but a planned activity to achieve objectives.

Implementation is the implementation of the basic legal policy in the form of court orders or decisions. The implementation process takes place after going through certain stages, such as the stage of ratification of the Law. After that, it produces in the form of implementation of policy decisions and then until there is a correction. The above definition shows that implementation leads to a system's activities, actions, acts, or mechanisms.

In reality, program implementation is the process of applying an idea, program, or new series of activities in the hope that others will accept it and make changes. In the context of school implementation, the approaches mentioned above put pressure on the process. Essentially, implementation is a process of transferring ideas, programs, or illustrated in the form of programs to be implemented according to the design. Each approach reflects different levels of implementation.

The purpose of implementation is to carry out the plan that has been made so that it can be implemented according to reality. In addition, the implementation technique also aims to run a policy according to plan. Regarding implementation, it must be able to answer detailed questions about the plan to be implemented before finally entering the implementation stage.

The implementation plan will be the key to describing the team's steps to achieve common goals.

As previously mentioned, the implementation is carried out systematically and linked with mechanisms to achieve objectives. Regarding the understanding of implementation, there are also several objectives of implementation, namely planning thoroughly, both individually and as a team, checking and documenting procedures in the implementation of plans or policies, achieving the objectives to be completed in the designed plan or policy, determining the community's capacity to implement policies or plans as intended, determining how far a policy or plan has been designed to improve quality.

Here are some previous studies related to the author's research, namely:

1. Thesis of Muhammad Nur Arif (2008): Used wash water, bathroom wastewater, and kitchen wastewater are all considered waste containing germs and soap/detergent, according to Sumirat (1996). In addition, fecal waste—namely human feces and urine—is considered dangerous because it can be a significant means of transmission of water-borne diseases.
2. Thesis of Muhammad Nur Arif (2008): Used wash water, bathroom wastewater, and kitchen wastewater are all considered waste containing germs and soap/detergent, according to Sumirat (1996). In addition, fecal waste—namely human feces and urine—is considered dangerous because it can be a significant means of transmission of water-borne diseases.

### **Policy Implementation**

The effectiveness of a policy is assessed throughout its implementation stage, mainly focusing on how well the policy's objectives are achieved. Implementing a policy program involves the efforts of policymakers to influence the behavior of implementing bureaucrats to be willing to provide services and regulate the behavior of target groups so that policy objectives can be achieved. Subarsono (2011:87) states that several factors influence policy implementation.

Many experts interpret various aspects that influence the success of public policy implementation. In the view of George C. Edwards III (in Subarsono, 2013: 90-92), policy implementation is influenced by four aspects:

#### **a) Communication**

The success of public policy implementation so that the implementers know what needs to be done. The goals and targets of the policy are communicated to the target group, thus reducing the economy of implementation. If the goals and targets of a policy are unclear or even unknown to the target group, there is a high likelihood of rejection from the target group.

#### **b) Resources**

Even if the content of the policy is clear and coherent or intertwined, if those implementing it do not have the resources needed for its implementation, it will not be effective. Resources are an essential factor for policy implementers to be effective.

### **c) Disposition**

Disposition is the character and nature of the implementer, such as commitment, honesty, and democracy. If the person responsible for implementation has the proper disposition, they will be able to implement the policy according to the desires of the policymaker.

### **d) Bureaucratic Structure**

The bureaucratic structure responsible for carrying it out significantly influences policy implementation. One crucial structural aspect of any organization is standard operating procedures. SOPs are guidelines for every actor in acting.

Each aspect has a model that is interconnected with each other in achieving policy goals and objectives. All aspects will work together and will influence different elements to attain objectives. In this study, the researchers will use George C Edwards III's perspective to examine or review the implementation of domestic wastewater management policies and the things that influence the implementation of these policies.

## **Understanding Domestic Liquid Waste**

According to Article 1, Paragraph 20 of Law Number 32 of 2009 on Environmental Protection and Management, waste is defined as the residue of a business or activity. Waste is a material or goods leftover from an activity and production process whose function has changed from its original, except those that can be eaten or drunk by humans and animals, according to the Indonesian Minister of Trade's Decision No. 231/MPP/Kep/7/1997 on Waste Import Procedures.

Households, businesses, offices, and similar entities produce domestic liquid waste. The form and type of materials produced depend on the level of human civilization, which was initially simple but is now increasingly varied. If not properly processed, it will affect the quality of the environment. During residential area planning, there were several wastewater planning mistakes, where the planned wastewater could not meet the peak flow or discharge of sewage from the settlement. Then, simple processing can produce wastewater with inferior quality for the surrounding environment. The way to dispose of household wastewater or a business general disposal is through a wastewater storage place located in the yard or dwelling, such as a septic tank, and for businesses, it is better to make their wastewater storage, which needs to be processed first. In simple terms, liquid waste or wastewater is dirty water discarded

from household activities, offices, trade, plantations, and industries that contain various chemicals that endanger the ecosystem. Domestic waste is a residue or waste produced from multiple human activities. Domestic waste can come from households, schools, homes, restaurants, offices, markets, centers, and other facilities.

Household liquid waste comes from various daily or human activities, such as water used for bathing, washing clothes, washing kitchen utensils, liquid food waste, human waste, and waste from a business, for example, catfish farming.

The federal and local governments are responsible for dealing with wastewater management problems. The targeted community must be active in its implementation. Planning, creating, and supervising policies and programs is the role of the community, ensuring that policies are implemented in a manner consistent with the set goals. The increase in population is one of the critical factors causing the occasional increase in household waste. Many studies agree that the population is a significant factor and determinant of waste generation, although other factors also contribute. This makes sense because increased output and consumption levels accompany population growth in waste production. Pollution will arise due to the increase in the volume of household waste that is not balanced with environmentally friendly waste disposal. Through our daily activities, we consistently produce waste, including household liquid waste and solid household waste. Domestic liquid waste itself is categorized into grey water and black water. Grey water is waste other than that originating from household activities such as cooking and washing, while black water is latrine waste consisting of human feces, animals, or carcasses. Wastewater from our daily activities should not be directly discharged into the environment. Simply put, certain types of waste can harm health if not disposed of properly.

### **Impact Caused by Domestic Liquid Waste**

The generation of domestic liquid waste plays a critical role in decision-making processes due to the significant reciprocal effects involved. These reciprocal relationships lead to changes that bring positive or negative outcomes to individuals, groups, or societies. Liquid waste, in particular, significantly impacts the environment and humans, primarily by causing infectious diseases.

When measuring the environmental impact to be caused in the future, the time scale will determine the magnitude of the effect. The environmental impact is the difference between the ecological condition without a project and the environmental condition with a project. Therefore, the actual estimation should be performed twice:

- 1) Condition without Project: The estimation of the future environmental condition without a project is based on the current ecological condition, and to assist this process, it is necessary to collect information about the history or trend of environmental development in the area.
- 2) Situation involving Project: In reality, the influence of a project varies. Some initiatives, for example, may have a small or negative impact in the short term but may have a significant positive or opposite effect in the long term. This situation requires predicting a project's short-term and long-term effects, which often positively impact one component but may negatively impact another.

If domestic waste is discarded without proper management, it can cause various negative impacts on the surrounding environment and society. Some examples of these effects are as follows:

- a) Impact of Household Waste on Health: If household waste is discarded without prior treatment, it can hurt human health as the waste will decompose if discarded arbitrarily.
- b) Influence of Household Waste on Environment: Contamination and environmental damage can occur if household waste is discarded without prior management. The pH and acidity of the soil can be affected by the disposal of household waste containing chemicals, such as detergents, on the ground, which can impact plant absorption and growth.
- c) Impact of Domestic Waste on Aesthetics: Discarding household waste without prior management can cause an unpleasant or despicable smell, interfering with the sense of smell. Random disposal of garbage also makes the environment dirty and unpleasant to look at. Bio Septic Tanks have a large capacity and are equipped with a filtration device that allows wastewater to smell and prevent sewage pollution. Another way to manage domestic wastewater is by collecting greywater.

## **RESEARCH METHOD**

### **Research Methodology**

The type of research we will be conducting is qualitative research, in line with the research direction mentioned in the problem statement. This qualitative research is considered relevant because it can provide a deeper understanding of the phenomena related to the research subject. Our purpose in conducting this qualitative research is to collect information that can be evaluated to understand the research subject better.

We are using this qualitative research methodology to deepen our understanding of the importance of the Domestic Liquid Waste Management process in the Parang Tambung Subdistrict, Tamalate District, Makassar City. The technique we use in this research is

phenomenology. This research methodology uses various phenomena to describe a particular background, object, or event in detail and depth. Data obtained is reconstructed from phenomena, context, and reality described by the author or other involved actors to ensure the objectivity of research results. Then, the data is checked through qualitative analysis methodology, which involves screening and collecting information from various sources such as documents, interview transcripts, and observations. At this point, the collected data is still raw or needs to be converted into information. Next, the data is sorted into specific indicators. The purpose of this procedure is to help researchers collect relevant data. The next step is data reduction, extracting relevant and meaningful data from the problem.

### **Research Location and Time**

This research was conducted in the Parang Tambung Subdistrict, Tamalate District, Makassar City. The location determination is based on the researcher's consideration. The community in this region is chosen considering the time, cost, and effort available for the researcher to conduct the research.

### **Population and Sample**

#### **a) Population**

The population in this research comes from the government elements of the Parang Tambung Subdistrict and the government elements of the District.

#### **b) Sample**

The sample in this qualitative research is informants used to seek data or information related to research. This research sample is selected because these people can provide efficient and practical information.

### **Research Data and Information Sources**

This research was conducted in Parang Tambung Subdistrict, Tamalate District, Makassar City. The location determination is based on the researcher's consideration. The community in this region is chosen considering the time, cost, and effort available for the researcher to conduct the research.

### **Data Collection Techniques**

- a) Interview
- b) Document
- c) Observation

### **Data Management (Analysis) Techniques**

To analyze the collected data, we use a qualitative technique, which focuses on a more detailed explanation and data related to the implementation issue of a policy. This technique



describes the Implementation of Domestic Wastewater Management in the Environment of Parang Tambung Subdistrict Tamalate District Makassar City.

## **RESEARCH RESULTS AND DISCUSSION**

The implementation of Domestic Wastewater Management in Parang Tambung Village, Tamalate District, Makassar City has helped transform Parang Tambung Village into a green community free from household waste polluting the surrounding environment. The Mayor of Makassar's Regulation Number: 32 of 2018 on Domestic Wastewater Management has been applied by the Makassar City Government. This regulation is intended to provide a foundation for public services in creating a clean, healthy, and comfortable environment for all levels of society.

In efforts to implement domestic wastewater management in Parang Tambung Village, Tamalate District, Makassar City, the Parang Tambung Village Government has carried out various activities such as the Makassar Clean - Clean Alley Program, cleaning drainage polluted by domestic waste from catfish farms, and instructing catfish farmers not to dispose of catfish feed or leftover water from their ponds into the sewer because it can overflow and cause an unpleasant odor that disturbs the comfort of the surrounding residents.

### **Communication Focus in the Implementation of Domestic Wastewater Management in Parang Tambung Village, Tamalate District, Makassar City.**

To achieve synergy, sustainability, and professionalism in controlling the disposal of domestic wastewater, protecting the quality of groundwater and surface water, and enhancing efforts to preserve the function of the living environment, especially Water Resources, the Parang Tambung Village Government, Tamalate District, Makassar City must be able to manage Domestic Wastewater such as waste from catfish farms and the like. In this regard, the role of communication is crucial according to George Edward III's theory (1985). Communication is very important in how the implementation of domestic wastewater management in Parang Tambung Village, Tamalate District, Makassar City is communicated to the general public so that the Mayor of Makassar's Regulation is well received by the local residents and then implemented.

This communication has a critical role in the success of policy implementation, according to George C. Edward III. According to him, communication significantly determines the success of achieving the goals of public policy implementation. Effective implementation occurs when decision-makers already know what they are going to do. Knowledge of what they are going to do can proceed if communication goes well, so every policy decision and

implementation regulation must be transmitted (communicated) to the right personnel. In addition, the communicated policy must be precise, accurate, and consistent. Communication or information transmission is needed so that decision-makers and implementers will be more consistent in carrying out each policy to be applied in the community.

There are 3 indicators that can be used to measure the success of the above communication variable, namely:

1. Transmission: good distribution communication can result in good implementation. Often, what happens in the communication distribution is a misunderstanding, among other things, because it has passed through several bureaucratic levels, so what is expected is distorted in the process.
2. Clarity: the communication received by the policy implementation officer must be clear and not confusing. The ambiguity of policy messages does not always hinder implementation; at a certain level, implementers need flexibility in implementing policies. However, at another level, this will distort the objectives to be achieved by existing policies.
3. Consistency: the commands given during communication implementation must be consistent and clear. Because if the commands given often change, it can confuse the implementers in the field.

According to an interview with the head of the Economic, Development, Social & PGSH section of the Parang Tambung Village, Tamalate District, Makassar City, he stated the following:

"To implement Domestic Wastewater Management in Parang Tambung Village, Tamalate District, Makassar City, we must be able to provide information or explain the benefits of the Implementation of Domestic Wastewater Management for the Environment of Parang Tambung Village, Tamalate District, Makassar City so that the community supports the program." (Interview June 19, 2023)

Based on a statement from the above informant stated that to realize the Implementation of Domestic Wastewater Management in Parang Tambung Village, Tamalate District, Makassar City, the Parang Tambung Village, Tamalate District, Makassar City must be able to provide information or explain the benefits of the program so that it can be well received and implemented by the community. In addition to building good communication with the community related to the program, Parang Tambung Village also explains the Mayor of Makassar's Regulation of South Sulawesi Province Number: 32 of 2018 About Domestic Wastewater Management so that the hope of the Parang Tambung Village, Tamalate District, Makassar City becomes a healthy, clean and beautiful area to look at. However, according to

the researcher's observation, this has not been implemented well, so the hopes of the Makassar City Government have not been fully realized due to the very low response from the community.

### **Focus on Resources in the Implementation of Domestic Wastewater Management in Parang Tambung District, Tamalate Subdistrict, Makassar City.**

The focus on resources is the second factor that influences how well a policy is implemented. According to George C. Edward III, resources remain another crucial factor in policy implementation. Resource indicators consist of many components, specifically:

1. Staff: The most essential resource for policy implementation is the staff. Staff limitations are often a primary cause of policy implementation failure. It's not enough to merely increase the number of workers and those responsible for implementation; instead, there should be enough people with the necessary knowledge and talent to carry out the given policy and responsibilities.
2. Information: Two types of information are used in policy implementation. The first type is information about how the policy should be executed. Operators need to know what they should do when ordered to act. Secondly, information regarding data compliance with the government's established regulations and provisions. Implementers must know that other parties involved in policy implementation comply with the law.
3. Authority: Generally, authority must be formal to be exercised. Authority is the legitimacy or mandate of implementers in carrying out politically determined policies. When this authority is nullified, the power of the implementation responsible in the public eye is not legitimized, potentially causing the policy implementation process to fail. However, in another context, when there is formal authority, changes in the perception of effectiveness often occur. On one hand, the authority's effectiveness is needed to implement the policy. On the other hand, effectiveness will decrease if the implementer misuses the authority for personal or group interests.
4. Physical facilities are also essential in policy implementation. Implementers may have adequate staff, understand what they are doing, and have the authority to carry out their tasks, but without supporting facilities, policy implementation will not succeed.

According to an interview with the cleanliness supervisor of Parang Tambung District, Tamalate Subdistrict, Makassar City on June 19, 2023, the supervisor stated that to realize the Implementation of Domestic Wastewater Management in Parang Tambung District, Tamalate Subdistrict, Makassar City, the District Government needs to involve all resources both from within the District office and from the general public.

This shows that to implement the Mayor of Makassar's regulations effectively, the government of Parang Tambung District, Tamalate Subdistrict, Makassar City needs to involve all available resources, both from within the District office and from other parties within the district and outside. However, according to the researcher's observations, this has not been implemented well, so the government's expectations have not been realized due to the low response from the community in involving all resources.

### **Focus on Disposition in Implementing Domestic Wastewater Management in Tamalate District, Makassar City.**

According to George C. Edward III, disposition or attitude is the third factor influencing the success of public policy implementation. The third important component in the strategy of public policy implementation is the mindset or attitude of the parties responsible for its execution. For a policy to be successfully implemented, those in charge must possess the necessary knowledge and skills to ensure the process runs smoothly.

In assessing the variable of disposition or attitude, George C. Edward III emphasizes several important factors, such as:

1. Bureaucrat recruitment: If the current staff cannot execute the policy desired by senior officials, their character or attitude will become a barrier to policy implementation. Therefore, individuals committed to the developed policy, specifically to the public interest, must be selected and placed in policy execution positions.
2. Remuneration: Edward emphasizes that manipulating incentives is one of the suggested strategies to overcome issues in policy implementation. Since individuals often act based on personal interest, incentive manipulation done by policymakers can influence the behavior of those responsible for implementing policies. Higher earnings or expenditures can motivate policy executors to carry out their duties effectively. They do this in an effort to achieve organizational or personal goals.

Based on the interview result with the community leaders (RT/RW) of Tamalate District, Makassar City, they stated that the Tamalate District Government has prepared and provided understanding to all cleaning staff about Domestic Wastewater Management in Tamalate District, Makassar City (Interview, June 19, 2023).

The informant stated that the Tamalate District government must understand the Mayor of Makassar Regulation, Number: 32 Year 2018, about Domestic Wastewater Management in Tamalate District, Makassar City. Thus, the community can enjoy healthy living. However, based on field observations, this implementation is less than optimal. This is evident with the large amount of waste from catfish farms in the drainage channels, unpleasant environmental

odors, and the lack of environmental aesthetics. Therefore, the researcher suggests that the staff in the Tamalate District office, especially the cleaning department, understand and implement the importance of Domestic Wastewater Management. In addition, they also need to approach all layers of society to explain how important a healthy lifestyle is and maintain environmental cleanliness by not disposing of waste carelessly.

### **Focus on Bureaucratic Structure in Implementing Domestic Wastewater Management in Parang Tambung Subdistrict, Tamalate District, Makassar City.**

According to George C. Edward III, the bureaucratic structure is the fourth factor that affects the success of public policy implementation. It can be imagined that a policy may not be realized or implemented due to weaknesses in the bureaucratic system, even though the necessary resources are available and the person assigned to implement the policy knows what needs to be done and wants to do it. Complex policies require the participation of many individuals; if the bureaucratic structure does not support the existing policy, certain resources will become useless, and policy implementation will be hampered. As a policy implementer, the bureaucracy must be able to effectively coordinate to support the political decisions made on the policy.

According to Edward C. George III, the implementation of Standard Operational Procedures (SOP) and the application of Fragmentation are two qualities that can enhance the effectiveness of the bureaucratic/organizational structure. SOPs are daily routine actions that allow staff (policy implementers, administrators, and bureaucrats) to perform their tasks in accordance with the minimum standards set by the community. On the other hand, Fragmentation is an effort to distribute accountability for actions or work activities among many work units.

Based on an interview with the staff of the Economy, Development, Social, and PGSH of the Parang Tambung Subdistrict, Tamalate District, Makassar City, they stated as follows: "To comply with the Makassar Mayor's Regulation Number 32 of 2018 concerning domestic wastewater management, the government needs to involve all existing bureaucratic elements and establish cooperation with external elements so that it can run well." (Interview, June 19, 2023)

Considering the explanation from the informant above, the government must be able to involve several organizational elements that exist within the Parang Tambung Subdistrict, Tamalate District, and Makassar City government.

## **CONCLUSION**

This research demonstrates that bureaucratic structure plays a crucial role in implementing public policy, such as domestic wastewater management in Parang Tambung Subdistrict, Tamalate District, Makassar City. Implementing this policy requires effective coordination from all bureaucratic elements and the involvement of various work units.

Applying Standard Operational Procedures (SOP) and Fragmentation, as Edward C. George III explained, could be an effective way to enhance the success of policy implementation. SOPs provide clear guidance for staff on performing their tasks, while Fragmentation ensures a fair distribution of accountability among various work units.

However, for success in policy implementation, there is a need to involve all existing bureaucratic elements and establish cooperation with elements from outside. This was conveyed by the staff of the Economy, Development, Social, and PGSH of the Parang Tambung Subdistrict, who emphasized the importance of cooperation and coordination among various elements in the implementation of the Makassar Mayor's Regulation Number 32 of 2018 concerning domestic wastewater management.

Thus, this research shows that an effective and efficient bureaucratic structure involving coordination and cooperation among various elements is crucial for the success of public policy implementation.

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