

ABSTRAK

Penelitian ini bertujuan untuk mengetahui kinerja Dinas Kebersihan dan Ruang Terbuka Hijau (DKRTH) Kota Surabaya dalam menangani sampah dengan adanya program SWAT, serta kendala-kendala yang dihadapi dalam menerapkan program SWAT. Penelitian ini dilatarbelakangi permasalahan peningkatan volume timbulan sampah, khususnya di Surabaya, merupakan kota besar yang memiliki volume sampah cukup tinggi diantara kota-kota besar lainnya. Sesuai Undang-Undang Nomor 18 Tahun 2008 tentang Pengelolaan Sampah, DKRTH Kota Surabaya melakukan inovasi teknologi yang disebut *Solid Waste Application Transportation* (SWAT). SWAT merupakan sistem monitoring. Dimana dalam pembuangan sampah terakhir yang diangkut oleh truk-truk yang telah disediakan oleh DKRTH serta dilakukan penimbangan, kemudian hasil penimbangan tersebut sudah terinput secara otomatis melalui program SWAT.

Untuk mengetahui kinerja DKRTH Kota Surabaya setelah adanya SWAT digunakan teori kinerja organisasi publik dengan indikator responsivitas, responsibilitas, efektivitas, dan efisiensi. Metode penelitian menggunakan kualitatif dengan tipe deskriptif.

Hasil penelitian menunjukkan bahwa kinerja DKRTH Kota Surabaya dalam menangani sampah melalui program SWAT dinilai sudah cukup baik melalui aspek responsivitas, responsibilitas, efektivitas, dan efisiensi karena lebih mempermudah kerja DKRTH Kota Surabaya dalam menangani sampah. Adapun kendala yang dihadapi adalah sistem SWAT terhambat pada hal dukungan, sistem SWAT terkendala alokasi anggaran untuk pengembangan, sistem SWAT terbatas sumber daya manusia, penerapan SWAT tidak terdapat anggaran khusus, aplikasi program SWAT tidak ada Peraturan Walikota (Perwali), dan pengaplikasian Program SWAT hanya terbatas di Tempat Pembuangan Akhir (TPA) Benowo.

Kata Kunci : Kinerja, Sampah, Program SWAT

ABSTRACT

This study aims to determine the performance of the Department of Hygiene and Green Open Space (DKRTH) of the City of Surabaya in handling waste by the SWAT program, as well as the obstacles faced in implementing the SWAT program. This research is motivated by the problem of increasing the volume of waste generation, especially in Surabaya, which is a large city that has a high volume of waste among other major cities. In accordance with Law Number 18 of 2008 concerning Waste Management, DKRTH of Surabaya City has made a technological innovation called Solid Waste Application Transportation (SWAT). SWAT is a monitoring system. Where in the last garbage disposal transported by trucks provided by DKRTH and weighed, then the weighing results are automatically inputted through the SWAT program.

To find out the performance of DKRTH in Surabaya after the SWAT was used the performance theory of public organizations with indicators of responsiveness, responsibility, effectiveness, and efficiency. The research method uses qualitative with descriptive type.

The results showed that the performance of the Surabaya City DKRTH in handling waste through the SWAT program was considered to be quite good through aspects of responsiveness, responsibility, effectiveness, and efficiency because it made it easier to work the DKRTH in Surabaya in handling waste. The obstacle faced is that the SWAT system is hampered in terms of support, the SWAT system is constrained by budget allocations for development, SWAT systems are limited to human resources, SWAT implementation does not have a special budget, there is no Mayor Regulation (Perwali), and the SWAT Program is only limited to Benowo Final Disposal Site (TPA).

Keywords: Performance, Waste, SWAT Program