

Implementation of Government Policies in Waste Management in South Dumai District, Dumai City

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ARTICLE INFO

Keywords:

Policy Implementation;
Waste Management;
South Dumai District

Riwayat Articles:

Received 2026-02-10

Revised 2026-03-14

Accepted 2026-04-16

ABSTRACT

Waste management is one of the environmental problems that still often occur in urban areas, including in South Dumai District, Dumai City. This research aims to find out the implementation of government policies in waste management in South Dumai District, Dumai City and to find out the supporting and inhibiting factors in its implementation. This study uses a qualitative approach with a descriptive type of research. The research informants were determined purposively, consisting of employees of the Environmental Service, cleaners, and the public. Data collection techniques are carried out through observation, interviews, and documentation, then analyzed using data reduction, data presentation, and conclusion drawn. The research analysis refers to the theory of policy implementation put forward by George Edward III in 1980 (Ravyansyah et al., 2022) with indicators that include communication, resources, disposition, and bureaucratic structure. The results of the study show that the implementation of waste management policies in South Dumai District has not been running optimally. The supporting factors are the commitment of the cleaning staff who are quite good and a clear division of duties between related parties. Meanwhile, the inhibiting factors include a lack of information to the public and limited number of officers, transport fleets, and temporary disposal facilities.

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1. INTRODUCTION

Linguistically, the term implementation is taken from the word "to implement" which comes from English which means providing tools for the implementation of something and causing effects. In other words, implementation is the process of implementing a regulation, law, decision, or government policy in order to produce the desired impact in the life of the state (Marwiyah, 2022).

Implementation is part of the systematic process of designing and setting public policies. It is usually followed by targeted policies (Khaz et al., 2023). Implementation means to carry or implement something.

In the context of policy, implementation is the process of implementing policies that have been set. The implementation of this policy is very important for the smooth running of government and the welfare of the people (Wati et al., 2024).

Ontologically, implementation studies serve as an analytical instrument to examine the factors that cause the failure of public policy implementation in a particular region. So that the implementation aims to identify the factors (explanatory variables) that affect the implementation phenomenon. The goal is to understand what factors lead to the success or failure of a policy (Tresiana et al., 2021).

Policies are a series of concepts and principles made by the Government that will be the guidelines and basis for carrying out something that has been planned. Policy implementation is the stage after a law is passed. In a broad sense, implementation is the process of implementing laws in which various parties, ranging from regulations, individuals, organizations, to working together to achieve policy goals. Implementation itself is a complex phenomenon that can be seen as a process, an output, or an impact (Kasmad, 2013).

Policy implementation is an important stage that functions to realize policies into activities that can be implemented in the field. This concept includes a series of actions, processes, and interactions between various related parties that aim to realize the policy goals that have been made by the government or the institution concerned (Ramadhan, 2024).

Policy implementation is seen as a series of actions that follow the formulation of a policy. If the policy is not implemented, then what happens is only a concept without meaning. Therefore, implementation is the main key in realizing effective public policies (Abdoellah et al., 2016).

The success of policy implementation is highly dependent on three main factors: human resources, budget, and organizational capabilities. These three elements must be managed properly by the government and the private sector so that policies can run as planned. Optimal policy implementation requires the availability of a competent workforce, proportionate budget support, and a well-structured organizational system, so that policy goals can be achieved efficiently and sustainably (Iriawan, 2024).

Policy implementation is the process of placing a program that can produce an impact, and involves three main actions in its implementation (Dewi, 2022), namely:

- a. Interpretation, this is done to give meaning or interpretation to programs or policies that are considered important, so that their implementation can have a positive impact on the community
- b. Agencies or organizations, as a forum where policies are placed in order to receive
- c. Application, related to the equipment needed for the service to run smoothly

For policy implementation to be successful, clear criteria are needed to measure the success of public policies as stated by George C. Edwards III 1980 (Ravyansah et al., 2022). The criteria are:

- a. Communication, communication is the key to success in implementing public policies. Policies will work if policymakers truly understand their duties.
- b. Resources, related to the ownership and management of assets by organizations, are the main supporting elements in ensuring that public policies can be implemented efficiently and in accordance with the goals that have been set.
- c. Disposition, the disposition of policy implementers includes attitudes and orientations towards tasks, playing a central role in the success of implementation. The effectiveness of implementation depends heavily on the extent to which the implementer understands the substance of the policy and its technical procedures. A good understanding can reduce potential bottlenecks at the operational level. Factors that need to be analyzed in the context of disposition include bureaucratic configuration, consequences of executive attitudes, and incentive mechanisms.
- d. Bureaucratic structure, in order to improve bureaucratic performance, there are two characteristics that are applied, namely the existence of flexible Standard Operating Procedures (SOP) as a work guide for employees and a clear division of labor, where each unit is responsible for programs and activities according to its competencies.

Based on the existing definitions, it can be concluded that policy implementation is defined as the process of implementing programs that have been set by the government so that they can be carried out

in real terms by implementers in the field. This process includes efforts to realize policy objectives into concrete actions that are carried out effectively, targeted, and consistently to achieve results in accordance with those formulated in the policy.

In the context of local government, policy implementation is very important when it is associated with public service and environmental issues, one of which is waste management. Policies that have been formulated by the local government will not provide optimal results if they are not followed by good implementation in the field. Therefore, the success of waste management is greatly influenced by how the policy is carried out by the implementer, supported by the availability of resources, and the participation of the community in complying with the rules that have been set.

Waste management is a series of activities that are carried out systematically and sustainably, starting from reduction, collection, transportation, processing, to final disposal of waste. This management aims to maintain environmental cleanliness, improve public health, and reduce the negative impact of waste on the surrounding environment. In its implementation, waste management is not only the responsibility of the government, but also requires the active involvement of the community to create a clean, healthy, and comfortable environment.

Waste management is one of the environmental problems that is still often found in various regions, including in South Dumai District, Dumai City. The increase in the number of population, household activities, and community business activities causes the volume of waste produced every day to increase. If not managed properly, waste can cause various problems such as environmental pollution, unpleasant odors, clogged waterways, and health problems for the surrounding community.

In general, waste management in Indonesia has a clear legal basis through Law Number 18 of 2008 concerning Waste Management, which emphasizes that waste management must be carried out systematically, comprehensively, and continuously to improve public health and environmental quality. This rule is the basis for local governments to prepare technical policies in accordance with the conditions of their respective regions.

As a form of follow-up at the regional level, the Dumai City Government stipulated Dumai City Regional Regulation Number 3 of 2021 concerning Waste Management which regulates planning, implementation, community roles, supervision, and administrative sanctions in waste management. This Regional Regulation applies as the main guideline in the implementation of waste management in all areas of Dumai City, including South Dumai District. The Regional Regulation consists of 17 chapters and 47 articles, so it is quite complete in regulating waste management from upstream to downstream.

In South Dumai District itself, the problem of waste is still a matter that is quite often complained about by the community. Based on initial observations, there are still several points of garbage accumulation on the roadside, vacant land, and residential areas. This condition shows that the implementation of waste management policies in the region has not been running optimally. In fact, with fairly clear rules, waste management should be able to run more orderly and directed.

This problem is certainly not only related to the cleaners, but also related to how the policy is implemented in the field. The success of policy implementation is greatly influenced by communication between implementers and the community, the availability of resources, the attitude of implementers, and coordination between the parties involved. In addition, public awareness is also one of the important factors that determine the success or not of waste management in an area.

Based on these conditions, the author feels it is important to conduct research on the Implementation of Government Policies in Waste Management in South Dumai District, Dumai City. This research is expected to provide a real picture of the implementation of waste management policies in the field, as well as look at the factors that support and hinder its implementation.

Based on the above background, the formulation of the problem in this study is: how to implement government policies in waste management in South Dumai District, Dumai City, and what are the supporting and inhibiting factors for the implementation of government policies in waste management in South Dumai District, Dumai City.

The purpose of this study is to find out the implementation of government policies in waste management in South Dumai District, Dumai City and to find out the supporting and inhibiting factors of the implementation of government policies in waste management in South Dumai District, Dumai City.

2. METHODS

This study uses a qualitative approach with a descriptive type of research. The qualitative approach is basically a systematic activity to find a theory in a social reality, not to test a theory or hypothesis (Safarudin et al., 2023). This approach was chosen to understand in depth the phenomenon of implementing waste management policies in South Dumai District, Dumai City.

Informants are determined using purposive sampling techniques because they are considered to know the most and are directly involved in project time management. Purposive sampling is a technique that has certain criteria and objectives for the sample to be studied (Kolamban et al., 2020). The research informants include employees of the Environment Agency, cleaners, and the public as service users. Data collection techniques are carried out through observation, namely data collection techniques that are carried out through observation, accompanied by recording the state or behavior of the target object (Hasibuan et al., 2023); interview, which is the process of obtaining information for research purposes by means of face-to-face Q&A between the interviewer and the respondent/interviewee, with or without using guidelines (Rivaldi et al., 2023); and documentation is a way to provide documents using accurate evidence from the recording of special sources of information (Saputra, 2020).

Data is analyzed qualitatively descriptively which aims to explain a phenomenon that will be researched factually, systematically, reliably, and accurately. Thus, this method focuses more on describing the condition of the research object as it is at the time of the research (Erlianti et al., 2025), which includes data reduction, data presentation, and conclusion drawn.

In this study, the analysis of policy implementation refers to the theory put forward by George C. Edwards III in 1980 (Ravyansah et al., 2022) which includes four main indicators, namely communication, resources, disposition, and bureaucratic structure. The four indicators are used to see the extent to which waste management policies in South Dumai District have been running in accordance with the expected goals.

3. FINDINGS AND DISCUSSION

Implementation of Government Policies in Waste Management in South Dumai District, Dumai City

a. Communication

Communication is related to the process of conveying information which includes an analysis of the extent to which messages from communicators can be received and understood effectively by communicators (Hijeriah, 2019). What is meant by communication in this study is the process of conveying information from parties involved in waste management to the community, such as the schedule for transporting waste, the location of temporary landfills (TPS), and the correct waste disposal rules so that they can be understood and implemented by the community in South Dumai District.

Based on the results of observations made by the author in South Dumai District, communication between cleaners and the community is still not running optimally. Information about the schedule for transporting waste, the location of temporary disposal sites (TPS), and the rules for disposing of waste is not fully known to the entire community. From the results of interviews with several residents, there are still people who do not know exactly when the garbage is transported by officers. Some think that garbage is transported every day, but there are also those who say that transportation is erratic. This difference in understanding shows that the information received by the public is not evenly distributed. As a result of this lack of information, some people still throw garbage outside the proper schedule. The author also found several points in residential environments that are often used as illegal garbage

dumps. This usually happens because people feel that there are no clear rules or do not know the disposal sites that have been provided.

In addition, socialization activities from related parties are also rarely carried out. Some residents said that they had never participated in special socialization regarding waste management. The information they get is usually only from neighbors or everyday experiences. This certainly makes public understanding limited.

b. Resources

Resources include human elements, namely human resources (HR), as well as non-human elements such as funds, facilities, and supporting infrastructure (Hijeriah, 2019). What is meant by resources in this study is the availability of cleaners, garbage transport fleets, TPS facilities, and other supporting facilities needed to support the smooth implementation of waste management in South Dumai District.

Based on the results of research in the field, the resources available in waste management in South Dumai District are still relatively lacking. This can be seen from the number of cleaners who are not proportional to the area and the amount of waste produced every day. From the results of interviews with officers, they admitted that they had to handle several areas at once. This certainly makes the work harder and cannot be maximized. In some conditions, officers did not have time to reach all transportation points in one day.

In addition, the facilities and infrastructure used are also still limited. The author found that the number of garbage transport fleets is still lacking, there are even vehicles that are not in very good condition. This often leads to delays in the waste transportation process. Temporary shelters (TPS) are also not available evenly in all regions. In some locations, people are forced to throw garbage in inappropriate places because there is no polling station close to where they live. This condition causes garbage to accumulate on the side of the road or on vacant land. The impact of this limited resource is very felt in the field. Garbage that is not transported immediately will cause an unpleasant odor and disturb the comfort of the community.

c. Disposition

The disposition is related to the attitude of public policy implementers. The success of implementation is highly dependent on their understanding of the task and the capacity they have to carry it out (Hijeriah, 2019). What is meant by the disposition in this study is the attitude, commitment, responsibility, and firmness of the cleaners and related parties in carrying out waste management tasks in accordance with the rules that have been set in South Dumai District.

From the results of the author's observations, cleaners in South Dumai District basically already have quite good responsibilities in carrying out their duties. They continue to work according to the schedule and route that has been determined, despite having to face various limitations in the field. Officers also continue to try to transport garbage from various points even though the condition of garbage has often accumulated quite a lot. This shows that in general, implementers in the field have a commitment to carry out their duties well.

However, in practice, there is still a lack of firmness towards people who litter. Based on the results of interviews, some residents stated that they had never received a direct reprimand when they threw garbage where they shouldn't. This condition makes some people less disciplined. They tend to dispose of garbage in places that are easily accessible without thinking about the impact on the surrounding environment. This habit, if left unchecked, will continue to repeat itself and is increasingly difficult to change.

In addition, there are still people who have low awareness of the importance of maintaining environmental cleanliness. This can be seen from the fact that there is still garbage that is thrown carelessly even though there is already a disposal site.

d. Bureaucratic Structure

Bureaucratic structure is related to a framework that provides an overview of the activities of an organization. This structure also shows the hierarchy and relative status of each position in the organization, from the top to the bottom (Hijeriah, 2019). What is meant by the bureaucratic structure in this study is the division of duties, authority, coordination, and reporting mechanisms between field officers, coordinators, sub-districts, and sub-districts in the implementation of waste management in South Dumai District.

Based on the results of the research, the structure in waste management in South Dumai District actually already has a fairly clear division of duties. There are field officers who are in charge of transporting garbage, coordinators who regulate the course of activities, and sub-districts and sub-districts who supervise. However, in its implementation, there are still several obstacles, especially in terms of coordination. From the observation results, information about the accumulated garbage points is sometimes not immediately followed up. This causes garbage to be allowed to accumulate for a long time.

In addition, communication between officers has not always run smoothly. In some cases, officers did not get quick information about conditions in the field, so the handling was delayed. Another problem found is that the reporting mechanism from the community has not been running well. Some people admitted that they did not know where to report if there was a waste problem in their environment. As a result, problems that should have been handled immediately were left alone.

Supporting Factors and Inhibiting Factors for the Implementation of Government Policies in Waste Management in South Dumai District, Dumai City

a. Supporting Factors

Based on the results of the research conducted by the author in South Dumai District, it can be seen that the commitment of the cleaning staff is quite good in carrying out their duties. From the results of observations in the field, officers continue to carry out waste transportation according to the schedule and route that has been determined even though they have to face a large amount of waste, uncertain weather conditions, and limited available facilities. Officers also continue to try to reach points that often experience garbage accumulation so that environmental conditions do not worsen.

Next is the division of tasks that is quite clear between the parties involved in waste management. Based on the results of the research, field officers, coordinators, sub-districts, and sub-districts already know their respective duties and responsibilities. The existence of this clear division of tasks makes the work process more directed, starting from transportation, monitoring of waste points, to clear coordination related to conditions in the field.

b. Inhibiting Factors

In addition to the supporting factors, the results of the study also show that there are still several things that are obstacles in the implementation of waste management in South Dumai District. From various findings in the field, there is a lack of information received by the public regarding waste management. Based on the results of the interviews, there are still people who do not know the schedule for transporting waste, the location of temporary disposal sites (TPS), and the correct rules for disposing of garbage. This uneven information makes some people still throw garbage outside the schedule or in places where they shouldn't, such as roadsides, vacant land, and around drainage. This condition causes several points in the community to still often experience garbage accumulation.

In addition, it was found that there were limitations in the number of officers, transport fleets, and polling station facilities. From the results of the author's observations, the number of existing cleaners is not proportional to the area of service and the volume of waste produced by the community every day. In addition, the available transport fleet is also still limited, even some vehicles are no longer in optimal condition. Temporary dumping sites in some areas are also not available evenly, so it is difficult

for people to reach the proper disposal locations. This limitation causes the waste transportation process to be often late and results in waste piling up longer at some points.

4. CONCLUSION

Based on the results of research using the theory put forward by George C. Edwards III in 1980 (Ravyansah et al., 2022) with indicators of communication, resources, disposition, and bureaucratic structure, it can be concluded that the implementation of government policies in waste management in South Dumai District, Dumai City is still not running optimally. The factors that support the implementation of waste management in South Dumai District are the commitment of cleaners who continue to carry out their duties according to the schedule and the clear division of tasks between field officers, coordinators, sub-districts, and sub-districts. Both of these things help the waste management process to continue even though there are still various limitations.

Meanwhile, factors that hinder the implementation of waste management are the lack of information received by the public regarding transportation schedules, TPS locations, and waste disposal rules, as well as the limited number of officers, transport fleets, and TPS facilities. This condition causes there are still delays in transporting waste and accumulating waste at several points in the South Dumai District area.

In this condition, it is recommended to related parties to provide information to the public more often about the schedule for transporting waste, the location of the polling station, and the correct way to dispose of garbage so that the community is not confused and more disciplined in maintaining the cleanliness of the environment. In addition, it is also necessary to add cleaners, transport fleets, and TPS facilities at several points that still often experience waste accumulation, so that the waste management process can run faster and more evenly throughout the South Dumai District area.

Then the next research is expected so that the discussion on waste management can be expanded again, not only looking at the implementation of policies, but also how the role of the community in maintaining the cleanliness of the environment on a daily basis. In addition, the next research can also focus more on the availability of facilities such as polling stations and transport fleets, as well as looking for forms of waste management innovations that are more in line with the community's environmental conditions. If the scope of the research area is expanded, the results obtained will certainly provide a more complete picture of waste management in Dumai City.

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