

## PUBLIC PERCEPTION OF ASPECTS AFFECTING WASTE BANK PERFORMANCE

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### Abstract

*The aim of the research is to find out the aspects that influence the performance of the waste bank in dealing with waste. The source of the research data was 125 customers of the garbage bank in the Kauman sub-district. Data collection techniques using observation and questionnaires. The data analysis uses percentages. The results of the study: the main aspects that affect the performance of the waste bank are the management of the waste bank 121 (97%), the second is provision of garbage collection services 108 (86%), the third is the socialization of the existence of a waste bank 94 (75%), the fourth is economic and social benefits 89 (71%), the fifth is the availability of trash carts 25 (20%), and the sixth trash can facility is 15 (12%).*

**Keywords:** *Perception, Performance, Waste Bank*

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## 1. INTRODUCTION

Until now, the garbage phenomenon has received attention from various parties, starting from academia, the government, and the community because the volume of landfills in landfills continues to increase every day (Maruchi & Matsuda, 2016). The Ministry of Environment and Forestry explained that in 2021 East Java Province will produce approximately 1.28 million tons of landfill waste. Most of the garbage contributions come from households, either in the form of waste or other types of waste.

The increase in the volume of landfills in landfills is not only caused by an increase in population but also because the vacant land around people's homes that previously could be used as a place to dispose of garbage is now no longer possible because it has been used for housing or other buildings, so that waste is disposed of anywhere. This causes the environment to become dirty, creates an unpleasant odor, and disturbs the beauty and scenery and even public health (Ismail & Latifah, 2013).

The government's efforts to deal with the waste phenomenon are carried out by changing the community's paradigm, no longer limited to collecting, transporting and disposing of waste in landfills as has been done by the community, but more on actions on how to reduce, utilize and reprocess waste so that it has use value for the community (Fikri et al., 2021).

Waste from households if managed properly through a waste bank will have economic, educational and social value for the community. The economic benefits of waste banks can help the community's economy by providing job opportunities and additional income for the community. The benefits of education are through empowerment and learning for the community so that they have attitudes and behaviors to create a clean environment. The waste bank also has social benefits, namely inviting the community together, working together to maintain and create a clean environment. SurYesni (2016) explained that waste banks have economic, social and educational benefits for the community.

Waste management in the city of Blitar is contained in the Blitar mayor's Regulation No. 36/ 2022 concerning the Guidelines for Regional Regulation No. 4/ 2017 regulates Waste Management in the city of Blitar (Agungdiningrat & Jawwad, 2023). Following up on this policy, from the results of initial observations, information was obtained that the waste banks that had been formed in the Kauman subdistrict, Kepanjenkidul District were Kasri Luxurious, Mekar JaYes, Wilis Indah, Bakti MulYes and Tunas Hijau. Each has an organizational structure, management, customers and location. However, in reality the existence of these waste banks is only a few that are able to carry out their performance properly.

The research problem has never been studied the aspects that cause the failure of waste banks in carrying out their performance properly. The research aims to examine the aspects that cause the waste bank to not be able to carry out its performance properly according to the perceptions of the people of the Kauman sub-district, Kepanjenkidul District, Blitar city.

The performance of the waste bank manager is basically a reflection of the activities and results achieved so far by the waste bank manager in managing waste. Success in managing waste needs to be supported by good management, financial support, the performance of waste bank managers, the availability of facilities and community participation. Al Haque (2021) explained that there were several factors that caused the waste bank to not work optimally, namely not having an organizational structure, low community participation in waste processing, lack of public knowledge about waste banks, availability of waste transportation equipment and trash cans very minimal and inadequate.

## 2. RESEARCH METHODS

The source of the data in this study were 125 customers of the garbage bank in the Kauman sub-district. Data collection techniques using observation and questionnaires. Observation to see the activities carried out by the management and customers of the waste bank in managing waste. The questionnaire was carried out by distributing questionnaires to customers of the waste bank, then being asked to fill in according to the actual conditions. The instrument used uses the Guttman scale, namely waste bank customers are asked to answer "yes" or "no" to the questions posed by researchers. The data analysis uses percentages.

## 3. RESULTS AND DISCUSSION

From the results of the analysis it is known that as many as 121 (97%) customers of the waste bank gave answers that the performance of the waste bank manager is the main factor that determines success in managing waste. Managers must be able to carry out their duties according to their duties and functions besides having high work motivation and an entrepreneurial spirit. In addition, it is also necessary to understand the vision and mission of establishing a waste bank and supported by management capabilities in managing waste.

**Table 1: Waste Bank Management Performance**

Question	Respondent's answer	
	Yes	No

The performance of the waste bank manager affects the success in managing waste	97%	-
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As many as 108 (86%) of respondents answered that the second factor was the provision of garbage collection services by officers. Service delivery activities are carried out by collecting waste that has been sorted from the customer's house by waste bank officers, which is carried out on a scheduled basis. Customers do not need to bring their own sorted waste to the waste bank location to be weighed and recorded in a savings book, thereby saving time and effort.

**Table 2: Garbage collection services from customers' homes**

Question	Respondent's answer	
	Yes	No
Garbage collection services from customers' homes affect success in managing waste	86%	-

The findings from the research were that 94 (75%) respondents answered the third factor was that the community was not socialized enough about the existence of waste banks. In this case, the community needs to be informed of the goals and benefits of establishing a waste bank, both economic, educational and social benefits, including the working mechanism of the waste bank. This step is an educational effort to add insight into the importance of the existence of waste banks, as well as to gain support from the community so that waste banks can continue and benefit the community.

**Table 3: Information on the establishment of a waste bank**

Question	Respondent's answer	
	Yes	No
Providing socialization for the establishment of a waste bank for the community affects the performance of the waste bank manager	75%	-

As many as 89 (71%) of respondents answered that the fourth factor that influences the performance of waste banks in managing waste is providing economic benefits for waste bank customers. The waste bank was formed by inviting and involving the community to participate in managing waste, especially waste originating from households so that it has economic value so that it can increase people's income through waste recycling activities. From the findings in the field, the community is more dominant in responding that the existence of waste banks is more oriented towards creating a cleaner, tidier, healthier and more comfortable environment for residents in the local environment than for economic reasons.

**Table 4: The economic benefits of waste banks for the community**

Question	Respondent's answer	
	Yes	No
The economic benefits of waste banks for the community affect the performance of waste bank managers	71%	-

The findings from the research were that 25 (20%) respondents answered that the fifth factor that influences the performance of waste banks is the availability of waste carts. Garbage transportation equipment in the form of garbage carts can assist waste bank officers in picking up and carrying waste from the customer's house to the waste bank location. As for the trash cans, from the results of the analysis it was found that as many as 15 (12%) of respondents answered that the availability of trash bins in each customer's house was the sixth factor that affected the performance of the garbage bank. Prior to placing it in the trash bin, segregation has been carried out first to distinguish which waste can be reused and has economic value, and which waste is waste and must be disposed of at landfills.

**Table 5: Means of trash carts and trash bins**

Question	Respondent's answer	
	Yes	No
The availability of trash carts that are used by waste bank management officers to pick up and carry garbage from customer homes affects the performance of the waste bank	20%	-
The availability of trash bins at each customer's home to storesorted waste affects the performance of the waste bank	12%	-

The main factor for success in managing waste is determined by the performance of the waste bank manager. The waste bank manager is the main motor in moving and determining the success or failure of the waste bank program. Apart from that, public awareness and participation are no less important in supporting and ensuring the success and sustainability of the waste bank program. A similar opinion was expressed by Soma (2010) the performance of waste bank managers and community participation greatly supports the success of waste banks in managing waste.

Collecting garbage from each customer's house is a strategic step in dealing with waste (SetYesningrum, 2015). This model of service delivery can save time and effort so that customers

do not need to come directly to bring and deposit sorted household waste to the location of the waste bank to then carry out the process of weighing and recording it in the customer's book.

The waste bank program as a strategic step in managing waste also has educational and social values for the community (Sari et al., 2022). The education program is more focused on enlightenment efforts to invite, build and familiarize the attitudes and behavior of community members so that they increase awareness of maintaining a clean environment which is carried out through concrete actions, namely sorting, selecting, placing into trash bins before being picked up by waste bank officers. The waste bank program also has social value for the community, namely that gradually the community will be invited to participate in maintaining the cleanliness of the surrounding environment through concrete actions, namely doing voluntary work, mutual cooperation is carried out on a scheduled basis to clean the environment together. Ratiabriani & Purbadharmaja (2016), the social benefits of waste banks are that they can change people's behavior, namely creating harmonious relationships between family members and the community, besides having a caring attitude and mutual cooperation in keeping the environment clean.

Garbage transportation equipment, both in the form of human-drawn, two-wheeled and four-wheeled garbage carts that have been specially modified to transport waste from customer homes, greatly supports the smooth running of waste bank officers in carrying out their duties. With the availability of adequate means of transportation, it can save time and effort in the process of picking up and picking up trash at every customer's house. In addition, this is also to reduce bad odors and prevent waste from being scattered on the road when it is transported to the location of the waste bank. Trash bins also affect the performance of waste bank managers. With the availability of adequate trash cans in each customer's home, customers will get used to sorting waste before placing it in the trash can. Widiarti (2012), explained that the availability of adequate trash cans and trash carts greatly affects the performance of waste managers in managing household waste.

Whether there is community support, including the success or failure of the waste bank program as expected, needs to be supported by the selection and placement of adequate waste bank locations. Before determining the location of the waste bank, it is necessary to discuss it together with the local community by taking into account and considering the factors of affordability by the customer, cleanliness, beauty and environmental health of the local community, in addition to adequate buildings. Do not let the location of the waste bank be too far from the community so that it makes it lazy to bring and deposit waste to the waste bank if there is no pick-up by the waste bank officer (Junaidi, 2022). Apart from that, don't let the location

where the garbage bank is located create new problems for the local community, namely creating a bad smell that disturbs people's health and comfort.

Waste management through waste banks actually does not only make the environment cleaner, but also changes the paradigm of people's thinking. Through the waste bank program, the community is equipped with knowledge and given training in the form of skills in sorting, selecting and processing waste that is not classified as waste so that it has artistic and economic value for the local community. (Ivakdalam & Far, 2022), explains that the waste bank is a place for the community to save waste so that it has economic value.

#### **4. CONCLUSION**

The success of handling waste, whose volume continues to increase every day at landfills, is a joint responsibility of the government and the community. One of the efforts made by the government is to change the paradigm of managing waste, which is more on actions on how to reduce, utilize and reprocess waste so that it has use value for society through the 3R movement.

Success in dealing with waste through waste banks is determined by many factors and are interrelated, namely the performance of waste bank managers, service provision in waste collection, availability of supporting facilities in the form of trash carts and trash cans, socialization regarding the existence of waste banks around the local community, location selection Adequate waste banks, economic, social and educational benefits for the community, community participation in supporting the sustainability of waste banks.

#### **5. SUGGESTION .**

The government needs to carry out monitoring, evaluation, guidance, and continuous improvement for the continuity and success of waste management through waste banks. In addition, it is also necessary to socialize the benefits of waste banks and encourage the community to participate in maintaining the sustainability of existing waste banks in the local community. In addition, the most important thing is that good cooperation needs to be established between the management of the waste bank and the community members in managing waste through the waste bank.

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