

Optimizing the Implementation of Public Service Principles in Environmental Management at the Bima City Environmental Agency

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Abstract

The effective implementation of public service principles is crucial in the sustainable management of environmental resources. The Environmental Agency (BLH) plays a strategic role in maintaining and improving environmental quality. This study aims to examine how public service principles are applied in environmental management by the Environmental Agency of Bima City, as well as the challenges and solutions encountered in its implementation. The research adopts a qualitative approach with a case study design, conducting interviews with BLH employees, stakeholders, and the local community. The findings indicate that although the BLH of Bima City has implemented public service principles such as accountability, transparency, and responsiveness, there are still challenges related to resources, inter-agency coordination, and public understanding. Therefore, to optimize public service in the environmental sector, it is necessary to enhance human resource capacity, improve inter-agency collaboration, and intensify public outreach on the importance of their role in environmental management.

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1. INTRODUCTION

Government officials who are trusted to serve the community either directly or indirectly need to be aware that they are required to understand the figure of a bureaucrat/service officer who can provide excellent service, for example: being sensitive and responsive to the community they serve; can develop instrumental functions by making breakthroughs through innovative and creative thinking; broad and systemic insight so that risks that may arise will be minimized, and capable of optimizing potential resources.

In line with the above, according to Lukman (1998) service officials should understand the variables of excellent service as contained in the public sector excellent service behavior agenda. The variables in question are as follows:

- a. The government in charge who serves;
- b. Communities served by the government;
- c. The policy that is used as the basis of public services;
- d. Sophisticated equipment or service facilities;
- e. Resources available to be formulated in the form of service activities;
- f. Quality of service that satisfies the community in accordance with community service standards and principles;
- g. Management and leadership and community service organizations;
- h. Behavior involved in community service: officials and the community, whether each carries out its functions.

A good and healthy living environment is the human right of every Indonesian citizen as mandated in Article 28H of the 1945 Indonesian Constitution (Fahmi, 2013). Imprudent environmental management also worsens the decline in environmental quality; therefore, it is necessary to increase environmental protection and management (Najwan, 2012). Environmental protection and management aim to realize sustainable development. To protect and manage a good and healthy environment, every actor and/or person in charge of the business is required to obtain an environmental permit in accordance with applicable legal provisions. This is stated in the Environmental Management and Protection Law (UUPPLH) Number 32 of 2009, Government Regulation no. 27 of 2012 concerning Environmental Permits, Minister of Environment Regulation no. 08 of 2013 concerning Procedures for Assessment and Inspection of Environmental Documents and Issuance of Environmental Permits.

Based on Minister of Public Works Regulation No.05/PRT/M/2008 concerning guidelines for the provision and use of green open space in urban areas, areas are determined based on several functional aspects and other functions which can not only improve environmental quality but can increase survival. However, this change in land use has the potential to cause natural disasters, one of which is flooding when the rainy season arrives (Y. Candra and T. Wibowo, 2022:367-373).

The environment is a valuable heritage that includes all natural aspects that support human life (Romadhon, 2017). The living environment consists of space with all objects, forces, conditions and living creatures, including humans and their behavior, which have an impact on nature itself. Human needs for development are closely related to the environment. As a valuable heritage that includes all natural aspects, the environment provides resources and ecosystem services that support human life.

The trend of increasing population nowadays, followed by increasingly developing city activities, has resulted in an increasing and varied trend of waste/disposal. According to Kodoatie (2005), the increasing number and rate of urban population has resulted in the existing infrastructure system becoming inadequate, because its provision is lower compared to population development. This can make the city an uncomfortable place.

To fulfill their daily needs, humans need natural resources in the form of land, water and air and other natural resources which are included in renewable and non-renewable natural resources. However, it must be realized that these natural resources have limitations in many ways, both in terms of quantity and quality. Certain natural resources also have limitations according to space and time. Therefore, good and wise management of natural resources is needed. Management of natural resources and the environment that is not carried out in accordance with their carrying capacity can lead to food, water, energy and environmental crises. In the era of regional autonomy, environmental management apart from referring to Law No. 32 of 2009 concerning Environmental Protection and Management which mandates better management of natural resources and the environment, through stipulating the government's obligation to implement sustainable development as a solution to repair damage environment without compromising the needs of economic development and social justice.

The application of public service principles in environmental management is an important aspect of sustainable development. Public service principles such as accountability, transparency, participation and responsiveness must be implemented well so that environmental management can provide maximum benefits for society and the ecosystem. The Bima City Environmental Agency (BLH) plays an important role in preserving the environment by carrying out various monitoring, maintenance and pollution control activities.

However, in its implementation, Bima City BLH faces various challenges that affect the effectiveness of public services in the environmental sector. Therefore, this research aims to examine how public service principles are applied in the Bima City BLH, as well as identifying the challenges faced and providing solutions to optimize public services in the environmental management sector.

2. RESEARCH METHOD

This research uses a qualitative approach with a case study design, which aims to gain an in-depth understanding of the implementation of public service principles at the Bima City Environmental Agency. According to Herdiansyah (2015), case study research is a research design that is comprehensive, intense, detailed and in-depth, and is more directed as an effort to examine contemporary (time-limited) problems or phenomena.

Data collection techniques include conducting in-depth interviews with various informants, namely Bima City BLH employees, relevant government officials, and communities involved in environmental management activities. Apart from that, direct observation of BLH activities in the field is also carried out to obtain more complete data and documentation is a data collection tool by making direct records through documents, archives, daily diary reports, and so on. Linton (Yusuf, 2018:91), explains that "this documentation technique is called the Historical Reconstruction Method".

The collected data was analyzed thematically to identify main themes related to the application of public service principles, the challenges faced, and the solutions needed. The results of this analysis are used to provide recommendations aimed at optimizing the implementation of public services in environmental management in Bima City.

3. RESEARCH RESULTS AND DISCUSSION

Discussion of research results is an answer to the questions asked in the problem formulation section. In this section the author will analyze a number of problems that have been raised, starting with activities to collect data or information in the field by asking predetermined informants.

To find out about Optimizing the Implementation of Public Service Principles in Environmental Management at the Bima City Environmental Agency, it will be clearly visible in the following presentations:

1. Implementation of Public Service Principles in Bima City BLH

The Bima City Environmental Agency has implemented several public service principles in accordance with the standards set by the central government. Based on interviews with BLH, several main principles implemented are as follows: First, Accountability: Bima City BLH has attempted to provide transparent reports regarding the environmental programs implemented. For example, in budget management and activity implementation, BLH routinely reports its performance results to the public through various official communication channels; Second, Transparency: The implementation of transparency at BLH can be seen in providing clear information about the policies and activities that are being implemented. The public can access information regarding environmental status through the website or notice board provided by BLH; Third, Responsiveness: Bima City BLH is responsive to complaints and requests from the public regarding environmental conditions. In this case, BLH receives complaints through various channels, both directly and via social media, and tries to respond within a reasonable time; and Fourth, Participation: People in Bima City are also given the opportunity to participate in environmental programs, such as

greening and waste management programs. However, the level of community participation is still limited, especially in more remote areas.

2. Challenges in Implementing Public Service Principles

Even though there have been efforts to apply the principles of public service, several main challenges faced by the Bima City BLH include: First, Limited Resources: One of the big challenges is the limited budget and adequate human resources to handle various increasingly complex environmental problems. This affects the effectiveness of the implementation of existing environmental programs; Second, Inter-Agency Coordination: Environmental management involves many parties, both from the central, regional and community governments. However, coordination between relevant agencies still needs to be improved to ensure the sustainability and success of better environmental management programs; and Third, Lack of Community Understanding: People in several areas of Bima City still do not understand the importance of the principles of sustainable environmental management. This hinders their participation in environmental programs initiated by BLH.

3. Solutions to Optimize the Implementation of Public Service Principles

To overcome the challenges faced and optimize the implementation of public services in environmental management, several proposed solutions are: First, Increasing HR Capacity: BLH needs to increase human resource capacity, both through training and recruiting experts in the environmental field. This increase in competency will help BLH handle environmental problems more effectively and efficiently; Second, Strengthening Coordination Between Agencies: There needs to be increased coordination between BLH and other related agencies, such as the Public Works Service, Housing Service and Health Service, to develop more integrated policies in environmental management; Third, Community Outreach and Education: To increase community participation, BLH needs to strengthen outreach and education efforts about the importance of sustainable environmental management. Environmental campaigns involving the public, schools and local communities can be an effective strategy to increase awareness and participation; and Fourth, Utilization of Technology: BLH also needs to utilize information technology to increase transparency and responsiveness, such as by providing an online platform to report public complaints or openly publish the results of environmental activities.

4. CONCLUSION

Based on the analysis of the results of this research and the discussion that has been described, the author can put forward several conclusions as follows: that the implementation of public service principles in environmental management at the Bima City Environmental Agency has shown several successes, especially in terms of accountability, transparency and responsiveness. However, there are significant challenges such as limited resources, sub-optimal coordination between agencies, and a lack of public understanding regarding sustainable environmental management. To optimize the implementation of public service principles, it is necessary to increase human resource capacity, strengthen coordination between agencies, as well as more intensive education and outreach to the community.

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