

ABSTRACT

CLEANLINESS OF MANAGEMENT SERVICE

(A Study of Waste Management in Tanjung Karang Pusat Regional in 2013)

by

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Cleanliness of management service implementation is a government's effort to tackle the growing waste problem and diverse, especially in Tanjung Karang Pusat regional. This research was aimed to determine and describe the implementation of cleanliness of management service that carried out by Dinas Kebersihan dan Pertamanan agency as a leading sector that handling waste management. In uncovering this problem, researcher used the theory of management functions by Henry Fayol and several other supporting theories. This research is a descriptive study with a qualitative approach. This research was conducted in Dinas Kebersihan dan Pertamanan agency and Tanjung Karang Pusat region.

Based on the research that has been done, it can be concluded that the implementation of management functions within Dinas Kebersihan dan Pertamanan agency was used the traditional management model, but some aspects of the management function has not run quite optimal, because in each of these functions are still containing problems that needs fixing which led to the implementation of cleanliness service has not optimal. Beside that, found several factors that cause delays in the implementation of the cleanliness of management service is on internal aspects, constraints on the quality of human resources in the cleanliness of management service practices are still minimal, because of the educational background of cleanliness workers are low, so make they are difficult to absorb orders from superiors. In addition, waste management nowadays is still not increased and become inhibitory factor. The next problem is a causative factor in the aspects of external constraints found problems with the culture of the people who lacking awareness in keeping the environment clean.

Keyword : cleanliness of management service