

## POLITICS IN PUBLIC SERVICES OF TANGERANG CITY GOVERNMENT DOMESTIC WASTEWATER MANAGEMENT

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**ABSTRACT.** Tangerang City is the most populous city in Banten Province, it has the potential to cause environmental problems. One of the problems in Tangerang City is the management of domestic wastewater. This study aims to analyze the politics in public services of Tangerang City Government for Domestic Wastewater Management. This study used a qualitative method with descriptive analysis, where the data sources consisted of primary and secondary data. Primary data were obtained from interviews and observations and secondary data was obtained from documents issued by the Tangerang City Government. The results of this study indicate that the Tangerang City Government has assigned several agencies, such as the Regional Planning Agency, the Health Office, and the Department of Housing, Settlement, and Land, to respond to political demands from the community in managing domestic wastewater. In public service politics, the Tangerang City Government not only provides facilities and formulates service management, but also makes democratic local regulations and opens up space for the community to provide input and evaluation. In addition, this study finds that local regulations do not regulate substantive issues as institutions that bind domestic wastewater management in Tangerang City. The Tangerang City Government realizes that meeting the needs of the community is a political responsibility that must be fulfilled.

**Keywords:** Tangerang City; Government; Wastewater; Service; Political Responsibility.

### INTRODUCTION

The dense population living in an area will be accompanied by a high potential for various environmental problems, such as urban waste management problems (Aryantie & Hidayat, 2019; Surahma et al., 2016), water economy (Berbel et al., 2017), marine protection (Sarda et al., 2014), environmentally friendly technology (Yazdani et al., 2018), and waste management (Yudo & Said, 2017). Government policies in managing the environment play a major role in environmental sustainability and public health. One of the important issues in densely populated areas is the management of domestic wastewater. This is done as an effort to monitor the quality of the physical environment so that it does not decrease because it is polluted by domestic wastewater which can have an impact on human health and survival (Lararenjana, 2020). Domestic wastewater management is a fundamental problem in people's lives, so this is an important concern for the government. Good management can create healthy environmental conditions, protected from domestic wastewater, and the potential for disease transmission can be minimized.

For local governments, the issue of waste management has become a responsibility that must be fulfilled in the context of serving the community. In a country that implements a democratic political system, where the people are the source and destination of the implementation of public services, the provision of public services must be oriented to the interests and needs of the community. When the community

demands access to clean water, the local government needs to respond well to the policy, and that is no less important to provide access to the community to monitor the service. According to Ma'arif (2013), public service is not only an administrative issue but also a political issue because it is related to meeting the needs of the community.

The Indonesian government imposes sanitation management and services on local governments through Law no. 23 of 2014 concerning the Regional Government. In Article 12 Paragraph 1, Law no. 23 of 2014 it is explained that sanitation services are a regional authority and become a mandatory affair because they are related to basic services. Based on these rules, the management of domestic wastewater is the responsibility of the local government. Thus, this issue can be categorized as a priority issue that needs to be handled properly by the local government.

Domestic wastewater management is one of the priorities of the Tangerang City Government. The Agency of Tangerang City Regional Infrastructure Development explained that Tangerang is the largest city in Banten Province and the third largest in West Java Province after Jakarta and Bekasi. Tangerang City is the most populous district or city in Banten Province, with Ciledug District being the most densely populated district, which is 20,504 people/km<sup>2</sup>. The population of Tangerang City continues to experience growth, The Central Bureau of Statistics of Tangerang City explained that in 2016 the population growth in Tangerang City was 2.56%, in 2017 it was 2.16%, in 2018 2.46%, in 2019 1, 63%.

The Tangerang City Health Office (2021) explained that the achievement of access to domestic wastewater in Tangerang City reached 46.51% of households that had been served and could access safe sanitation. Households with safe access are households that use their household sanitation facilities, the toilet uses a gooseneck, and has a septic tank that is vacuumed at least once every 5 years or uses a Wastewater Treatment Plant. Afterward, there are households that have been served and can access proper sanitation (individuals) 50.69%. Households with adequate individual access are households that use their household sanitation facilities, the toilet uses a gooseneck, and has a septic tank that is not vacuumed. In addition, there are households that have been served and can access proper sanitation together is 2.24%. Households with proper shared access are households that share sanitation facilities with certain other households, the toilet uses a goose neck, and has a septic tank. However, Tangerang City still has households with inadequate sanitation access, which is 0.56% of the total households. Households with inadequate access are households that use sanitation facilities with holes in the ground, non-goose-neck sanitation facilities, public facilities, or sanitation facilities that have a final disposal site for feces in the form of a pond, ice field, river, lake, sea, beach, field, garden, and others (closed defecation). Meanwhile, households with open defecation access are households that do not have facilities for defecation.

Handling of sanitation that is not optimal can be seen from the percentage of access to sanitation in each household. Local governments that carry out this mandate well will continue to encourage access to safe sanitation for every household in their area so that people do not throw their domestic waste into drainage channels or rivers. Households that dispose of domestic wastewater directly through drainage channels or rivers are due to the unavailability of advice and infrastructure for domestic wastewater management, as well as a lack of understanding of the impact of pollution caused by domestic wastewater (Nazar, 2021). Then, other problems related to funding and resources in sanitation management in the region, causing sanitation management policies through a centralized domestic wastewater treatment system to be not optimal, and the lack of socialization and understanding of the community causes conflicts and hampers the implementation of these policies (Mulyani, 2020).

The explanation above illustrates that sanitation issues are not only environmental issues but also policy and institutional issues. This study aims to analyze domestic wastewater management institutions in Tangerang City. Thus, this study was analyzed using public and institutional policy theory. Policies are

actions taken by individuals, groups, or governments that aim to overcome an obstacle or to achieve certain goals (Agustino, 2017). In addition, other meanings are goals that are carried out in the form of action, either as a subject or a response to certain circumstances (Wahab & Solichin, 2008). Then, policies that have an impact on many people are discussed in public policy, so that policies are made not only for individual purposes but also aim to deal with public problems or goals. Dye (Subarsono, 2009) explained that public policy is the government's choice, of whether to do or not do something. In addition, Dunn (1994) explains that public policy can be interpreted as a policy system which is a reciprocal relationship of public policy, policy actors, and the policy environment. Parsons (2006) explains that in implementing policies, it is necessary to pay attention to the relationship between policymakers and policy implementers, so that policy implementation can be carried out optimally. Thus, in this context, the government's attitude in responding to an issue that occurs in society is related.

Furthermore, the implementation of public policies will be closely related to policy actors, one of which is institutions that act as policy implementers. Institutions are rules within a group or organization so that they are mutually bound to achieve common goals (Ruttan and Hayami, 1984). Furthermore, Ostrom (1985) describes institutions as signs that serve as guidelines to be used in managing relationships within a group, so that they are mutually binding and dependent on each other. In addition, North (1990) emphasizes that institutions are the rules of the game in a group that are influenced by economic, social, and political conditions. In line with the previous opinion, Eaton (1986) explained that in an institution there are several important variables, that is following:

1. Leadership. It is related to a group of people who play an active role in the planning of the institution's program. In addition, it relates to the actors that regulate the implementation of the program and their relationship to the environment.
2. Doctrine. This is something that is formulated as the basis or specification of the values, objectives, and operational methods that underlie the implementation of the program.
3. Program. Programs are actions related to the implementation of the duties and functions of an institution.
4. Resource. This is the ability of the institution, whether in the form of money, physical infrastructure, people, technology, and other things that support the implementation of the program of the institution. It can be categorized in terms of economic resources, information, status, power, authority, legitimacy, and support.

5. Internal structure. This is an arrangement or process that is held to make the institution work and achieve its goals.

Based on the explanation above, this study analyzes domestic wastewater management institutions in Tangerang City. This paper used Eaton's theory in analyzing politics in wastewater public services in Tangerang City (1986), namely leadership, doctrine, programs, resources, and internal structure.

There are less research on politics in public services, but there are several previous studies that have analyzed political matters in public services, especially those related to how political interests are used to understand the demands and services provided by political authorities (government). (McLoughlin & Batley, 2012; Batley & McLoughlin, 2015; Batley & Harris, 2014). This research intends to complement and fill the void in the study of politics in public services provided by a local government.

## METHOD

This research used qualitative research, using qualitative descriptive analysis, so that it can provide a clear picture of institutional analysis in the management of domestic wastewater in Tangerang City. Moleong (2017) explains that qualitative research is research that does not use statistical procedures and quantification methods. Therefore, a qualitative descriptive analysis was carried out because the data studied were already available, not accidentally generated or created (Arikunto, 2006). This research was conducted in Tangerang City, based on data from the Tangerang City Government. Hamdi (2016) explains that data collection in qualitative research is done by collecting relevant data, either using interviews, observations, documentation, literature studies, and others. The problem of domestic wastewater management in Tangerang City is related to various agencies, so this research data presents the role of each related agency. In addition, this research data is supported by other secondary data obtained from documentation studies. Furthermore, the data collected is then reduced and presented in the form of descriptive texts and conclusions. Data obtained then validated through data triangulation, where are various data sources such as documents, archives, interview results, and observations which have different points of view are used to provide insight into the phenomenon under study.

Informants in this research decided by purposive technique, and several informants have been interviewed, such as head of Regional Planning Agency, Head of Health Office, and Head the Department of Housing, Settlement, and Land. Informant from

local house of representative in Tangerang City also interviewed as a political representative.

## RESULTS AND DISCUSSION

### Political Domestic Wastewater Management in Tangerang City as a Political Obligation

Providing good and quality public services is part of the government's political responsibility to the community, besides that public service reforms carried out by the government also will provide many benefits for the community, both politically, socially, and economically (Ma'arif, 2013; Kadarisman, Izzatusholekha, and Putra, 2021). According to a number of informants, the management of domestic wastewater in Tangerang City is carried out by several regional apparatus organizations, such as Regional Development Planning, Research and Development Agency, the Regional Financial and Asset Management Agency, the Health Office, and the Department of Housing, Settlements, and Land. Moreover, it has attempted to be carried out based on the principle of meeting community needs. By the instructions of the mayor and also the views of the Tangerang City Regional House of Representatives, each institution is given different powers and responsibilities but with due regard to the coordination and supervision carried out by the Mayor and the Regional House of Representatives.

1. The Regional Development Planning Agency plays a role in planning the development and management of domestic wastewater in Tangerang City. This is following the duties and functions of Regional Development Planning Agency as regulated in Article 3 of the Tangerang City Regional Regulation Number 8 of 2016 concerning the Formation and Composition of Regional Apparatuses, namely carrying out supporting functions of government affairs in the planning and research and development fields, especially through the planning of facilities and infrastructure that have the task of carrying out some of the duties and functions of the agency within the scope of development planning in the field of facilities and infrastructure. In the process, in carrying out this task the field of planning for facilities and infrastructure has the function of coordinating, developing, and fostering regional development programs and activities, preparing regional development priorities, as well as preparing regional development plans in the field of public housing and settlement areas, as regulated in Regulation Tangerang Mayor (Perwal) Number 78 of 2016 concerning Position, Organizational Structure, Duties and Functions and Work Procedure of the Regional Development Planning Agency as

amended by Tangerang Mayor Regulation Number 24 of 2019 concerning Amendments to Tangerang Mayor Regulation Number 78 of 2016 concerning Position, Organizational Structure, Duties and Functions and Work Procedures of the Regional Development Planning Agency.

2. The Regional Financial Management Agency plays a role in budgeting the development and management of domestic wastewater in Tangerang City. This is in accordance with the duties, principles, and functions as stipulated in Article 3 of the Tangerang City Regional Regulation Number 8 of 2016 concerning the Formation and Composition of Regional Apparatuses, namely carrying out supporting functions of government affairs in the financial sector, especially in carrying out the function of preparing regional revenue and expenditure budgets. As regulated in Tangerang Mayor Regulation Number 79 of 2016 concerning Position, Organizational Structure, Duties, and Functions as well as Work Procedure of the Regional Financial Management Agency as amended by Tangerang Mayor Regulation Number 81 of 2018 concerning Amendments to Tangerang Mayor Regulation Number 79 of 2016 concerning the Position, Organizational Structure, Duties and Functions as well as Work Procedures of the Regional Financial Management Agency and the Tangerang Mayor Regulation Number 25 of 2019 concerning the Second Amendment to the Tangerang Mayor Regulation Number 79 of 2016 concerning the Position, Organizational Structure, Duties and Functions and Work Procedures of the Agency Regional Finance Manager.
3. The Department of Health plays a role in fostering the management of domestic wastewater in Tangerang City. This is in accordance with the duties and functions, as stated in Article 3 of the Tangerang City Regional Regulation Number 8 of 2016 concerning the Formation and Composition of Regional Apparatuses, namely carrying out government affairs in the health sector, especially in carrying out the functions of fostering family health and environmental health as well as preventing and eradicating diseases. As regulated in Tangerang Mayor Regulation Number 59 of 2016 concerning Position, Organizational Structure, Duties and Functions and Work Procedures of the Health Service as amended by Tangerang Mayor Regulation Number 99 of 2020 concerning Amendments to Tangerang Mayor Regulation Number 59 of 2016 concerning Position, Organizational Structure, Duties and Functions and Work Procedures of the Health Office.
4. The Department of Housing, Settlement, and Land plays a role in the construction, development,

development, and control of wastewater. Its duties and functions have been regulated in Article 2 of Tangerang Mayor Regulation Number 62 of 2019 concerning Position, Organizational Structure, Duties and Functions and Work Procedures of the Department Housing, Settlement, and Land Office.

Based on the explanation above, there are four institutions that have their respective duties and functions in managing domestic wastewater in Tangerang City. The following is a table mapping the tasks and institutional functions of the Tangerang City Government in the management of domestic wastewater.

**Table 1. Mapping of Regional Institutions for Domestic Wastewater Management**

Regional Device	Tasks and Functions
Regional Development Planning, Research, and Development Agency of Tangerang City	Development planning and domestic wastewater management.
Regional Financial Management Agency of Tangerang City	Development budgeting and wastewater management.
Health Office of Tangerang City	Development of domestic wastewater management.
Department of Housing, Regions, Settlement, and Land of Tangerang City	Construction, development, guidance, and control of wastewater.

Source: Researcher Process, 2021.

Furthermore, based on the institutional regulatory framework described above, the following is a sequence of tasks and functions of activities in the management of domestic wastewater in Tangerang City

**Table 2. Mapping of Duties and Functions of Domestic Wastewater Management**

Wastewater Management Functions and Activities	Executor
	<b>PLAN</b>
Setting targets for city-scale domestic wastewater management	1. Sub-Sector of Public Housing, Settlement Areas, and the Environment – Sector of Facilities and Infrastructure Planning 2. Section of Construction and Development of Wastewater – Sector of Mineral Water and Wastewater
Develop a domestic wastewater program plan to achieve the target	1. Sub-Sector of Public Housing, Settlement Areas, and the Environment – Sector of Facilities and Infrastructure Planning 2. Section of Construction and Development of Wastewater – Sector of Mineral Water and Wastewater
Arrange budget plans for domestic wastewater programs in order to achieve targets	1. Sub-Sector of Public Housing, Settlement Areas, and the Environment – Sector of Facilities and Infrastructure Planning 2. Section of Construction and Development of Wastewater – Sector of Mineral Water and Wastewater 3. Regional Financial Management Agency



Wastewater Management Functions and Activities	Executor
<b>PROCUREMENT OF FACILITIES</b>	
Provide a means of pre-disposal of domestic wastewater	1. Section of Construction and Development of Wastewater – Sector of Mineral Water and Wastewater
Build collection and pre-treatment facilities (septic tank)	1. Section of Construction and Development of Wastewater – Sector of Mineral Water and Wastewater
Provide transportation facilities from the septic tank to the Sludge Treatment Plant (stool truck)	Section of Construction and Development of Wastewater – Sector of Mineral Water and Wastewater
Build a network or channel for the drainage of waste from the source to the collector pipe	Section of Construction and Development of Wastewater – Sector of Mineral Water and Wastewater
Build medium for collector pipe and stool truck	Section of Construction and Development of Wastewater – Sector of Mineral Water and Wastewater
<b>MANAGEMENT</b>	
Provide desludging services	Section of Construction and Development of Wastewater – Sector of Mineral Water and Wastewater
Managing collector pipe and stool truck	Section of Construction and Development of Wastewater – Sector of Mineral Water and Wastewater
Taking the levy (retribution) for desludging feces	Section of Construction and Development of Wastewater – Sector of Mineral Water and Wastewater
Granting a business permit for the management or extraction of domestic wastewater	Section of Construction and Development of Wastewater – Sector of Mineral Water and Wastewater
Checking the completeness of the technical building utilities of the septic tank and urban drainage channels in the management of the Building Permit	Section of Construction and Development of Wastewater – Sector of Mineral Water and Wastewater
<b>SETTINGS AND COACHING</b>	
Regulate procedures for providing domestic wastewater services (transportation, personnel, equipment, etc.)	Section of Construction and Development of Wastewater – Sector of Mineral Water and Wastewater
Conducting socialization of regulations and guidance in terms of domestic wastewater management	1. Section of Construction and Development of Wastewater – Sector of Mineral Water and Wastewater 2. Public Health Office
Providing penalties for violations of domestic wastewater management	Section of Construction and Development of Wastewater – Sector of Mineral Water and Wastewater
<b>MONITORING</b>	
Monitoring and evaluating the achievement of city-scale domestic wastewater management targets	Sub-Sector of Public Housing, Settlement Areas, and the Environment – Sector of Facilities and Infrastructure Planning

Wastewater Management Functions and Activities	Executor
Monitoring and evaluating the effectiveness of domestic wastewater services	Section of Construction and Development of Wastewater – Sector of Mineral Water and Wastewater
Monitoring and evaluating the effectiveness of domestic wastewater services, as well as accommodating and managing complaints on domestic wastewater services	Section of Construction and Development of Wastewater – Sector of Mineral Water and Wastewater
Carry out monitoring and evaluation of domestic wastewater quality standards	Section of Construction and Development of Wastewater – Sector of Mineral Water and Wastewater

Source: Analysis Results 2021.

Based on the table above, the tasks and functions of planning, especially in the preparation of targets and programs are attached to the Regional Development Planning Agency and the Department of Housing, Settlement and Land Areas. Then budget planning is supported by the role of the Regional Financial Management Agency, an agency that plays a major role in managing regional revenues. After planning, the procurement of facilities and infrastructure is fully managed or carried out by the Department of Housing, Settlement and Land Affairs, starting from the provision of initial disposal, collection and treatment of domestic wastewater, transportation via excreta trucks, and procurement of networks or channels to collector pipes. In addition, the entire management stage is carried out by the Department of Housing, Settlement, and Land Affairs, starting from dispensing, managing excreta trucks and collector pipes, withdrawing user fees, issuing related business permits, and checking drainage channels. Furthermore, at the stage of regulation and guidance in the socialization of regulations and wastewater management, it is borne by the Housing, Settlement, and Land Affairs Office and the Health Service, while those relating to setting service procedures and setting sanctions for violators are carried out by the Housing, Settlement Areas and Land Office only. After that, the monitoring and evaluation stages related to target achievement are managed by the Housing, Settlement, and Land Affairs Office and the Regional Development Planning Agency, while monitoring and evaluation related to service effectiveness and determining water quality standards are managed by the Housing, Settlement, and Land Affairs Office. Thus, domestic wastewater management institutions are dominated by the Housing, Settlement, and Land Offices, but

involve the Regional Development Planning Agency, the Regional Financial Management Agency, and the Health Office in several stages.

### **Institutional Analysis in Domestic Wastewater Management in Tangerang City**

Based on the discussion in the previous sub-chapter, the process of implementing the duties and functions of each institution that plays a role in the management of domestic wastewater in Tangerang City requires technical rules that bind each other in order to achieve the targeted goals. The following is a mapping table for domestic wastewater management regulations that are needed to determine the existence and quality of the substance of domestic wastewater management policies in Tangerang City (Table 3).

Based on table 3. Tangerang City already has a local regulation on domestic wastewater management. However, substantially not contained in the Regional Regulation does not regulate the management chain of the Local Domestic Wastewater Management System and the Centralized Domestic Wastewater Management System. Moreover, other things that are not substantively listed in the Regional Regulation

relate to planning, management, institutional arrangements, guidance, and supervision. In addition, there are no derivative operational regulations from the Regional Regulation.

Joseph W Eaton (1986) explains that in institutional management, it is necessary to pay attention to the leadership aspect. In the context of domestic wastewater management in Tangerang City, the Department of Housing, Settlement, and Land strongly dominates these processes, starting from the planning stage to monitoring, there is a role of the agency. The role of the Health Office is limited to the implementation of the socialization program for regulations and domestic water management. In this aspect, domestic wastewater management requires contributions from various institutions that have been established to play a role in domestic wastewater management. Domestic wastewater management institutions in Tangerang City, namely the Regional Development Planning Agency, Regional Financial and Asset Management Agency, Health Office, and the Housing, Settlement, and Land Areas Office, become the center of leadership in domestic wastewater management in Tangerang City

**Table 3. Mapping of Domestic Wastewater Management Regulations**

No	Information	YES	NO
1	Wastewater Management Regulation	Tangerang City Regional Regulation Number 2 of 2013 concerning Water Quality Management and Water Pollution Control	
2	Does the substance of the Regional Regulation on Domestic Wastewater Management cover at least the substance of the regulation of the Centralized Domestic Wastewater Management System and the Local Domestic Wastewater Management System as stated in the Policy of the Minister of Public Works and Public Housing regarding the Implementation of Domestic Wastewater Management:		
	a The substance of regulation of operation and type of Domestic Wastewater Management System: Local Domestic Wastewater Management System and Centralized Domestic Wastewater Management System		✓
	b The substance of Planning, Construction, Operation, Maintenance, Utilization, and Rehabilitation		✓
	c The substance of institutional arrangements, determination of levies, financing, and funding		✓
	d The substance of coaching and supervision		✓
3	Do operational derivatives of the Regional Regulation on Domestic Wastewater Management in the form of Regulations or Guidelines for Mayors or Heads of Service already exist?		✓
4	Mention all the mandates of the existing Domestic Wastewater Management Regional Regulations!	None	
5	Is there a levy on services for desludging and connection to wastewater treatment plants in the regional regulation on Tariffs and levies?	1. Tangerang City Regional Regulation Number 16 of 2011 concerning Public Service Retribution; 2. Tangerang City Regional Regulation Number 4 of 2014 concerning Change on Tangerang City Regional Regulation No. 16 of 2011 concerning Public Service Retribution; 3. Tangerang City Regional Regulation Number 2 of 2017 concerning Change Second on Tangerang City Regional Regulation No. 16 of 2011 concerning General Service Retribution.	

Source: Analysis Results, 2021.

so that these institutions become the internal structure of the Tangerang City Government in dealing with domestic wastewater problems.

Furthermore, Eaton (1986) also explains the importance of doctrine as a foundation in program implementation. The doctrine in this context can be interpreted as a target, so that in the process of implementing it the targets set by the Regional Development Planning Agency and the Housing, Settlement, and Land Offices become an important reference in the implementation of domestic wastewater management. Furthermore, after an institution has a general doctrine or goal, programs need to be made to realize it. Each of these institutions has its program for carrying out their duties and functions as an institution that deals with domestic wastewater in Tangerang City. In addition, program implementation needs to consider the resources owned by each institution in meeting the institutional targets. Resources in this context are the availability of an adequate budget, adequate domestic wastewater management infrastructure, the quality of human resources with the capacity to carry out institutional duties and functions, domestic wastewater treatment technology, and other resources that play a role in achieving institutional targets, particularly is a derivative regulation of the Regional Regulation and other technical regulations that serve as guidelines for the management of domestic wastewater in the City of Tangerang.

This institutional analysis cannot be separated from how supervision is carried out by the regional people's representative council (DPRD) of Tangerang City on the implementation of regulations. The DPRD monitors the implementation of this program, both by opening reports of complaints from the public and by holding hearings with the mayor and heads of offices who have responsibility for managing domestic wastewater. Several times, complaints from the community regarding public services for waste water management have been forwarded by the DPRD of Tangerang City to the mayor and heads of departments for immediate follow-up.

## CONCLUSIONS

Politics in public services carried out by the Tangerang city government in managing wastewater is carried out by taking into account the needs, aspirations and demands of the community. The community and the Regional People's Representative Council of Tangerang City can also participate in evaluating the implementation of public services in wastewater management.

The Tangerang City Government established the Regional Development Planning Agency, the Regional Financial and Asset Management Agency,

the Health Office, and the Housing, Settlement, and Land Offices as institutional unit that deals with domestic wastewater issues in Tangerang City. These institutions become the internal structure of the Tangerang City Government in dealing with these problems. The Tangerang City Government sets a target as a doctrine of achieving institutional performance, which is then revealed in the form of a program. In addition, these institutions are equipped with supporting resources to carry out institutional duties and functions, but substantively, regulations governing technical issues related to sanitation management services and procedures in Tangerang City are not yet available. In addition, each institution has its strategic role in the management of domestic wastewater, but what is of concern is that this institution needs to be better coordinated to maximize services in domestic wastewater management in Tangerang City.

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