Effektivitas pemungutan retribusi pelayanan persempahan dan kebersihan di Kota Palembang Provinsi Sumatera Selatan

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Abstrak

In Palembang City on in the implementation establishment and collecting cleanliness retribution based on Local rule No.12 of 2006 on the Management and Retribution of Rubbish and cleanliness. The implementation from this policy have various obstacles such as have not reached the target of realizing rubbish retribution and cleanliness caused by the lack of controlling from the controller team to collectors/collector of rubbish retribution and cleanliness and the Lack of Facilities and infrastructure of rubbish vehicle in the Palembang City because many of damage facilities and infrastructure and has not fixed. There were also the Research Aims to know the effectiveness of collecting rubbish service and cleanliness, knowing the factors that influence the effectiveness of collecting rubbish retribution and cleanliness also knowing the strategy that need to do by Cleanliness Departement District Government Palembang City in creasing effectiveness collecting rubbish retribution and cleanliness in Palembang City. The research method used qualitative method with descriptive approach . with this method the researcher as key instrument and describing systematically , factual and accurate on the factors also the characteristics from the relationship between the phenomenon researched. The collecting of data resource did by two ways such as 1) Interview with research informant by using Purposive sampling technique and snowball sampling technique @) Documentary that is district rule No.12 of 2006 and other documents. Based on data analysis knew that the effectiveness of implementation policy collecting cleanliness retribution had not quite effective with the realization of income as much as Rp. 2.414.846; (71,4%). while the factors that influenced the effectiveness of policy collecting cleanliness retribution in Palembang City were human resources in from of incentive. The presence of communication between organization , characteristic of bureaucracy implementer, the presence of implementer comprehension toward policy. Based on the analysis and data interpretation above, knew that there were some strategies to increase effectiveness collecting cleanliness retribution in Palembang City such as: Increasing communication and coordination between units inside or outside Cleanliness Departement related with the implementation of collecting cleanliness retribution , Doing socialization and stabilization toward policy collecting cleanliness retribution and doing renewal to the analysis of occupation to reach the appropriateness of organization objectives with field of duty.