

ABSTRACT

Government collaboration in reducing the waste problem in Indonesia is still a special concern every year. . The efforts made by the government in collaboration with important actors both within the government and the private sector. The Waste Management Service Information System (SIMBERSAMA) in Bantul Regency aims to increase effectiveness and efficiency in waste management through a Collaboration system between Stakeholders.

This research aims to determine the collaboration process in the digital-based waste service system in Bantul Regency (SIMBERSAMA). Apart from that, the parameters that will be carried out in this research are aimed at finding out important processes in collaboration that are carried out based on existing field realities. The results of this research are also intended to support active community participation in the success of this service.

Research methodology such as interviews and document analysis by identifying the role of each stakeholder in the Waste Management Service Information System (SIMBERSAMA) as well as the strategies carried out by stakeholders in the collaboration process. The Bantul Regency Environmental Service collaborates with several government agencies such as the Communication and Information Service, the Regional Financial Management Agency, and Ahmad Dahlan University.

Therefore, researchers hope that the collaboration process carried out by stakeholders in the use of the Waste Management Service Information System (SIMBERSAMA) is expected to be able to become a solution and answer to the problems that exist in the implementation of this program. This research is also expected to be able to provide recommendations for government practices in managing this service.

Keywords: *Actor collaboration, Waste Management Services, SIMBERSAMA.*

ABSTRAK

Kolaborasi pemerintah didalam mengurangi masalah sampah di Indonesia masih menjadi perhatian khusus setiap tahunnya. . Upaya-upaya yang dilakukan pemerintah bekerja sama dengan stakeholder baik di ruang lingkup pemerintah maupun di pihak swasta. Sistem Informasi Layanan Pengelola Sampah (SIMBERSAMA) di Kabupaten Bantul bertujuan untuk meningkatkan efektivitas dan efesiensi didalam pengelolaan sampah melalui sistem Kolaborasi antar Stakeholder.

Penelitian ini bertujuan untuk mengetahui proses kolaborasi pada sistem pelayanan sampah berbasis digital di Kabupaten Bantul (SIMBERSAMA). Selain itu, parameter yang akan dilakukan didalam penelitian ini ditujukan untuk mengetahui proses penting didalam kolaborasi yang dilakukan berdasarkan keadaan realita lapangan yang ada. Hasil penelitian ini juga ditujukan untuk mendukung partisipasi aktif masyarakat didalam keberhasilan layanan ini.

Metodologi penelitian seperti wawancara dan analisis dokumen dengan mengidentifikasi peran masing-masing stakeholder didalam Sistem Informasi Layanan Pengelola Sampah (SIMBERSAMA) serta strategi yang dilakukan oleh stakeholder didalam proses kolaborasi. Dinas Lingkungan Hidup Kabupaten Bantul bekerja sama dengan beberapa instansi pemerintah seperti Dinas Komunikasi dan Informasi, Badan Pengelola Keuangan Daerah, serta Universitas Ahmad Dahlan.

Oleh karena itu, peneliti berharap proses kolaborasi yang dilakukan oleh stake holder didalam penggunaan Sistem Informasi Layanan Pengelola Sampah (SIMBERSAMA) diharapkan mampu menjadi solusi dan jawaban terhadap permasalahan yang ada didalam pelaksanaan program ini. Penelitian ini juga diharapkan mampu memberikan rekomendasi didalam praktik pemerintahan didalam pengelolaan layanan ini.

Kata Kunci: *Kolaborasi aktor, Layanan Pengelolaan Sampah, SIMBERSAMA.*