

The Role of Stakeholders in The Management of Sustainable Environmental Cleanliness in Makassar City

Andi Agustang ¹⁾, Hairuddin K ²⁾, Andi Dody May Putra Agustang ³⁾, Dian Meiliani Yulis ⁴⁾

1) Departement of Sociology, University of Negeri Makassar, South Sulawesi, Indonesia

2) Departement of Health Promotion, University of Megarezky, South Sulawesi, Indonesia

3) Departement of Sociology Education, University of Negeri Makassar, South Sulawesi, Indonesia

4) Departement of Health Promotion, Megarezky Health Polytechnic, South Sulawesi, Indonesia

Corresponding Author: Andi Agustang, Email: andi.agustang@unm.ac.id

History: Received 19/03/2023 | Revised 09/04/2023 | Accepted 19/05/2023 | Published 30/05/2023

Abstract. The purpose of this research was to examine the role of universities, business entities/private parties, urban village officers/pamong and non-governmental organizations as stakeholders in the management of sustainable environmental hygiene in the city of Makassar. Data collection was carried out using questionnaires through interviews and FGDs. Apart from that, documentation materials such as: program documents and reports on activities that have been carried out by each stakeholder are also used. Based on the results of the research, the stakeholders stated that there were 4 (four) categories of important roles and functions of environmental cleaning organizations in Makassar City, namely: (1) as a control function for urban environmental hygiene institutions, (2) these institutions are responsible for cleanliness of the Makassar city environment, (3) so that municipal solid waste can be managed efficiently and effectively, and (4) the existence of an environmental cleaning organization and functioning properly will be able to manage urban environmental cleanliness in a sustainable manner. The roles of universities, the private sector, government officials and NGOs as stakeholders in supporting local governments towards community empowerment show a tendency towards a low category. Based on the Fisher contingency test results, it can be concluded that there is a significant role for stakeholders in community empowerment in sustainable environmental hygiene management, especially urban waste.

Keywords: Roles; Stakeholde; Management

INTRODUCTION

In order to realize clean and waste-free urban areas, a change in mindset or perspective towards waste is needed. So far, waste has often been interpreted as waste that has no value and must be removed, so that the assumption that is always attached to each individual is that waste is a source of environmental pollution. Under these conditions, waste accumulates in the landfill without any processing, so it can become a source of disaster. In fact, if waste can be managed and processed properly and correctly, then waste can become a resource

that has economic value and can contribute to improving community welfare. Organic waste, for example, is a resource for composting. If this can be optimized, it will contribute to two things at once, namely, on the one hand, environmental hygiene issues are handled, and on the other hand, economically, it provides added value.

According to (Mueller-Glodde, 1994) environmental institutions are social norms and values, political frameworks, environmental programs, patterns of behavior and communication as well as social movements, which shape the social

interactions of individuals who make up organizations and groups directly and indirectly affect the regulations governing natural resources. In relation to the organization or institution that handles urban solid waste, there are various *stakeholders* who are involved.

A paradigm shift in environmental hygiene management related to waste requires support from various parties. The parties in question are stakeholders in the management of environmental hygiene. The role of these stakeholders, among other things, is needed in developing a waste management paradigm, because the implementation of environmental hygiene management programs is relatively the domain of the relevant stakeholders. Stakeholders involved in waste management are: (1) the government, (2) community members, (3) the private sector, (4) experts and academics in universities, and (5) NGOs. Each stakeholder will interact with each other according to their function and role (Agustang et al., 2022).

Currently in the city of Makassar, the agency responsible for managing environmental cleanliness is the Sanitation and Landscaping Service. The City Sanitation and Landscaping Service (DKPK) is one of the stakeholders in environmental hygiene management. Apart from functioning as a waste manager, DKPK also functions as a regulator, supervisor and supervisor of waste management. The overlapping regulatory and

supervisory roles of these agencies with those of service provider operators make it difficult to implement rewards and punishments in public service. In addition to this, there is no concept of empowerment policies and programs in managing environmental hygiene, especially empowering communities in managing urban waste.

From a semantic perspective, stakeholders are defined as individuals, organizations, and the like who have a stake or concern in a business or industry (A. S. Hornby and Sally Wehmeier (Ed.), 2005). In the context of this research, stakeholders can be categorized in a broader scope, namely Makassar city government, universities/academicians, entrepreneurs/private parties, non-governmental organizations (NGOs), and the community. In the implementation of development programs including environmental hygiene management programs, stakeholders have various definitions and understandings.

The term stakeholder is widely used to describe a community or formal organization that has a permanent interest in the results and impacts of an activity or policy. This needs to be realized, bearing in mind that society does not always receive impacts fairly. Part of the community may bear the costs and other parts of the community may actually benefit from an activity or policy (Race, D. and Millar, 2008). Therefore, an understanding of the existence and role of stakeholders is absolutely

necessary to implement a sustainable environmental hygiene management program. The purpose of this study was to examine the role of tertiary institutions, business entities/private parties, urban village officers/pamong and non-governmental organizations in supporting local governments in empowering the community in managing environmental hygiene, especially Makassar City waste.

RESEARCH METHODS

Respondents consisted of universities (academicians), business entities/private parties, officers/pamongs, and NGOs: respondents from universities, NGOs and the private sector totaled 20 people who were determined *purposively* and deliberately, in accordance with the research objectives. Respondent officers as many as 10 people specified randomly and proportionally from the head of the RT in the selected kelurahan using the technique *proportional cluster random sampling*.

Data collection was carried out using the survey method with the help of interviews with selected respondents and *Focused Group Discussions* (FGD) with experts (Agustang, 2023); (Agustang, 2021). Documentation techniques are used to complement data obtained through interviews in the form of documents, notes, and or results of activities that have been carried out.

Data analysis was carried out qualitatively and quantitatively. Qualitative analysis is used to reveal various programs and action activities in community empowerment. Quantitative analysis in the form of single-table and cross-table analysis as well as statistical analysis techniques of Fisher's test contingency coefficients are used to examine the role of stakeholders in supporting local governments in environmental sanitation management sustainable.

DISCUSSION

Interviews with *stakeholders* (academicians, officials, the private sector, and NGOs) covered the following six main questions: (1) the condition of the organizational structure that carries out environmental sanitation management, especially waste in the city of Makassar, (2) the role of the organizational structure created by the Makassar city government in supporting the success of environmental hygiene management, (3) administrative system for managing municipal waste cleanliness, (4) form system organization, (5) involvement party other in outside government city, And (6) the form of involvement and the role of each other institution/organization outside the city government. The description of the results of the respondents' answers to the six questions is as follows.

The organizational structure that carries out environmental hygiene management programs, especially waste in Makassar

Based on the results of the interviews, all respondents stated that they knew of an environmental cleaning management organization. As for organizations that carry out environmental hygiene, especially waste, namely Units Organization Makassar City Cleanliness and Landscaping Office.

The City Sanitation and Landscaping Service (DKPK) Makassar is responsible for environmental cleanliness and waste collection in main streets, office centers, and public facilities. DKPK is responsible for transporting the waste and waste from the TPS to the Antang TPA. Meanwhile, the Market Service is responsible for collecting all waste from all existing markets and transporting it to the Antang TPA.

According to (Scott, 2001) organization is something that is created to maximize welfare, income, or other goals by creating opportunities through institutional structures in society. Organization (D. J. Bandaragoda, 2000) and (Agustang, Andi; Oruh, Shermina; Dody May Putra Agustang, 2023) is a network of roles arranged in a hierarchy with the aim of limiting individual authority and coordinating activities according to a system of rules and procedures. An organization is also a group of individuals with specific roles and bound by some requirements, rules and procedures to achieve a goal. As with other institutions,

hygiene management organizations also form various activities. Remember In waste management, in addition to environmental sanitation, there is also a desire to maximize welfare, income, or other goals by creating opportunities, so in waste management, an organization is needed.

The role of the Makassar city government DKPK organizational structure supports the successful management of environmental hygiene

The results of a qualitative analysis of the roles and functions of the environmental sanitation management organizational structure show that the organizational structure plays an important role. Based on the results of the interviews, four roles and functions of the organizational structure of cleaning managers in Makassar city were obtained (Figure 1).

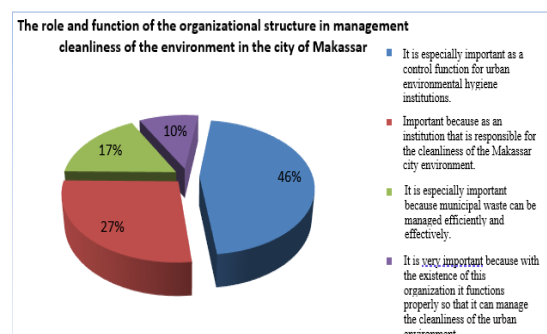


Figure 1. The role and function of the organizational structure in the management of environmental cleanliness in the city of Makassar

Figure 1 shows the importance of the role and function of the organizational structure for environmental sanitation management, which is the most preferred choice by respondents, so that municipal solid

waste can be managed efficiently and effectively, as many as 46 percent found. The second option is that the government as an institution is responsible for the cleanliness of the environment in the city of Makassar, which was stated by 27 percent of respondents. The third option, with the existence of this organization and functioning properly so that it will be able to manage the cleanliness of the urban environment properly was stated by 17 percent of respondents. The fourth option, as a control function for urban environmental hygiene institutions, was suggested by 10 percent of respondents. If you look in detail at the distribution of opinions of each stakeholder on the role of environmental cleaning organizations, it can be seen in Table 1.

Table 1. Distribution of the percentage of opinion of stakeholders (stakeholders) on the role of environmental cleaning organizations.

The Important Role of Cleaning Organizations	Stakeholder Opinion (%)				
	PT/Academics	NGOs	Officer/Pamong	Private	Σ
As a control function for urban environmental hygiene institutions	3,33	3,33	0,00	3,33	10,00
As the institution that is responsible for the cleanliness of the	0,00	10,00	0,00	16,67	26,67

environment in Makassar City					
So that municipal solid waste can be managed efficiently and effectively	13,33	10,00	23,33	0,00	46,67
The existence of this organization and functioning properly so that it will be able to manage the cleanliness of the urban environment properly	3,33	0,00	10,00	3,33	16,67
Amount	20,00	23,33	33,33	23,33	100,00

Source: Data Processed Results for 2023

Table 1 shows that the expectations of academics are more likely to state that the role of environmental cleaning organizations is so that waste can be managed efficiently and effectively (13.33%), NGOs (10%), and officers/pamong (23.33%), except for the private sector more likely to hope that the role of environmental cleaning organizations is as an institution that is responsible for the cleanliness of the city of Makassar (16.67%). Thus all *stakeholders* hope that the role of

environmental cleaning organizations can manage efficiently and effectively as well as full responsibility in environmental cleanliness.

Environmental hygiene management administration system, especially waste city.

An administrative system for environmental hygiene management is needed to regulate and monitor the progress of environmental hygiene program implementation. There are four respondents' opinions on the administrative activities of cleaning management, as presented in Figure 2.

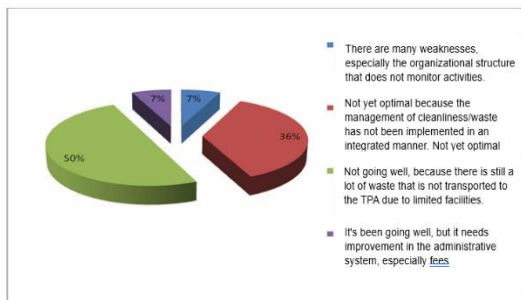


Figure 2. The administrative system for managing environmental cleanliness, especially Makassar city waste.

The results of interviews and discussions through *Focused Group Discussions* (FGD) with experts who are also respondents to the municipal waste management administration system show that, first, they think that it is not going well, because there is still a lot of waste that is not transported to the TPA due to limited transportation facilities. stated by as many as

50 percent of respondents; the second is that it is not optimal because waste management has not been carried out in an integrated manner, expressed by 36 percent of respondents; the third and fourth argue that there are many weaknesses, especially the organizational structure that lacks monitoring of activities in the field and the need for improvement in the administration system, especially retribution, each of which was stated by as many as seven percent of respondents. In detail the opinion of each stakeholder on the condition of the organizational system is presented in Table 2.

Table 2. Distribution of the percentage of opinion of stakeholders (stakeholders) on the condition of the organizational system

Organizational System Conditions	Stakeholder Opinion (%)				
	PT/ Academics	NGO	Office / Pamong	Private	Σ
There are many weaknesses, especially the organizational structure that does not monitor activities in the field	0,00	6,67	0,00	0,00	6,67
Not optimal because of cleanliness management waste management	3,33	3,33	13,33	16,67	36,67

ment has not been carried out in an integrated manner					
Not going well, because there is still a lot of waste that is not transported to the TPA due to limited facilities	16,67	13,33	13,33	6,67	50,00
It's been going well, but it needs improvement in the administrative system, especially fees	0,00	0,00	6,67	0,00	6,67
Amount	20,00	23,33	33,33	23,33	100,00

Source: Data Processed Results for 2023

Table 2 shows that academics are more inclined to think that the organizational conditions for managing environmental hygiene are not working with Good (16.67%), followed by NGO (13.33%), And officer/guardian (13.33%). Opinions stating that organizational conditions were not optimal because cleaning management had not been carried out in an integrated manner, were expressed by the private sector (16.67%) and officers/pamong (13.33%). Thus, the private sector is more inclined towards optimizing

management, while the other three *stakeholders* are more inclined towards a mechanism for transporting waste that has not worked properly Good.

Form of the system organization

The form of an organizational system for managing environmental cleanliness, especially municipal waste, is needed so that the environmental hygiene management program runs smoothly, is sustainable, integrated and holistic. The results of interviews and discussions through *Focused Group Discussions* (FGD) with experts who are also respondents to the form of the waste management organizational system stated that most of the discussion participants' first hope was that those who manage waste can empower community members and the private sector in waste management from planning to implementation. by as many as 50 percent of respondents. The second hope is that an organization that can manage an integrated waste management system is needed, expressed by 36.67 percent of respondents. The hope of the third stakeholder is that the organization is in the form of a business entity that cooperates with the private sector to manage environmental cleanliness; the fourth hope is for organizations to be given the authority to transport and manage waste with supervision from the government, each stated by 6.67 percent of respondents. In detail the distribution of stakeholder opinion on the form

of the waste management organizational system is presented in Table 3.

Table 3. Distribution of the percentage of opinion of stakeholders (stakeholders) on the form of organizational systems

Form of organizational system	Stakeholder opinion (%)				
	PT/Academics	NGO	Official/Community	Private	Σ
Organizations in the form of business entities that cooperate with parties' private sector to manage cleaning	0.00	0.00	0.00	6,67	6,67
Organizations are authorized to transport and manage waste with supervision from the government	6,67	0.00	0.00	0.00	6,67
An organization capable of empowering the community and the private sector in waste management from	10.00	13,33	20.00	6,67	50.00

planning to implementation					
An organization that regulates an integrated waste management system is needed	3,33	10.00	13,33	10.00	36,67
Amount	20.00	23,33	33,33	23,33	100.00

Source: Data Processed Results for 2023

Table 3 shows that all respondents tend to think that organizations can empower the community and the private sector in managing environmental cleanliness, especially waste from the start of planning to implementation. Officials stated that it was an organization that empowered the community and the private sector (20.00%) and had an integrated management system (13.33%). Meanwhile, the private sector tends to argue that it is the organization that regulates the integrated waste management system (13.33%).

Involvement of other parties outside the government in managing environmental cleanliness, especially municipal waste

Waste management basically has to be carried out by various parties, starting from the community, government and the private sector. This is in accordance with the results of research in Jamaica (Pap 2003) (Ahriani et al., 2020) which observed the behavior of

institutions and citizens or households and the private sector related to waste management, which results that there is a linkage of the three elements in waste management, can lead to new innovations, especially in formulating new technologies.

Based on this, other parties besides the government are needed to handle waste management. With the presence of other parties in waste management, it is hoped that city cleanliness will be achieved, especially municipal waste. The results of interviews with *stakeholders* obtained 3 (three) involvements of other elements outside the government, which are presented in Figure 3.

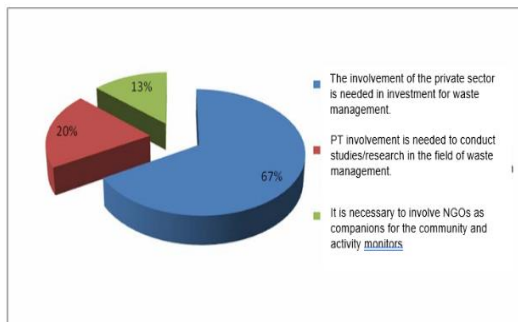


Figure 3. Involvement of other parties outside the government in managing environmental cleanliness, especially municipal waste.

The results of an analysis of the involvement of other parties outside the government in environmental sanitation management, especially municipal waste, show that the community's greatest expectation is that the private sector needs to invest in environmental sanitation management, especially waste, as stated by 67

percent of respondents. The second hope of the community is the need for the involvement of universities to conduct studies in the field of waste management which was stated by as many as 20 percent of respondents. The third community expectation is the need to involve NGOs as a companion for the community and monitoring of activities expressed by as many as 13 percent respondent. Distribution of opinion of each stakeholder towards the involvement of other parties can be seen in Table 4.

Table 4. Distribution of the percentage of stakeholder opinion on the involvement of other parties.

Party involvement other	Stakeholder opinion (%)				
	PT/Academics	NGO	Official/Community	Private	Σ
Private sector involvement is needed in investment for waste management	16,67	13,33	23,33	13,33	66,67
Need the involvement of PT for conducting studies/research in waste management sector	3,33	0,00	6,67	10,00	20,00
Need to involve NGOs as companion for the	0,00	10,00	3,33	0,00	13,33

communi
 ty and
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 monitorin
 g

Amount	20.00	23,	33,3	23,3	100
		33	3	3	.00

Source: Data Processed Results for 2023

Table 4 shows that all respondents tend to think that the involvement of other parties, in this case the private sector can invest in environmental sanitation management, especially municipal waste. In addition, NGOs stated that NGO involvement could be in the form of assistance to the community and activity monitoring (10.00%), and the private sector stated the involvement of universities to conduct studies or research in the field of waste management (10.00%).

Forms of involvement of other parties (outside the government).

The environmental cleaning program will be realized if there is involvement from various levels of society who work hand in hand and jointly maintain the cleanliness of the environment. According to (Bulle et al., 2001) each member of a community has a different role, because there are many ways of participation in municipal waste management. Furthermore, it is said that participation The community as individuals can do this in various ways, including storing waste in the right container, sorting recyclable waste with organic materials, placing waste in a certain

place and time, and maintaining the cleanliness of the home environment.

Meanwhile, community participation together is their participation in organizational activities to increase awareness of the cleanliness of the city. Furthermore, it is said that community participation can be involved in waste management and in the form of contributions, for example working as a sweeper or paying a waste collection fee. More advanced community participation is by providing opinions and suggestions for improving urban waste management. The best community participation is to form a community organization to provide input to decision makers in the management of urban solid waste and to carry out supervision.

The results of interviews with *stakeholders* on the involvement of other parties (outside the government) in waste management in the city of Makassar show that the first form of involvement that is expected is a partnership pattern between the government, the private sector and the community in waste management, expressed by as many as 66.67 percent of respondents. The second form of involvement, namely community participation in waste management, was stated by 20 percent of respondents. The third form of involvement, namely that the community is involved in the implementation of the 3Rs is stated by as much as 13.33 percent respondent.

The choice of respondents in the form of a partnership pattern between the government, the private sector and the community in the waste management program is a very strategic alternative, so that it is expected to be able to solve the waste problem in the city of Makassar which until now has not been resolved properly. The percentage distribution of *stakeholders' opinions* regarding the form of community involvement is presented in Table 5.

Table 5. Distribution of the percentage of stakeholder opinion (stakeholders) of forms of community involvement

Forms of Engagem ent	Stakeholder opinion (%)				Σ
	PT/ Acade mic	NG O	Offic e/ Pam ong	Priv ate	
Communi ties are involved in the implemen tation of 3R	3,33	3,33	6,67	0.00	13,33
Communi ty participati on in waste managem ent	3,33	10.00	6,67	0.00	20.00
Partnershi p pattern between governme nt, private sector, and communit y in waste managem ent	13,33	10.00	20.00	23,33	66,67
Amount	20.00	23,33	33,33	23,33	100.00

Source: Data Processed Results for 2023

Table 5 shows that most respondents tend to state that the form of community involvement is a partnership pattern between the government, the private sector, and all elements of society, with details of academics (13.33%), NGOs (10.00%), officers/pamong (20.00%), and the private sector (23.33%). In addition, the NGOs stated that this form of involvement was in the form of community involvement in the implementation of the 3 R's and community participation in waste management (3.33% and 10.00%), while the officials/pamong also stated that each was 6.67 percent.

Stakeholder role in waste management in Makassar city

Waste management involving all *stakeholders* is a strategic policy alternative. Environmental hygiene management policies and programs, especially municipal waste, require integration and synergy between *stakeholders*. The role of each *stakeholder* in waste management in the city of Makassar should be one of them is:

The role of government city

1. Determine the amount of management service fees rubbish.
2. Provide sanctions to parties who violate regulation.
3. Issue waste management regulations that bind all residents to create a clean and healthy environment comfortable.

4. The best land and water waste management services for the community. The waters in question are rivers, lakes, drainage channels and sea.
5. Use public funds in a transparent and accountable manner to manage rubbish.
6. Supervise waste management carried out by the government, the private sector, and public.
7. Providing adequate waste management facilities and infrastructure, including providing *a recycling center* on site landfill.
8. Encouraging and supporting the community to carry out waste reduction and utilization activities through approaches 4R.
9. Conduct training to the community and business actors in management rubbish.

The role of citizens public

1. Reducing waste generation at the source, namely through the 4R approach and separating waste from households.
2. Utilize, process and dispose of waste in accordance with applicable regulations.
3. Participate actively in waste management and pay waste management fees, both by the government and waste managers self-management.
4. Obtain information regarding the use of public funds by the government and waste managers self-management.
5. Act as a supervisor to keep the waste management system running properly

Good.

6. Act as a human resource to operate and maintain management facilities and infrastructure rubbish.
7. Reducing environmental pollution by utilizing waste for economic activities, whether carried out individually or in groups, or in collaboration with actors' business.
8. Prepare waste containers in accordance with regulations/ standards of trash bins set by the government area.

Role private

1. Implementing the recycle concept, environmentally friendly technology and zero waste produce
2. Packaging of products with materials that are environmentally friendly and produce as little as possible rubbish.
3. Optimizing recycled materials as raw materials product
4. Withdraw/buy back plastic/metal/glass/paper packaging of products that have been used by consumers and public.
5. Temporarily accommodates used containers from consumer.
6. Paying compensation costs for packaging processing that cannot be recycled with currently developing technology This.
7. Helping efforts to reduce/utilize waste by the government and public.

The role of the college tall

1. Conduct studies and action research (action research) regarding forms of environmental hygiene management, especially waste city.
2. Providing sources of information and introduction to waste processing technology to the community as a form of dedication to public.
3. Conduct education and training for community members in processing and managing waste by type rubbish.
4. Guiding and fostering community members in the process of marketing recycled products.

The role of non-governmental organizations (NGO)

1. Assisting community members in implementing environmental hygiene management programs, especially waste city.
2. Monitoring the implementation process in the field as a partner government.
3. Helping universities to improve aspects of knowledge and the skills of community members in processing and managing the recycling of waste, both organic and inorganic.
4. Together with universities, they provide input and advice to local governments and the private sector in the process of managing environmental cleanliness, especially waste city.

The role of stakeholders in empowerment public

Based on the results of interviews with stakeholders, namely universities/ academicians, businessmen/ private sector, government officials (including civil servants), and non-governmental organizations (NGOs), it was found that the low distribution of the roles of stakeholders to the level of community empowerment in Makassar city when research done. The role of universities, the private sector, government officials and NGOs as stakeholders in supporting local government towards community empowerment shows a tendency in the low category with an average of 45.12 percent, the level of community empowerment is in the very low category with an average of 30.00 percent, while the level of community empowerment is in the moderate category and in the high category, respectively, with an average of 13.81 percent and 11.07 percent.

This shows that there is a link between the role of stakeholders and community empowerment. The percentage distribution of the role of stakeholders to community empowerment can be seen in Table 6

Table 6. Distribution of role percentages para stakeholders towards empowerment community in sanitation management environment.

Role Stakeholders	Community Empowerment(%)				
	Very Low	Low	Enough	Tall	Total
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			Tal		
			l		

PT/Acads	0.00	83,33	16,67	0,00	100,00	6
Private	28,57	28,57	28,57	14,29	100,00	7
Government	20,00	40,00	10,00	30,00	100,00	10
NGO	71,43	28,57	0,00	0,00	100,00	7
Average (%)	30,00	45,15	13,81	11,07	100,00	30

Source: Results of Year Data Processing, 2023

Table 6 shows that a low role of stakeholders illustrates low community empowerment, conversely if the role of stakeholders is high, then community empowerment is also high. Academics stated that community empowerment was low, reaching 83.33 percent, and NGOs stated that community empowerment was very low, reaching 71.43 percent. Results test Fisher contingency coefficient (Chi square) obtained χ^2 counts = 15.95 greater than χ^2 table = 14.684. This means accept H_1 or reject H_0 so that there is a significant role for universities, the private sector, officers and NGOs (stakeholders) in supporting local governments towards community empowerment in sustainable environmental hygiene management, especially waste urban.

CONCLUSION

The management of environmental hygiene, especially waste in the city of Makassar, needs to involve the active role of stakeholders according to their respective main tasks and functions (tupoksi). Most of the stakeholders (stakeholders) state that the role of stakeholders in supporting local

governments in empowering communities in managing environmental hygiene is still low. For this reason, the involvement of other parties outside the government through partnerships with all stakeholders will be able to increase community empowerment in managing environmental hygiene, especially urban waste. The partnership pattern between stakeholders is an efficient and effective organization in integrated and holistic waste management.

The results of statistical analysis of the Fisher contingency coefficient using SPSS 15 for Windows have proven that there is a significant role for universities, the private sector, officers/pamong, and NGOs in supporting the local government's efforts to empower the community in managing sustainable environmental hygiene, especially waste in the city of Makassar. This gives an indication that the problem of municipal solid waste can only be solved overcome with a pattern involving the whole stakeholders and other components of society in an integrated and holistic manner. Community empowerment will be optimal if there is a form of community empowerment concept as a partner of the Makassar city government in managing environmental hygiene sustainable.

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