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RESEARCH ARTICLE

Total Quality Management (TQM) And System Of Manage To Waste In Makassar, Indonesia

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Abstract

This study discusses the relationship of total quality management (TQM) in waste management in the city of Makassar. This study used a qualitative research. This study uses a phenomenological approach. This study uses qualitative research. This study uses a phenomenological approach. The results showed solid waste management in the city of Makassar is still far from the expectations of society. It was indicated that the management has not been effective, the various shortcomings ranging from equipment, human resources and finance to give color to low productivity and employee performance and speed of service.

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INTRODUCTION

Implementation of Regional Autonomy by Act No. 32 of 2004 on Regional Government to bring opportunities to the region to build their own regional area. With the implementation of regional autonomy means that each region faced with the area and boost government efforts to achieve a more efficient, effective, clean, and responsible. Based on the normative references, the Makassar City Government has established an organizational unit that is official and Sanitation Department of Makassar. With the formation of the Department of Hygiene and Makassar which has the duty and functions in the field of hygiene and landscaping Makassar, then all activities related to the cleanliness and landscaping the city is the responsibility of the agency.

On the other hand the public role in the success of the goals and objectives of the Parks Department and Health Makassar very large and important role, because society is at the same hygiene perpetrators direct beneficiaries of the community. So clean or not an area depends on the participation and awareness. Talking about the cleanliness of the environment and urban settlement is inseparable from discussing the problem of waste. Waste is now a feared object, hated and must be shunned, the rapid development of the construction of urban areas in Indonesia, followed by an increase in displacement of the majority of rural people to the city with the presumption will obtain a better life. This is certainly a very impact on an increasing number of city dwellers are also comparable with the waste that will be generated.

Problem

How the application of TQM in management of waste in Makassar?

LITERATURE REVIEW

A Life Cycle Approach (For Waste Problem) The progress in modern technology has put so much pressure on the environment. Search provision of goods and services by the community has resulted in a wide range of effects and impacts on the global environment. The current rules do not merely reduce the impact created by these activities.

A. Waste policy management and effective

new techniques are needed to address the challenges described above. Life cycle approach reported promising (Rebitzer et al, Niederl-Schmidinger and Narodoslawsky in Othman et al, 2013). Therefore, life cycle assessment (LCA), needs to be done to evaluate, identify and diagnose improvements that allow to reduce and control the effects (impact) that was created during the solid waste management practices. Numerous studies life cycle assessment (LCA deterministic and computer models of LCA) was carried out to analyze the system shows the MSW is an option as well as the management system most suitable and sustainable between disposal options (Rigamonti et al, Lundie and Peters in Othman et al, 2013).

These studies focus on the problems associated with waste management and its relationship to public health, safety and comfort (Niederl-Schmidinger and Narodoslawsky in Othman et al, 2013). To achieve this, MSW management needs to reduce overall resource consumption and environmental burdens. Thus, the waste hierarchy is often suggested and used in the manufacture of waste treatment policies. Unlike the hierarchical version of the existing solid waste management. Here the demand (Figure 1) suggested as one of the hierarchy that can be reached (Finnveden et al. In Othman et al, 2013).

One of the most important approaches in the waste hierarchy is to identify areas in which certain steps must be taken. Technical, environmental and economic aspects must be evaluated critically to demonstrate alternative performance management process in decision-making (Banar et al., 2009 in Othman et al, 2013).

LCA has been accepted as the concepts and techniques that provide solid waste planners and decision makers with an excellent framework to evaluate waste management strategy (Finnveden et al, 2005; Obersteiner et al, 2007 in Othman et al, 2013). Therefore, LCA has become a useful tool for MSW management system that is specifically used to identify overall environmental impact and the point where the waste treatment hierarchy. According to ISO 14040 standar s, LCA consists of four stages, the definition of objectives and scope, the life cycle inventory, impact assessment and interpretation. In addition, evaluate and provide opportunities for environmental improvement (Finnveden et al, 2005; Barton et al, 1996 in Othman et al, 2013).

LCA is defined as a technique for assessing the environmental aspects and potential impacts associated with a product, by compiling inventory of relevant inputs and outputs of a product system, evaluating the potential environmental impacts associated with the inputs and outputs, and interpreting the results of the inventory analysis and impact assessment phase in relation to the purpose of the study (Liamsanguan and Gheewala in Othman et al, 2013). Therefore, the methodology is that considers the entire life cycle of a product or service throughout people's lives (from raw material acquisition through production, use and disposal). Concept (LCA) is currently being studied and used in several countries to evaluate processing options most specific waste (Banar et al, Liamsanguan and Gheewala, Chen and Lin, Al-Salem and Lettieri, 2009a preformance Othman et al, 2013).

Thus, LCA is metodologi thorough assessment and a valuable tool for documenting environmental considerations needed to be part of the decision-making sustainability (Liamsanguan and Gheewala, in Othman et al, 2013). While determining the product, environment, services, and processes, the effects in terms of material consumption, energy use and environmental emissions on human and eco-system during the life cycle that contributes also determined. LCA allocate the impact of product inspection, and processes in every bit of the phase of their lives. Waste management is also influenced by aspects or factors that facilitate the performance of the system. They are: technical, environmental, financial, socio-cultural, legal and institutional.

Data show that the technical factors that affect the system related to the lack of skills among engineers and government personnel in the city (Hazra and Goel in LillianaAbarca et al, 2013), the lack of infrastructure (Moghadam et al., In LillianaAbarca et al, 2013), poor road and vehicle (Henry et al. in LillianaAbarca et al, 2013), the technology is not adequate and reliable data (Mrayyan and Hamdi, in LillianaAbarca et al, 2013)

B. Performance and Work Motivation According to Atkinson,

et al (in Amin and Jarot, 2006), an effective system of performance appraisal should contain performance indicators, namely; 1) pay attention to every activity of the organization and emphasis on customer's perspective, 2) assess any activities with the use of performance measurement tools that validate the customer, 3) pay attention to all aspects of the performance in a comprehensive activity that affect customers, and 4) provide information in the form of feedback to help members organizations about the problems and opportunities for improvement. Assessment of corporate performance according to Hansen and Mowen (NurAzlina 2012) as "Activity performance measures exist both financial and non-financial forms. Reviews These measures are designed to assess how well an activity was

performed and the result Achieved. Also They are designed to reveal if constant improvement is being Realized. Measures of activity performance center on three major dimensions: (1) efficiency, (2) quality, and (3) time. Kaplan and Norton (1996: 39) mengaris underscored on the need for the measurement of a business using a balanced scorecard. According to Robbins (in Amin 2006) performance directly affects a person's level of performance and satisfaction of employees through job suitability capabilities. Levels of high performance is partly a function of the absence of obstacles that constrain employees (Robbins, 1996: Amin and Jarot 218 in 2006). According Timple (1999: 31 in Amin and Jarot, 2006) According Hasibuan (in Amin and Jarot, 2006) motivation is the provision that creates excitement driving force someone to get them to cooperate, to work effectively and integrated with all its resources to achieve satisfaction. Motivation according to Chung in Gomes (in Amin and Jarot, 2006) is defined as behavior that is aimed at the target. Motivation is closely related to employee satisfaction. Handoko (in Amin 2006) defines motivation as a state in the person of someone who encourages the desire of individuals to undertake certain activities in order to achieve the goal. To motivate employees, managers must know the desired motif and motivation of employees, because people want to work is to be able to meet the needs of both the needs of the realized (conscious needs) as well as the needs of the unconscious (unconscious needs), in the form of material or non-material, physical needs and spiritual Hasibuan, (in Amin 2006). Theory Douglas McGregor in Manullang (in Amin 2006) explains that there are two approaches or management philosophy that may be applied in the company. Performance is the result achieved by a person or group of people within an organization, in accordance with the authority and responsibility respectively, Prawirosentoso (in Hasan, 2011).

Performance is the willingness of a person or group of persons to perform an activity and refine them in accordance with his responsibilities with the expected results (Rival & Fawzi, 2005: 15 in Hasan, 2011). According Handoko (in Lukamanul Hakim, 2011) motivation can be defined as a state in the person of someone who encourages the desire of individuals to conduct - certain activities in order to achieve the goal.

There are three motivational components that may be associated with three different components of self-regulated work: (a) the expectations component, which includes beliefs about their ability to work, (b) the value component, which includes one's goals and beliefs about the importance and interest of duty, and (c) the affective component, which includes the emotional reaction to the job (in Paul R. Pintrich & Elisabeth V. De Groot, 1990).

Consistent with intentional structure, it is assumed that businesses and self-evaluation is a function of expectations that leads to the demonstration effort higher than low ability. derivation of performance prediction because it depends on the previous report showed Ability expectations as a function of the difficulty of the task. Ego involvement is considered first and then contrasted with the task, the performance prediction (John G. Nicholls, 1984). If one wishes to build an attribution theory of motivation, therefore, it seems necessary to find some connection, some of the links between thinking and expectations attribution purposes (in Bernard Weiner, 1985).

B. Total Quality Management (TQM)

Integrated quality or also known as Total Quality Management (TQM) can be defined from its three words are: Total (overall), Quality (quality, excellence level of goods or services), Management (action, art, how to keep, control, direction). Of the three words that it has, TQM definition is: "a system-oriented management of customer satisfaction (customer satisfaction) with activities pursued true (right first time), through continuous improvement (continuous improvement) and motivate employees". As well as quality, Total Quality Management can be defined as follows; 1) The combination of all functions of the company into a holistic philosophy that is built on the concept of quality, teamwork, productivity, and understanding as well as customer satisfaction. 2) raise the quality management system as a business strategy and oriented to customer satisfaction by involving all members of the organization. 3) An approach to running a business that is trying to maximize the competitiveness of the organization through continuous improvement on products, services, people, processes, and the environment.

TQM principles According to Bill Crash, said that the TQM program should have four principles if you want to be successful in its application.

The fourth principle is as follows: 1) TQM program should be based on awareness of the quality and oriented towards quality in all its activities throughout the program, including in each process and product. 2) TQM program must have a strong human nature in giving employees, include it, and gave him inspiration. 3) TQM program should be based on a decentralized approach that gives authority at all levels, especially in the front line, so the enthusiasm of engagement and shared goals into reality. 4) Program TQM must be applied thoroughly so that all the principles, policies, and practices reach every nook and cranny of the organization. Furthermore, Bill Creech, stating that the principles of TQM system should be built on the five pillars of the system, namely; Product, Process, Organization, Leadership, and Commitment. Five Pillars of TQM:

1) Products

- 2)Process
- 3)Organization
- 4)Leader
- 5)Commitment

The product is the focal point for the goals and achievements of the organization. The quality of the product is not possible without quality in the process. The quality of the process is not possible without proper organization. Right organization is nothing without an adequate leader. A strong commitment from the bottom to the top of a supporting pillar for all the others.

Each pillar depends on the four pillars of the others, and if one of the weak by itself that others are also weak.

Another opinion expressed by Hensler and Brunnell in his book entitled Integrated Quality of Management, said that TQM is a concept that seeks to, carry out world-class quality management system. For that, we need a major change in the culture and value system of an organization.

RESEARCH METHODS

Type a qualitative research approach is phenomenological

DISCUSSION

How the application of TQM in management of waste in Makassar?

Waste management policy rules as mentioned above, is a new paradigm for the management of this we know that waste management has been done from the source of waste to the landfill is a waste of operational techniques that can only minimize the problem, namely the problem of waste at source is moved to TPS / Container and from there is also still a problem then transported is still a problem and the last to be a burden and a problem landfill environment is an old paradigm of waste management theory.

General overview of different concepts old paradigm and the new paradigm of waste management system, namely: Development of a waste management system through the reuse of waste has been done in many countries with a variety of innovative waste treatment technologies as a solution to the problems faced, it is because it has been recognized that if the waste is not managed properly, then this earth will be covered with trash, just imagine if the rate of waste generation Makassar City average annual increase average - average of 2.65%. Makassar City Government, with various shortcomings and challenges and constraints experienced in handling the waste problem has also been fully aware of this, but to apply the new paradigm management still feels hard done by because of the limited understanding of the various communities of the city waste as a resource and threats future. has done a lot of research on waste reduction either by the Government itself or by a variety of Academics, NGOs, environmentalist and environmental experts but has not produced results as expected, even that often arises is the inability say no good on Municipal Government in tackling this problem.

Aside from the investor and Environmentalists who have involved in terms of managing waste as a matter of economic power, much earlier sometimes forgotten that "Scavenger" is an independent environmental workers who have much to contribute greatly to the reduction in the amount of waste that must be handled by the Government city, community activities scavenger is still done on an individual basis is not well-organized, so towards saving the environment is less pronounced. Specialization informal sector waste management activities are more often called municipal solid waste daily increasing demand anything else in the condition of our economy that has not experienced a significant improvement. For the empowerment of the informal sector in waste management meets the demands of the implementation of regional autonomy, should be supported by a policy of involving local communities in managing the environment, especially municipal solid waste. Based on the condition of the people of Makassar with a capacity of a population of one million three hundred thousand inhabitants, then the number of the population will produce a volume of approximately 800 tons of waste per day, for it other than public awareness needs to be built, support facilities and infrastructure in the form of trucks and container are very needed. In building the public service in terms of waste management, one of the factors supporting the availability of means of support that infrastructure, vehicles can be a waste as waste transportation mobilizing tool, the real condition of the field indicate that the government needs to increase its fleet Makassar / or replace fleet have been unsuitable, it is necessary to compensate for the volume of waste continues to grow along with the increasing number of residents in the city of Makassar. Management waste in landscaping services and hygiene requires planning that involves the community as subject and object of development, it is due to the source of waste of human origin and nature, impossible rubbish eradicated from the face of the earth, but its presence can be reduced in volume, The application of TQM by using pattern Cooperation

Office landscaping and cleanliness with a vision to make the city of Makassar as a convenient, green, clean and beautiful, is the desire by the government wishes it Makassar, for it via the official designated SKPD landscaping and cleanliness is given responsibility in terms of waste management, in terms of The official parties need to build an interactive pattern of cooperation and mutual support, of course, in building a pattern of cooperation strategies, policies and the involvement of all parties is the key to success.

Cooperation pattern constructed by the department of landscaping and cleanliness can be categorized into several models namely:

- a. The application of TQM by using the pattern of cooperation between stakeholders (management level) in the system landscape service organization and cleanliness One important factor to consider in the overall effort to increase the productivity of labor is the institutional aspect, where in an organization that plays an important aspect is the aspect of cooperation According siagian (2009: 36) aspects of cooperation include clarity of purpose, functionalizing, division of labor, personnel placement sesuai, coordination, unity of direction, unity of command, span of control, decision-making patterns.
- b. Things to be emphasized that in any organization aspects of cooperation played a key role in achieving the goals, landscaping and sanitation services as a government agency that is responsible for the cleanliness of the city of Makassar need to continue to evaluate in terms of achieving the goal. For residents of urban communities in terms of community treatment-spoken for example not all communities can receive style model-spoken sternly, loud, there are people who do not feel comfortable while other groups such as the Makassar, Gowa, Jeneponto firm tone has become a strong voice usual thing, while for others the tone is firm is unacceptable and can cause offense, so the socialization would be more effective if there is initial information about the real condition of the field .There are times when task institutionally create the perception that it is sufficient if the employees in certain work units trying to accomplish functional tasks well. In other words, the element of cooperation received less attention, although, as the researchers pointed out how high ability, loyalty, dedication, and commitment of the members of a particular work unit, it is not possible functional tasks completed well by working alone, generally employment in an organization generally multi-dimensional, and therefore diverse work tasks to be solved not by way of boxed box but by seeing that the linkage task with another task, it is necessary for effective coordination b. The application of TQM by using the pattern of cooperation in the sphere of operational personnel hygiene From the results of field observations researchers found a pattern of interaction of cooperation in the form of employment relationship to fellow workers level field operations, fairly harmonious it is because kinship between them is very thick because it comes from an area which is the area Regency of Bulukumba, so if there are problems between them tend to be resolved amicably. Kinship is evident with all the good workers of waste, the driver is the father of a family of field supervisors named Hamzah, which they consist of a nephew, uncle and cousins, and if they violate the workers are not offended or upset if field supervisors must remind the workers, and while working as a supervisor they never denied any delivery of the things on the instructions of the leadership, the pattern of cooperation between supervisors and field workers based on mutual help, if any among the family was unable to charge the other workers were still fairly family will be happy to help even if they no other jobs, so after they finish will soon help despite having to work until late at night.
- c. The application of TQM by using employee cooperation Pattern administrative and operational employees Interaction patterns of cooperation between administrative employees and employees of field operations according to researchers observation well, the concept of thought that considers the status and conditions of field workers who tend difficult to connect in terms of communication and in terms of the appearance of the workforce compartmentalized box, so that the various problems that arise due to lack of attention to field operations employees, besides the reluctance of officials to convey the waste hauler uneguneg done in the form of maximum employment yan not charged, so the response from the department who assume workers are not responsible for mala and sometimes met with negative thoughts,
- d. The application of TQM by using official cooperation hygiene and society Makassar city inhabited by people with diverse backgrounds (plural) can be viewed from various aspects: social, economic, professional, cultural / ethnic, language and religion. A plurality of the population is increasingly obvious is characterized by mobility and high society of busy work. To build awareness of (cultural) collectively in the community as it seems to be difficult interpersonal approach. A common approach is through public communication by making use of means of mass media and electronic media. Communication through the mass media aims to build public discourse, because every member of society feels obtain space in a fair dialogue in the process of policy formulation and consensus of mutual concern. Forms of community involvement must be done through various ways such as by opening a public discussion space in a number

of mass media networks and local electronic media (newspapers, radio and television), direct dialogue to the level of public or open communication channels that enable the public to have direct access to relevant agencies to suggestions and criticisms can be delivered easily and quickly.

Based on the information obtained through interviews showed that the community was not involved in the process of formulating a policy on waste management and a wide range of communication channels both through a network of mass media and through dialogue optimally. Not only due to the elementary problems such as limited budget allocation or the low level of public awareness, but more complex related to waste management policy is likely to be less aspirational to the thoughts and desires of the community. "Based on observations during the Parks Department and Health Makassar has not made the maximum effort in the spirit of public communication invites the public to give suggestions, criticisms or ideas in order to reform the system of waste management in Makassar". Various complaints, criticisms, suggestions and ideas so that people are not channeled communication gap between the Government of Makassar (Department of Health) with a private community. Some aspects of waste management policy weaknesses received criticism from the public but do not elicit a response from the Department of Hygiene and Makassar.

Some policies the Department of Health which was criticized by the public include the limited number of polling stations permanently accessible by the public as well as the number of polling stations is much less compared with the size and number of households which produce bins in every village. Another problem that has been criticized is the waste transportation facilities of TPS to the area of waste (TPA) which often come too late to waste piled up for several days. Aroma stench was unavoidable so that the public mind if polling stations were placed around their homes. From the point of view of society, they considered that the Department of Hygiene and should go straight to accommodate the growing aspirations in the community, so that various problems related to waste management can be found right solution. Unavailability of communication channels to convey the aspirations also cause people to take the initiative to submit suggestions through the local village, so that suggestions should be forwarded directly to the sanitary service, it must be through an intermediary wards. The grounds also busyness of the community led to the people themselves are often not followed up to the level of service, so it does not get a response as expected. Department of Hygiene and seems more oriented top-down policies and rely more hierarchical mechanisms or procedures which every policy issued by always relying on the village for the follow-up to the community level. When the policy was issued and carried out instructions to the village level through dissemination to the public, then the Department of Hygiene and impressed off the responsibility. The fundamental weakness of the system is a waste management policies tend to be instructional to a lower level (villages). Such a workload village complex causes focus on the handling of waste matter is not performed optimally. And Sanitation Department as the party most responsible should play a greater role and not burden society components with fully devolved responsibilities to local district.

Conclusion

The role of village level officials eventually become the main hope in efforts to disseminate and mobilize community participation in order to engage in activities dispose of waste in place. This is done because the village officials who understand the condition of public solid waste. At the same time the Department of Hygiene and must remain aware that a major role is still held by them as public authorities in terms of creating a clean and comfortable environment of course by involving the community, while the village "should be interpreted as a proportionate and appropriate. District only serves as a supporting stakeholders who are technically involved as a forefront in the treatment is limited, in particular acts as a facilitator and liaison between the Department of Hygiene and society. To that end, the village is only involved in technical matters such as the socialization of policies to facilitate dialogue with the community

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