**ABSTRAK**

FATMAWATI. *Kemitraan Dalam Pelayanan Publik (Studi Kasus Pada Pengelolaan Sampah Berbasis Masyarakat di Kelurahan Karang Anyar Kota Makassar) dibimbing oleh Promotor Amir Imbaruddin, serta Kopromotor Haedar Akib, dan Muh. Isa Syamsu.*

Kemitraan dalam pelayanan publik, khususnya dalam penyediaan pelayanan persampahan perlu dilakukan karena pemerintah tidak dapat melaksanakan sendiri melainkan membutuhkan kerjasama dengan pihak lain yaitu dengan institusi pemerintah, institusi swasta, dan institusi masyarakat.

Penelitian ini bertujuan untuk mengetahui peran *stakeholders* (pemerintah, masyarakat, swasta) dalam pengelolaan sampah, penerapan prinsip-prinsip kemitraan antara stakeholder, dan pola hubungan antara *stakeholder*  yang terjalin dalam pengelolaan sampah di Kelurahan Karang AnyarKota Makassar.

Jenis penelitian ini adalah kualitatif, dengan pendekatan studi kasus. Teknik pengumpulan data dilakukan melalui wawancara mendalam, observasi dan dokumentasi. Data tersebut selanjutnya dianalisis secara deskriptif kualitatif dengan melakukan reduksi data, penyajian, interpretasi data dan selanjutnya dilakukan penarikan kesimpulan.

Hasil penelitian menunjukkan bahwa: (1) Peran *Stakeholder* dalam pengelolaan sampah yaitu: Pemerintah berfungsi sebagai regulator, fasilitator, koordinator dan sekaligus sebagai implementor kebijakan; swasta berfungsi sebagai penyandang dana, pendamping, pembimbing, dan penghubung; serta masyarakat berperan dalam menerapkan 4 R yaitu *Reuse* (menggunakan kembali) *Reduce* (mengurangi pemakaian) *Recycle (*mendaur ulang), dan *Replant*  (menanam kembali/menghijaukan), (2). Penerapan prinsip-prinsip kemitraan yaitu komitmen, kesepakatan, koordinasi, keterlibatan, dan saling ketergantungan telah dilaksanakan oleh *stakeholders*. Kesepakatan kerjasama antara pemerintah dengan swasta dalam bentuk tertulis, kesepakatan antara pemerintah dengan masyarakat dan antara swasta dan masyarakat dalam bentuk *implicit contract*. Adapun prinsip koordinasi mengalami hambatan dalam pelaksanaannya karena adanya kewajiban melaksanakan tugas pokok dan fungsi masing-masing instansi sehingga kalaupun dilaksanakan koordinasi lebih bersifat informal dan hanya dilakukan pada level pelaksanaan kegiatan sehingga program yang dilaksanakan tidak sinergis; dan (3) Pola hubungan *public-private-people partnership* telah terjalin antara *stakeholders* melalui *community based provision partnership*, dimana pola hubungan antara pemerintah dengan swasta (G to B) bersifat *informative*; pola hubungan antara pemerintah dengan masyarakat (G to C) bersifat *consultative*; pola hubungan antara swasta dan masyarakat (B to C) bersifat *advocative*. Pelaksanaan peran belum sinergis walaupun para *stakeholders* menyadari bahwa posisi mereka adalah mitra dan saling membutuhkan dalam penyelenggaraan pelayanan persampahan di Kelurahan Karang Anyar.

**ABSTRACT**

FATMAWATI. Dissertation. 2014. Partnership in Public Service (A Case Study of Community Based Waste Management in Karang Anyar District in Makassar). Supervised by Amir Imbaruddin as the promoter, Haedar Akib and Muh. Isa Syamsu as the co-promoters.

Partnerships in the public service, particularly in the provision of waste services needs to be done because the government can not implement its own, but requires cooperation with other parties, namely the government institutions, private institutions, and public institutions.

The study aimed to determine (1) the roles of each stakeholders (government, people, and private in managing the waste, (2) the implementation of partnership principles among the stakeholders, and (3) the pattern of relationship among the stakeholders in managing the waste in Karang Anyar District in Makassar.

The study was a qualitative research with a case study approach on people-based waste management in Karang Anyar village in Makassar. The Data were collective through in-depth interview, observation, and documentation. Data were analyzed by descriptively by conducting the data reduction, data presentation, data interpretation and conclusing drawing.

The results of the study revealed that (1) The role of stakeholders in waste management are government functioned as a regulator. Facilitator, coordinator as well as the implementator of the policy; the private institutions functioned as catalyst, companion, and financier; and the people applied 4R, namely Reuse, Reduce, Recycle, and Replant; (2) applications of the principles of partnership was commitment, agreement, coordination, involvement and interdependency had been implemented by stakeholders. The agreement of partnership between the government and people were in a form of implicit contract. The coordination principle had constraints in its implementation due to the obligation of conducting main job and the functions of each institution so the coordinations was conducted informally at the level of the implementation of activity which made the program not synergized; and (3) the relationship pattern established in partnership were as follows: the pattern between the government and private institution was informative; the pattern between the government and the people was in consultative, and the pattern between the private and the people was in advocative. The coordination pattern of public-private-people partnership among three stakeholders was built though community-based provision partnership. However it was not synergized, although they realized their position as partners in waste management in Karang Anyar District in Makassar.