

# Perbaikan Proses Bisnis serta Identifikasi Faktor Penghambat dan Pendorong pada Program Pengelolaan Sampah di Pulau Kelapa, Kabupaten Kepulauan Seribu = Business Process Improvement and Identification of Inhibiting and Driving Factors in Waste Management Program in Kelapa Island, Kepulauan Seribu Regency

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## Abstrak

Proses bisnis dalam pengelolaan sampah memegang peranan penting dalam mempengaruhi efektifitas pengelolaan sampah rumah tangga di Pulau Kelapa. Pulau Kelapa merupakan salah satu daerah yang memiliki potensi khususnya di bidang pariwisata. Di samping keunikan lokasinya sebagai wilayah perairan dibanding area lain dari bagian provinsi Jakarta, Kepulauan Seribu khususnya Pulau Kelapa menghadapi banyak tantangan terutama dalam mengoptimalkan pengelolaan sampah, dan sampah tersebut harus dibuang ke tempat pembuangan sampah di Jakarta. Penelitian ini didasarkan metode kualitatif. Data diperoleh menggunakan teknik wawancara mendalam dengan metode sampel terpilih. Selanjutnya, pemetaan proses menggunakan teknik value added analysis, why-why analysis dan pareto analisis untuk memahami bisnis proses manajemen sampah dan mengidentifikasi area perbaikan. Penelitian ini bertujuan untuk mengetahui faktor penghambat dan pendorong program pengelolaan sampah rumah tangga dan memberikan perbaikan proses bisnis program pengelolaan sampah di Pulau Kelapa. Penelitian ini menemukan bahwa program pengelolaan sampah rumah tangga di Pulau Kelapa mengalami hambatan fasilitas, infrastruktur, keterlibatan masyarakat, kesadaran masyarakat, pengetahuan terbatas, dan keterbatasan lahan, tetapi juga didukung oleh inisiatif pelatihan, organisasi berbasis masyarakat, dan adanya bank sampah. Sehingga perlu dilakukan perbaikan proses bisnis pengelolaan sampah rumah tangga, seperti menyortir sampah di rumah tangga, menggunakan sistem inventaris sampah berbasis teknologi, dan bekerja sama dengan bank sampah untuk meningkatkan efektivitas dan efisiensi pengelolaan sampah, serta menjaga kebersihan lingkungan dan kesehatan masyarakat.

.....The business process in waste management plays a crucial role in influencing the effectiveness of household waste management on Kelapa Island. Kelapa Island is one of the areas with great potential, particularly in the tourism sector. Apart from its unique location as a maritime region compared to other parts of Jakarta province, Kepulauan Seribu, especially Kelapa Island, faces numerous challenges, especially in optimizing waste management, as the waste needs to be transported to the waste disposal site in Jakarta. This research is based on qualitative methodology. Data were obtained through in-depth interviews using selected sampling method. Subsequently, process mapping was conducted using value-added analysis, why-why analysis, and Pareto analysis to understand the waste management business process and identify areas for improvement. The aim of this study is to identify inhibiting and driving factors of household waste management program and provide business process improvements for waste management program on Kelapa Island. The research findings indicate that the household waste management program on Kelapa Island faces challenges related to facilities, infrastructure, community involvement, community awareness, limited knowledge, and limited land availability. However, it is also supported by training initiatives, community-based organizations, and the presence of waste banks. Therefore, there is a need to improve the

business process of household waste management, such as implementing waste sorting at the household level, utilizing technology-based waste inventory systems, and collaborating with waste banks to enhance the effectiveness and efficiency of waste management, as well as maintaining environmental cleanliness and public health.