



## The Environmental Agency's Strategy For Handling Household Waste In Bengkulu City Based On Local Regulation No. 37 Of 2019

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**Abstract.** This study aims to identify the strategies implemented by the Environmental Agency (DLH) of Bengkulu City in managing household waste, as well as to identify the obstacles encountered during its implementation. The research employs a descriptive qualitative method with five informants, consisting of three key informants and two supporting informants, using observation, interview, and documentation techniques. The research indicators refer to Bengkulu Mayor Regulation Number 37 of 2019 concerning strategies for managing household waste and waste similar to household waste. The findings show that in terms of input, policies and human resources are considered sufficiently adequate, although facilities and infrastructure such as waste-transporting vehicles remain limited. In the process aspect, DLH has conducted socialization and coordination related to waste management. In terms of output, operational funds have been well distributed; however, challenges remain due to the limited number of waste collection vehicles. In the outcomes aspect, the strategy has not been fully effective because public awareness regarding proper waste management and disposal is still low. Overall, DLH's strategy has been implemented but has not yet been fully effective in addressing household waste problems in Bengkulu City.

**Keywords:** *Strategy, Waste Management, Environmental Agency, Input, Process*

### INTRODUCTION

The increasingly complex nature of human activities in daily life directly increases the amount of unused material, known as waste. In an urban context, the waste problem has become increasingly crucial due to population growth, increased mobility, and higher consumption patterns. As a crucial component in maintaining environmental quality, waste management requires special attention to prevent negative impacts on health, aesthetics, and environmental sustainability.

The right to a good and healthy environment is guaranteed in Article 28H Paragraph (1) of the 1945 Constitution, which states that everyone has the right to live in physical and spiritual prosperity and to a good and healthy environment. However, in reality, the challenge of waste management remains a major problem in many regions, including Bengkulu City. Poorly managed waste can cause soil, water, and air pollution; trigger the spread of disease; disrupt the city's aesthetics; and even trigger disasters such as flooding due to blocked drainage channels.

Bengkulu City, as a developing city, experiences an annual population increase. According to data from the Bengkulu City Communications and Information Technology and Statistics Agency, the population has reached approximately 391,117 people, with approximately 120,000 households. This population growth has a direct impact on the

increasing volume of waste generated. Bengkulu City produces approximately 400 tons of waste per day, but only about 300 tons are transported to the Air Sebakul Final Processing Site (TPA). This imbalance between the amount of waste generated and the capacity to transport it indicates a serious problem in regional waste management.

The majority of waste in Bengkulu City, approximately 60%, comes from households. This indicates that households are the primary source of waste generation, requiring special attention in the management process. The problem of household waste is not only related to transportation but also to community behavior, limited infrastructure, suboptimal waste sorting at the source, and a lack of awareness about proper waste disposal. The habit of throwing waste into rivers and gutters, or burning it carelessly, is still found in several areas, worsening environmental conditions.

The Bengkulu City Environmental Agency (DLH), as the government organization responsible for environmental management, including waste management, has implemented various efforts to address this issue. The DLH carries out scheduled waste collection, provides a waste collection fleet, and manages the Air Sebakul Landfill (TPA). However, with a limited fleet of 30 units consisting of 13 containers, 12 dump trucks, and 5 pick-ups, the collection operations are unable to optimally cover all areas. This situation is exacerbated by the landfill's increasingly limited capacity, which is predicted to be full in the near future. Strategic solutions, including planning for the construction of a new landfill, are needed.

To strengthen household waste management efforts, the Bengkulu City Government has issued Bengkulu Mayoral Regulation Number 37 of 2019 concerning Regional Policies and Strategies for the Management of Household Waste and Household-Similar Waste (JAKSTRADA). This regulation outlines waste reduction and management strategies through various aspects, such as the implementation of process norms and standards, human resource capacity building, strengthening inter-agency coordination, community involvement, and the application of environmentally friendly waste processing technologies.

Despite a clear policy basis, the implementation of this strategy has not been fully optimized. Various obstacles exist, such as a lack of supporting infrastructure, budget constraints, a lack of public participation, and suboptimal law enforcement against waste management violations. Furthermore, low public awareness regarding waste sorting and disposal remains a significant obstacle. The low level of behavioral change in the community indicates that current education and outreach strategies need to be strengthened. Furthermore, based on policy evaluation indicators according to Bridgman & Davis (2002), covering input, process, output, and outcomes, waste management by the Bengkulu City Environmental Agency (DLH) was found to be suboptimal in several aspects. From the input side, the availability of human resources and policies was deemed adequate, but infrastructure and transportation facilities remained limited. From the process side, public awareness campaigns and implementation of sanitation services have been conducted, but they are not evenly distributed across the region. From the output side, operational funds have been allocated, but limited fleet capacity has prevented optimal results. Meanwhile, from the outcome side, the impact of strategy implementation remains less visible due to low levels of compliance and community participation.

These issues indicate that the DLH needs to strengthen its household waste management strategy by improving service quality, policy effectiveness, and intensifying community involvement. Considering actual conditions on the ground, evaluating the waste management strategy is crucial for identifying successes and obstacles, and formulating recommendations that can improve policy effectiveness in Bengkulu City.

Based on the description, the researcher feels it is important to conduct research on the household waste management strategy by the Bengkulu City Environmental Agency as regulated in the Bengkulu Mayor Regulation Number 37 of 2019. This research is expected to

provide a comprehensive picture of the extent to which the strategy has been implemented, the challenges that arise, and how the government's efforts to overcome the problem of household waste in order to create a clean, healthy, and sustainable city environment.

## **LITERATURE REVIEW**

The focus of this research is to assess the strategy of the Bengkulu City Environmental Agency (DLH) in managing household waste based on Mayoral Regulation Number 37 of 2019 using the Bridgman & Davis evaluation model.

### **Bridgman & Davis' Policy Evaluation Theory (2002)**

Bridgman & Davis stated that evaluation is a crucial stage in the policy cycle for assessing the effectiveness of a program. This evaluation model emphasizes four main indicators:

- 1) **Input:** encompasses the various resources needed to implement the policy, such as budget, human resources, infrastructure, and the regulatory framework. Input assessment is crucial for assessing the government's readiness to implement waste management strategies.
- 2) **Process:** encompasses program implementation, governance, coordination, and the methods used. In the context of this research, process relates to the extent to which the DLH implements norms, operational standards, socialization, cross-sector coordination, and public education.
- 3) **Output:** the direct results of policy implementation, such as the availability of transportation services, socialization programs, the distribution of operational funds, or improvements to waste management facilities. Outputs demonstrate the administrative and technical achievements of the implemented strategy.
- 4) **Outcomes:** shows the short-term and long-term impacts on society and the environment. In this study, outcomes relate to changes in community behavior, reduced waste generation, and increased effectiveness of household waste management. This model was chosen because it is comprehensive and relevant in assessing the success of public policies related to environmental services.

### **Strategy Concept**

According to Lawrence R. Jauch and Glueck, strategy is an integrated and comprehensive plan that links organizational strengths with environmental opportunities to achieve specific goals. In the context of public organizations, strategy describes how the government utilizes resources, formulates policies, and implements programs to achieve public service goals. The DLH's waste management strategy includes planning, organizing, implementing, and monitoring efforts to ensure effective waste management.

### **Household Waste Management**

According to Law No. 18 of 2008, household waste is waste generated from daily household activities. Management includes sorting, collection, transportation, processing, and final processing. Bengkulu Mayoral Regulation Number 37 of 2019 serves as the basis for implementing regional waste management strategies, including strengthening coordination, increasing human resource capacity, educating the public, implementing environmentally friendly technologies, and enforcing laws against waste management violations.

## **METHODS**

This research uses a qualitative approach with descriptive methods. The qualitative approach was chosen because the research focuses on an in-depth understanding of the Bengkulu City Environmental Agency (DLH)'s strategy for managing household waste based on

Regional Regulation Number 37 of 2019. According to Bogdan and Taylor, qualitative research produces descriptive data in the form of written or spoken words from individuals and observable behavior.

### **Type of Research**

Descriptive qualitative research was used to describe the actual conditions of the DLH's household waste management strategy and the obstacles that arose during its implementation. This research does not test hypotheses but rather explores the phenomenon comprehensively.

Data Sources: 1) Primary Data: obtained directly from the field through in-depth interviews with informants involved in waste management activities, such as the Head of the Agency, waste management officials, field officers, and community members who use cleaning services. 2) Secondary Data: derived from official documents, agency reports, waste management SOPs, related regulations, and other archives relevant to the household waste management strategy in Bengkulu City.

The focus of this research is the Evaluation of DLH Strategy in handling household waste based on the Bridgman & Davis Evaluation Model (2002). The assessment is carried out based on four indicators, namely Input, Process, Output, and Outcomes in accordance with Regional Regulation Number 37 of 2019 Article 4 Paragraph 2. The informant selection technique uses purposive sampling, namely selecting informants based on certain criteria relevant to the research focus. The informants consist of five people: three key informants (Head of Service, Waste Management official, and Pollution Impact official) and two main informants (waste collectors and the community). The data collection techniques in this study are:

1. Observation: Researchers conducted direct observations of household waste collection, transportation, and management activities carried out by the Bengkulu City Environmental Agency (DLH).
2. Interviews: In-depth interviews were conducted with informants to gather information regarding strategies, implementation, obstacles, and the effectiveness of household waste management in Bengkulu City.
3. Documentation: Documentation was conducted by collecting various written data such as regulations, standard operating procedures (SOPs), DLH reports, and other administrative documents related to waste management.

The data validity of this study was tested using triangulation techniques, namely:

- 1) Source triangulation by comparing information from various sources.
- 2) Technical triangulation by comparing the results of observations, interviews, and documentation to obtain accurate and reliable data.

### **RESULTS**

This study aims to determine the strategy of the Bengkulu City Environmental Agency (DLH) in managing household waste based on Bengkulu Mayoral Regulation Number 37 of 2019. The analysis was conducted using four policy evaluation indicators according to Bridgman & Davis: input, process, output, and outcomes. The results of the study are presented as follows:

#### **Inputs in the Household Waste Management Strategy**

##### **a) Policy and Regulation**

DLH implements household waste management based on Mayoral Regulation Number 37 of 2019 concerning Regional Policies and Strategies for the Management of Household Waste and Household-Like Waste (JAKSTRADA). This regulation serves as the basis for developing waste management programs and sets various implementation standards in the

field. These policies cover strategies for waste reduction, waste management, and community development.

b) Human Resources

DLH Bengkulu City has staff and field officers tasked with waste collection and management. Information in the research documents indicates that the number of cleaning staff is sufficient, but still not commensurate with the volume of waste that must be handled each day. This results in less than optimal collection frequency in some areas. c) Facilities and Infrastructure

Regional waste transportation facilities consist of several types of vehicles, including containers, dump trucks, and pick-up trucks. However, these vehicles are still limited and unable to transport all the daily waste generated, which reaches approximately 400 tons per day. This directly impacts the timely delivery of waste and the cleanliness of the community environment.

In addition to these vehicles, the Air Sebakul Final Processing Site (TPA) also has limited capacity and is feared to be unable to accommodate the volume of waste in the next few years. Other supporting infrastructure, such as waste collection stations (TPS), sorting equipment, and composting facilities, remains unevenly distributed throughout Bengkulu City.

### **Waste Management Strategy Implementation Process**

1. Waste Collection and Transportation

The Environmental Agency (DLH) collects and transports waste from households to the Waste Management Site (TPS) and then to the Air Sebakul Landfill (TPA). Transportation is carried out daily according to a predetermined schedule. However, based on interviews documented in the documentation, transportation does not always run smoothly due to fleet limitations and technical issues in the field, such as vehicle breakdowns or inaccessible routes.

2. Community Outreach and Education

The DLH has conducted outreach on the importance of household waste management, particularly regarding waste sorting at the source. However, this outreach has not been conducted intensively and evenly throughout Bengkulu City. As a result, public awareness regarding waste sorting and proper waste disposal remains low.

3. Cross-Sector Coordination

The DLH coordinates with various parties, including sub-districts and urban villages, to support transportation and the provision of waste management sites (TPS). However, research findings indicate that coordination is often suboptimal, particularly in areas where waste accumulation frequently occurs. This has resulted in the continued discovery of waste-prone areas in various areas of the city.

### **Outputs of the Household Waste Management Strategy**

1. Program Implementation and Funding

Operational funds for waste management have been disbursed and used according to allocations. Outputs in the form of transportation services, fleet procurement, and the provision of waste disposal sites (TPS) have been realized. However, budget constraints have prevented the Environmental Agency (DLH) from significantly increasing the number of vehicles, thus impacting waste reduction efforts.

2. Waste Transportation Services

DLH has provided daily waste transportation services. However, this output is not optimal because some areas still experience delays in collection. Some vehicles frequently experience damage due to the age of the vehicles. The condition of the TPS infrastructure is also often inadequate and does not meet household waste management standards.

### 3. Establishment of Supporting Activities

DLH has also implemented supporting programs such as mutual cooperation activities, waste bank development, and cleanliness campaigns. However, these programs are not evenly distributed across all sub-districts and have not yet received widespread community participation.

## **Outcomes of Household Waste Management Strategies**

### 1. Impact on City Cleanliness

Research results show that the Environmental Agency (DLH) strategy has had an impact on city cleanliness, but has not yet achieved the desired results. Waste accumulation persists in several areas, and low community participation is a major inhibiting factor. The expected outcome, which is a significant reduction in waste entering the landfill, has not been achieved because community behavior has not changed comprehensively.

### 2. Changes in Community Behavior

Although the DLH has conducted outreach, changes in community behavior regarding waste sorting, orderly waste disposal, and willingness to comply with regulations have not shown significant improvement. Many residents still dispose of waste carelessly, including in rivers and drains, which causes additional environmental problems such as flooding.

### 3. Program Sustainability

Long-term outcomes in waste management have not been fully evident. Limited fleets, facilities, and low public awareness are factors hindering the program's sustainability. Furthermore, the lack of adequate waste processing technology prevents a significant reduction in the volume of waste sent to the landfill.

## 5. Main Obstacles to the Environmental Agency (DLH) in Handling Household Waste

Overall, the Bengkulu City Environmental Agency's strategy for handling household waste has been implemented but is not yet optimal. Inputs such as policies and human resources are available, but infrastructure is still lacking. The implementation process is ongoing but is hampered by limited vehicles and low public participation. Program outputs have been realized but have not yet met targets. Meanwhile, the outcomes show that the impact of the strategy on waste reduction and changes in community behavior is not yet significant, so there is a need for strengthening policies, improving facilities, and intensifying education.

## **DISCUSSION**

This study discusses in depth the Bengkulu City Environmental Agency's (DLH) strategy for managing household waste, as seen through Bridgman & Davis' policy evaluation indicators: input, process, output, and outcomes. The analysis is conducted by linking field findings to theory and the actual conditions of Bengkulu City.

### **Input Analysis in the Household Waste Management Strategy**

Public policy input is a crucial foundation that determines the extent to which a program can be implemented effectively. In this study, the inputs analyzed include regulations, human resources, and the availability of facilities and infrastructure.

#### a. Regulatory Strength, but Implementation Suboptimal

Mayoral Regulation Number 37 of 2019 provides a comprehensive strategic framework for household waste management. This regulation covers aspects of reduction, handling, and community development. The existence of this regulation demonstrates the local government's commitment to waste management. However, the existence of the regulation does not automatically ensure successful implementation. Obstacles in socialization, a lack of public understanding of the regulation's contents, and minimal oversight indicate that the

regulation remains normative and not yet fully operational at the implementing and community levels.

b. Adequate Human Resources Availability but High Workload

The Environmental Agency (DLH) has a human resource consisting of structural officials, waste management staff, and cleaning staff working in the field. Although the number of staff is considered sufficient for the organizational structure, the heavy workload due to the high volume of waste and the vast area covered means that performance is not always optimal. Waste collectors must reach numerous collection points located relatively far apart. This results in uneven collection frequency and leads to waste accumulation in certain areas.

c. Infrastructure Remains Limited and Lacks Modernity

The most crucial input and a major obstacle is infrastructure, particularly waste collection vehicles. The limited number of vehicles means that the volume of waste transported is disproportionate to the amount of waste generated by the community each day. Some of the available vehicles are also old and frequently experience breakdowns. In addition, the Air Sebakul Final Processing Site (TPA) is also nearing maximum capacity. The lack of modern sorting or processing technology exacerbates the situation, resulting in waste simply being dumped without any effort to reduce the volume.

From the input side, it can be concluded that DLH has adequate policy base and human resources, but limited infrastructure is the most significant factor that hinders the effectiveness of the strategy.

### **Analysis of the Strategy Implementation Process**

The process encompasses all operational activities carried out by the Environmental Agency (DLH) in managing household waste. In this study, the process was assessed through the implementation of transportation operations, outreach, coordination, and community development.

a. Uneven Waste Collection

Waste collection is a core activity in household waste management. The DLH carries out daily transportation according to a schedule. However, this process is not uniform due to limited fleet and long routes. Some locations still experience delays in collection, especially in areas far from the city center. These delays lead to residents being undisciplined in disposing of waste, even dumping it on the roadside or in rivers when the collection tanks are full.

b. Inconsistent Outreach

The DLH has conducted outreach regarding waste sorting, proper waste disposal, and the impact of waste on the environment, but the intensity remains low. Outreach is more often conducted at specific moments such as community service activities or village events. However, changing community behavior cannot be achieved through occasional outreach. The lack of education leads to a lack of understanding of the community's responsibilities in waste management.

c. Lack of Integrated Coordination

Coordination between the Environmental Agency (DLH) and sub-districts, urban villages, and neighborhood association (RT/RW) administrators is crucial for facilitating waste management. However, in practice, coordination is often ineffective. Many urban villages do not routinely report waste accumulation points, resulting in delays in DLH response. Furthermore, coordination regarding the provision and maintenance of waste disposal sites (TPS) in some areas is suboptimal, resulting in many unsuitable or under-capacity sites.

d. **Limited Guidance Programs and Waste Banks**

DLH has guidance programs, such as the establishment of waste banks and community-based cleaning movements. However, implementation is not uniform across all urban villages. The waste bank program has only developed in certain areas with strong community initiatives. In other areas, a lack of mentoring has hindered the program's success.

The strategy implementation process shows that DLH has made efforts, but structural barriers and a lack of integration between institutions remain.

**Program Output Analysis**

Outputs are the direct, observable results of programs implemented by the Environmental Agency (DLH). Research shows that some outputs have been achieved, but have not yet met targets.

a. **Disbursement of Operational Funds**

DLH receives regular funds for cleaning activities, including fuel purchases, fleet maintenance, and transportation operations. These funds are disbursed according to procedures, but the amount is insufficient for fleet expansion or the construction of new infrastructure such as modern waste disposal sites (TPS) or waste sorting facilities.

b. **Transportation Services Are Operating but Not Optimal**

DLH successfully provides daily waste collection services. However, this output is hampered by fleet limitations and high waste volumes. Collection performance still falls short of the target of handling 100% of daily household waste. Some areas only receive collection services two to three times per week.

c. **Unequal Support Programs**

Programs such as mutual cooperation (gotong royong) and cleanliness campaigns have resulted in increased local participation in some areas. However, their success has been uneven. Some areas remain dependent on DLH without any community initiative in maintaining a clean environment.

In general, the strategy output shows progress, but has not yet produced significant changes, especially in waste reduction and equal distribution of services.

**Analysis of Program Outcomes**

Outcomes represent the long-term impact of the Environmental Agency's (DLH) strategy. Research findings indicate that the outcomes of the household waste management strategy have not achieved adequate results.

a. **Impact on Environmental Cleanliness Remains Unstable**

Although waste collection is carried out daily, waste accumulation points are still found in various sub-districts. This indicates that the strategy has not had a significant impact on the city's cleanliness level. Contributing factors include late collection, a lack of waste disposal sites (TPS), and undisciplined community behavior.

b. **Community Behavior Has Not Changed**

One of the most anticipated outcomes is a change in community behavior. However, research findings indicate that the majority of people still litter, do not sort waste, and do not follow waste disposal schedules. Low environmental awareness is a major obstacle to the strategy's success.

c. **Insignificant Reduction in Waste Volume**

Because waste sorting and waste banks are not optimal, the volume of waste entering the landfill has not significantly decreased. Almost all household waste continues to enter the landfill without prior processing. This situation indicates that the strategy has not been fully effective in reducing waste generation. Based on the four policy evaluation indicators, it can

be concluded that the Environmental Agency (DLH)'s strategy for managing household waste is ongoing but not yet fully effective. The strategy's strengths lie in clear regulations and consistent operational efforts. However, the main weaknesses are:

- 1) limited fleet and facilities,
- 2) insufficient outreach,
- 3) minimal community participation,
- 4) lack of cross-agency coordination,
- 5) imbalance between waste volume and transportation capacity,
- 6) and the lack of modern waste processing technology.

Therefore, the strategy's success depends heavily on increasing the capacity of infrastructure, strengthening public education, and integrating coordination between government agencies and local communities. The DLH needs to strengthen the role of the community as the primary subject of waste management, not merely as the recipient of services.

## **CONCLUSION**

Based on the research conducted, it can be concluded that the Bengkulu City Environmental Agency (DLH)'s strategy for managing household waste has been implemented, but has not yet achieved optimal effectiveness. Evaluation using four indicators: input, process, output, and outcomes reveals various achievements as well as challenges that still need to be addressed.

1. Input: The DLH has a strong policy foundation, established through Mayoral Regulation Number 37 of 2019, and is supported by adequate human resources to carry out operational activities. However, limited facilities and infrastructure, particularly waste collection vehicles and other supporting infrastructure, are a major obstacle to achieving optimal results.
2. Process: The DLH has implemented waste collection, transportation, and outreach activities related to waste management. Coordination with sub-district and village officials is also carried out, although not yet fully and consistently. Implementation of the process in the field tends to be hampered by limited vehicles, insufficient outreach, and low community support for maintaining a clean environment.
3. In terms of outputs: Several waste management programs have been implemented, including the distribution of operational funds, routine waste collection, and the implementation of supporting activities such as mutual cooperation (gotong royong) and waste bank development. However, these outputs have not had a significant impact on waste generation due to limited facilities and uneven program implementation across the city.
4. In terms of outcomes: The household waste management strategy has not had an optimal impact. Public awareness of proper waste management remains low, waste sorting at the household level is not yet commonplace, and several waste accumulation points remain, indicating that the waste problem has not been comprehensively addressed. The reduction in the volume of waste entering the landfill has also not been significant because waste processing and recycling processes have not been optimally implemented.
5. Overall, the Bengkulu City Environmental Agency's strategy for household waste management has demonstrated good efforts but still requires strengthening, particularly in the provision of infrastructure, increased education intensity, optimized coordination, and increased active community participation to achieve a cleaner, healthier, and more sustainable environment.

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