

To cite this article: Dwi Debora Sitanggang, Dwira Nirfalini Aulia and Amy Marisa (2023). EVALUATION OF THE MANAGEMENT OF LOW-COST FLAT (RUSUNAWA) IN SIBOLGA CITY. CASE STUDY: RUSUNAWA JOLONG BASUSUK, International Journal of Education and Social Science Research (IJESSR) 6 (3): 161-172 Article No. 780, Sub Id 1246

EVALUATION OF THE MANAGEMENT OF LOW-COST FLAT (RUSUNAWA) IN SIBOLGA CITY. CASE STUDY: RUSUNAWA JOLONG BASUSUK

Dwi Debora Sitanggang, Dwira Nirfalini Aulia and Amy Marisa

Universitas Sumatera Utara, Faculty of Engineering.
Jl. Perpustakaan, Medan City, Indonesia

DOI: <https://doi.org/10.37500/IJESSR.2023.6313>

ABSTRACT

The Jolong Basusuk low-cost flat (rusunawa) were built in the city of Sibolga. Sibolga City is a municipality located in the southwest of North Sumatra province with a geographical location on the outskirts of the coast. Based on the policy of the government in responding to the need for residential housing, as an alternative choice of housing in the city due to limited land. The low-cost flat program targets low-income communities (MBR). The low-cost flat has problems with the condition of facilities and infrastructure that are not managed properly by the manager so that it has an impact on the satisfaction of residents living in that location. As a result, the low-cost flat has the impression of a new slum, very far from the functions and goals of development. This study aims to examine the condition and quality of facilities and infrastructure, evaluate the management of the condition and quality of facilities and infrastructure, and assess the level of occupant satisfaction. The method used is quantitative by conducting a survey by distributing questionnaires, then analyzed by POAC analysis (planning, organizing, actuating and control). From the results of the study, it was found that the condition of the facilities and infrastructure of the Jolong Basusuk was still far from what it should be. Likewise, the evaluation of management has not been carried out optimally.

KEYWORDS: Evaluation, Management, Low-Cost Flat, Sibolga City

1. INTRODUCTION

Population growth always increases every year causes various problems in urban development, especially housing problems in urban settlements. These problems resulted in the emergence of a slum environment. In dealing with these problems, the government is trying to meet the housing needs of the community, especially low-income people (MBR) through the Low-Cost Flats (Rusunawa) program. The low-cost flat is an alternative housing in the city due to limited urban land use and house prices which are getting more expensive every year. The government program aims to guarantee the need for decent, affordable housing and a good environment for low-income people [1].

Sibolga City is one of the cities implementing the low-cost flat program by the city government. Sibolga City is a municipality in the province of North Sumatra which is geographically located on the coast of the West Coast of Sumatra. The city has limited land use and high population growth. So, the Sibolga city government carried out the establishment of a low-cost flat named Jolong Basusuk. Rusunawa management is managed by the Technical Implementation Unit (UPT) based on Undang-Undang No. 20 Tahun 2011 (The Law no. 20 of 2011) [1] and Permenpera No. 14 of 2007 (Regulation of the state minister for Public Housing Number 14 of 2007) [2]. The Sibolga City Government also stipulates regulations that must be complied with by managers in managing flats, namely Perda Kota Sibolga Nomor 2 Tahun 2015 (Sibolga City Regional Regulation Number 2 of 2015) [3].

However, since 2015, Jolong Basusuk has experienced a decline in the quality of the environment, namely the condition of facilities and infrastructure. The current situation of the flats is not well maintained and is in disrepair, reflecting a discrepancy with the objectives of the flats program for low-income people. This should be questioned about how the Technical Implementation Unit (UPT) carries out care and maintenance in the flat environment. Therefore, a study was conducted to evaluate the management of the Jolong Basusuk low-cost flat.

2. RESEARCH METHODS

The research method used is a quantitative method. The use of data analysis methods in research by means of descriptive quantitative which is an objective and structured data analysis technique, as well as describing the data collected as it is [4]. Data collection techniques in research are using surveys by conducting interviews and distributing questionnaires. The interview was carried out by interviewing several informants, namely the head of the Technical Implementation Unit (UPT) of low-cost flat, the PKPLH government office, and the management staffs involved. This study emphasizes understanding the problems in the field based on real conditions. Starting with identifying the condition of the flat facilities and infrastructure and evaluating the management of the flat. Then the researcher tries to process the resulting data and analyzes it based on related theories. The data analysis stage is a stage that is divided into two parts, namely data presentation and data analysis results which are assessed based on theories related to the scope of the research. For indentifying the conditions of flat facilities and infrastructure, the research using scoring analyzing based on Likert scale which is created a few score points based on the topic issue [5], such as: "Very Good" (5 point); "Good" (4 point); "Pretty Good" (3 point); "Bad" (2 point); and "Very Bad" (1 point). The result will be explained with use description and supported by documentation photos. The research also did an interview to residents, the managers, and the staffs. About evaluating the management of the flat, the research will be analyzed with management function such as planning, organization, actuating and controlling [6].

3. RESULT AND DISCUSSION EQUATIONS

3.1 Characteristics of Respondents (Residents)

Based on the survey results can be seen Figure 1 to Figure 4, the characteristics of the respondents (residents) are natives of the city of Sibolga. Some of residents have been living in the low-cost flat more than five years, even start from the low-cost flat opened. Mostly the resident's latest educational background are elementary school graduates, it does mean almost the total residents are lacking education and has very limited for have stable job. The residents's dominant occupation is a fisherman, their location to working their job is near with the fish market and port from the low-cost flat. The family income per month for the residents of the flats is uncertain, this is based on the residents who are fishermen who are very dependent on the weather, sea conditions, and sailing permit conditions. The average income expenditure of residents is recorded at only around IDR 500,000 to IDR 1,000,000.

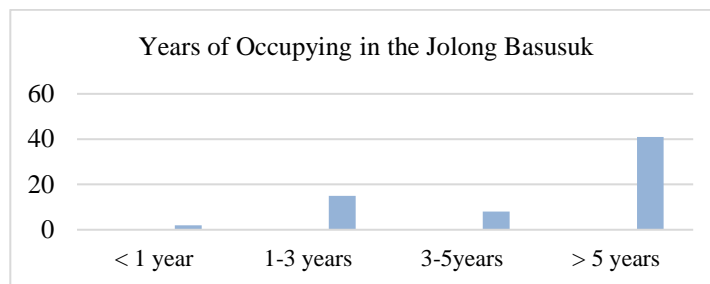


Figure 1. Years of Occupying in the Jolong Basusuk

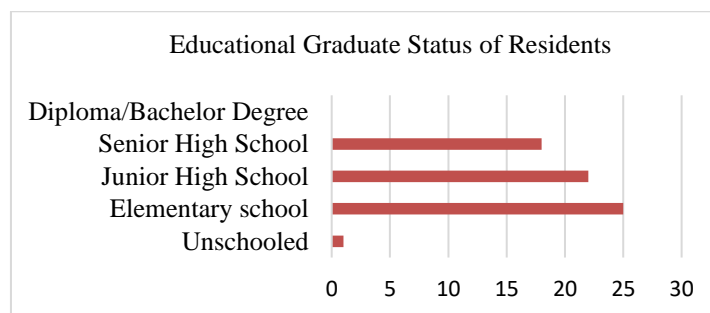


Figure 2. Educational Graduate Status of Residents

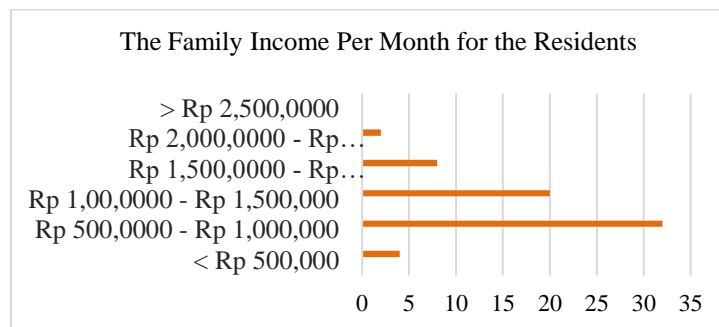


Figure 3. The Family Income Per Month for the Residents

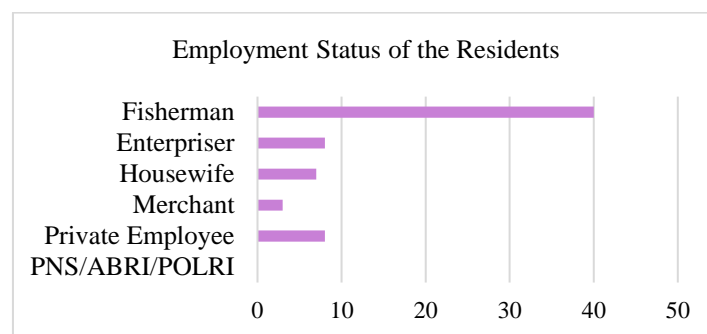


Figure 4. Employment Status of the Residents

3.2 Condition of Facilities and Infrastructure

The condition of the Jolong Basusuk low-cost flat facilities and infrastructure at the time of the research was generally far from what was expected from the mandate of Undang-Undang No. 20 Tahun 2011 (Law No. 20 of 2011) [1], although there were several conditions that were still within reasonable limits, for example educational facilities. Educational facilities for the elementary school level are not too far from the flats. So, the residents of the low-cost flat who are children go to school only on foot. The condition of the health facilities in the low-cost flat area was still functioning before 2017, but has stopped operating due to the absence of building maintenance costs, the health room collapsed and there was no repair. The only health post that currently exists is in the form of Posyandu (Integrated Healthcare Center) services which are held once a month. If the residents of the flat have been sick all this time, they can seek treatment at the Aek Habil Health Center which is located close to the flat. Ideally, the low-cost flat a location should have a clinic or health post and a health worker on duty 24 hours to anticipate if an occupant suddenly gets sick, especially at night, at least they can provide first aid.

Initially, the low-cost flat had prayer room facilities in each block. As a result of no maintenance and maintenance, the prayer room is no longer functioning and the prayer room in block B building has changed its function to become a parking lot. In general, the residents of the low-cost flat stated that

the prayer room facilities were not good. Meanwhile, residents who are Muslim carry out their prayers using prayer facilities around the flat location, including the Taqwa Muhammadiyah Mosque and the Great Al-Islah Mosque.

In the low-cost flat area, a commercial area is provided for residents, but currently, because the commercial area has experienced physical damage, a temporary policy has been given for residents to do business around the corridor. This makes the passage between the halls even narrower and interferes with accessibility between floors. Preferably existing commercial facilities must be prepared in a certain place around the flat.

The use of public facilities, including gathering rooms (hall/meeting rooms), shared facilities (sports facilities and children's play facilities), parking and parks is generally not good. At present there is no special location for children's play areas, currently the children are playing around the corridors and hallways of the flats. This can result in injury in play. Likewise, parking lots that are not properly and optimally managed. Residents of low-cost flat park their vehicles in random places on the ground floor. Thus, disrupting the access of residents to get to the residential unit. It is advisable to build a special parking lot. Around the low-cost flat there are no green open spaces, namely parks, preferably around the flats of the flats planted with green plants so that they can beautify and create clean air for residents. Sports facilities are still not available but currently there is a blank yard that will be used as a place to exercise.

The management of the wastewater network has been going well, supported by the installation of waste water disposal. However, currently only two installations are functioning, so the need for network repair.

The condition of the drainage network in the low-cost flat environment is quite dirty and poorly maintained due to the large amount of garbage and items that are not used and that are piled up in the drainage channels. This is largely due to the lack of discipline by the residents of the low-cost flat in disposing of garbage. There should be trash cans available on each floor and then the garbage collector will transport them to the temporary waste disposal site (TPS).

The electricity network in each residential unit does not experience problems because each unit is equipped with an electricity token usage system. Payment of electricity costs is charged directly to residents.

Garbage conditions are still an important problem for low-cost flat managers. Garbage handling has not been taken seriously so that the occupants state that waste management is still quite good. Garbage is transported three times a week to the Final Processing Site (TPA), but this causes the waste to emit an unpleasant odor. Garbage should be transported every day and temporary trash bins cleaned regularly. The function of temporary landfills is also used by the community around the flats, resulting

in an excessive volume of waste. It mustly recommend that the garbage disposal is only specifically for low-cost flat residents.

The existing fire prevention and control system is classified as good with the availability of hydrant boxes inside the building and hydrant pillars outside the building in each block. However, the low-cost flat is not equipped with fire detectors in residential spaces and building block corridors to maintain comfort and safety from fire hazards.

From the results of the analysis and discussion above, there are still many facilities and infrastructure conditions that must be completed, repaired, and carried out periodic maintenance. So that the comfort of the occupants is achieved in accordance with the provisions of Undang-Undang No. 20 Tahun 2011 (Law no. 20 of 2011) [1] and Permenpera No. 14 of 2007 (Regulation of the state minister for Public Housing Number 14 of 2007) [2]. The results of the analysis and discussion regarding the condition of the facilities and infrastructure of the Jolong Basusuk Low-Cost Flat can be seen in Table 1.

Table 1. Condition of Facilities and Infrastructure

Condition of Facilities and Infrastructure	Existing Conditions	Availability		Percentage	Description
		Yes	No		
Education facility	There is an SD Kalangan school and SD N 081240 Sibolga which are less than one kilometer away.	Yes	-	-	-
Health facility	There is the Aek Habil Health Center which is less than 200 meters away	Yes	-	-	-
Worship Facilities	There is the Taqwa Muhammadiyah Mosque which is less than 200 meters away and the Great Al-Islah Mosque which is less than one kilometer away.	Yes	-	-	-
	Availability of prayer rooms	-	No	73,1%	Bad

Commercial Facilities	There is a Pajak Ikan and Pelabuhan Baru which is about one kilometer away from low-cost flat. As a place of livelihood for most of the residents of the low-cost flat	Yes	-	-	-
	Commercial area facilities within the low-cost flat area	-	No	50,7%	Pretty good
Public Facilities (Communal Room/Area)	There is a gathering place or hall room.	Yes	-	46,3%	Pretty good
	Shared facilities, namely sports facilities and poorly maintained children's playgrounds	Yes	-	40,3%	Pretty good
	Park availability	-	No	64,2%	Bad
	Availability of designated parking space	Yes	-	52,2%	Bad
The Clean Water Network	Distribution of clean water according to the regulation schedule.	Yes	-	49,3%	Good
	There are two water pump machine rooms. There are four horizontal water reservoirs and six roof water reservoirs.	Yes	-	52,2%	Pretty good
The Wastewater Network	Use Waste Water Treatment Installation (IPAL)	Yes	-	52,2%	Pretty good

The Drainage	Experiencing blockage and filled with garbage	Yes	-	52,2%	Pretty good
The Electricity Network	Each residential unit uses electricity tokens	Yes	-	88,1%	Good
The Garbage System	Availability of garbage cleaning officers. Availability of containers and trash bins that can accommodate daily waste.	Yes	-	50,7%	Pretty good
The Fire Hazard Prevention and Management System	Availability of hydrant boxes in each flat block, totaling 3 units. Availability of hydrant pillars outside the two blocks with a total of 4 pieces. Corridors and residential units are not equipped with a fire detection device.	Yes	-	43,3%	Good

3.3 Management of Jolong Basusuk Low-Cost Flat

From the occupancy analysis, it can be explained that some residents of the low-cost flat assess the location as appropriate, especially for residents who work as fishermen where their livelihood is. The residents of the flat are local residents who have for more than five years. Jolong Basusuk does not have an occupancy time limit, therefore residents still have the opportunity to remain set as long as they can fulfill and comply with the payment of residential rent and other dues on time.

From the analysis of social empowerment, the Technical Implementation Unit (UPT) of low-cost flat has not yet conducted training, coaching or work skills for the residents of the flats. Managers should conduct training and coaching for fishermen, for example: fish processing, marketing, or creativity for fish-based food, as well as special cooperatives for flat-floor residents. In the results of the analysis of economic capacity, the occupants of the flats have an economy that tends to be middle to lower. The average income of the occupants' families per month is IDR 500,000 – IDR 1,000,000. When compared with the cost of income per month which turns out to be less than the city's minimum wage with

regulated rental rates that cost around IDR 50,000 to IDR 125,000 per month (provided that the cost of the residential unit per floor is cheaper on the top floor), the Technical Implementation Unit (UPT) assesses that the cost of rental rates is relatively cheap and able to support the economy of residents in terms of ease of living.

Based on the results of the regulatory analysis, in implementing the management the Mayor has issued a regulation, namely Sibolga City Regional Regulation Number 2 of 2015 includes: marketing of flats, determination of occupants of flats, use and maintenance of flats, administration and finance, consultation and communication with flat residents. Considering that this local regulation has existed since 2015, the PKPLH government office has already made plans to improve the regional regulation so that it can answer all the needs of both residents and apartment managers, which have changed a lot during this time. At this time the cost of maintaining the rusunawa building that is accommodated in the Sibolga city budget is very small, for this reason the PKPLH government office has made a proposal for a building maintenance plan.

From the results of the analysis of the Technical Implementation Unit (UPT) of low-cost flat, the duties and authorities of the Technical Implementation Unit (UPT) of low-cost flat are currently limited to management, occupant administration, cleanliness, security, collection of housing rental fees and costs for using clean water. Meanwhile, the maintenance of utilities is under the authority of one of the Heads of Fields at the PKPLH Service. Considering that Technical Implementation Unit (UPT) of low-cost flat knows all the problems that exist in the low-cost flat it would be better if the maintenance function is also handed over to the Technical Implementation Unit (UPT) of low-cost flat. Based on the results of this analysis, it can be concluded that the management function matrix of the low-cost flat with management functions can be seen in Table 2.

Table 2. Matrix of Jolong Basusuk Low-Cost Flat Management Analysis

Variable	Management	Existing Conditions of Management	Result	Solution
Planning	Planning to revise the Regional Regulation of Sibolga City no. 02 of 2015	Rental rates that are no longer in accordance with the economic conditions of Sibolga	Proposed a revision of the Sibolga City Regional Regulation no. 02 of 2015	Collaborate with the legal department on the revision of local regulations
	Creating other businesses by utilizing non-residential space in the low-cost flats (parking lot and hall space)	Repairing the meeting room/hall and backyard of the low-cost flat.	Obtain additional funds that will be included in the manager's cash	Marketing of side businesses to communities around the low-cost flat

	Planning the physical repair of buildings and infrastructure, facilities and utilities	Prioritizing the preparation of reports on the physical repair of low-cost flats buildings	Submit the results of the report to the PKPLH government office and the PUPR ministry as a proposal for consideration	Apart from the physical building, it is necessary to carry out repairs, maintenance and maintenance in the infrastructure, facilities and utilities
Organizing	Establish a management body structure.	Formed the Technical Implementation Unit (UPT) of low-cost flat	UPT membership totals 10 people with a professional background of 3 civil servants and 7 honorary workers	Recruitment of members with due regard to professional expertise.
				The need to conduct training and coaching in each skill.
Actuating	Carry out operation and maintenance, routine, periodic, emergency handling, or urgent handling for infrastructure facilities that have been built	Maintenance in environmental cleanliness and safety.	The need for security officers that are not comparable to cleaning staff.	Cleaning and security officers according to their respective job descriptions or directly involving residents of the low-cost flat.
		Repairing damaged facilities and infrastructure.	Carry out mutual cooperation activities with residents that are held every Friday.	The need for supporting security tools and reactivating the post function in protecting the low-cost flat's environment.
		Quoting the rental rate and payment of clean water.	Responding to residents' complaints, but implementation is still hampered and constrained by operational funds.	The manager is active in providing training, coaching and job skills for residents.
			Operational funds from the regional budget (APBD) are still small.	Repair damaged shared facilities abandoned.
				Make proposals for additional operational, care and maintenance funds as needed

				Proposing funds for heavy maintenance and operational costs to PUPR government office
Controlling (Monitoring and Evaluation)	Monitoring the operation and maintenance, routine, periodic, emergency handling, or urgent handling for infrastructure facilities that have been built	Do monitoring and conduct periodic evaluations	The implementation of monitoring and evaluation is only carried out by Technical Implementation Unit (UPT) of low-cost flat once a year	The Technical Implementation Unit (UPT) of low-cost flat really needs to carry out monitoring and evaluation periodically every quarter or twice a year.
	Paying attention to resource effectiveness and efficiency			
	Conduct periodic evaluations of the condition of infrastructure and utilities based on technical guidelines.			

4. CONCLUSION

Rusunawa Jolong Basusuk is considered not optimal based on the findings of researchers. The implementation of human resources is still not fully supported by expert skills. Operation and maintenance planning is carried out only once a year and the implementation process in repairs is delayed due to delays in the Regional Revenue and Expenditure Budget (APBD) funds flowing into Technical Implementation Unit (UPT) of low-cost flat. The duties and authorities of the Technical Implementation Unit (UPT) of low-cost flat are currently limited to management, occupant administration, cleanliness, security, collection of housing rental fees and costs for using clean water. Meanwhile, utility maintenance is under the authority of one of the Field Heads at the PKPLH Government Office. As for residents who have not fully complied with the rules, especially in paying rent and clean water fees. Occupants' communication with Technical Implementation Unit (UPT) of low-cost flat lacks closeness, so that sometimes social interaction in the service of complaints and reports is not good. Then some of the facilities and infrastructure were damaged worse because there was neglect or it took a long time to be repaired by the Technical Implementation Unit (UPT) of low-cost flat. Management of maintenance and care, monitoring, and evaluation is only carried out once a year. So that there is no routine checking, only limited to selecting the most fatal damage. As well as all operational, care and maintenance costs are still accommodated in one of the fields in the PKPLH Government Office, optimally submitted to Technical Implementation Unit (UPT) of low-cost flat.

REFERENCES

- [1] The Law Number 20 of 2011 about The Low-Cost Flat.
- [2] Regulation of the state minister for Public Housing Number 14 of 2007 about General Guidelines for Inspection in the Context of Functional Supervision within the Department of Public Works.
- [3] Sibolga City Regional Regulation Number 02 of 2015 about Management of Low-Cost Flat
- [4] Sugiyono. (2021). "The Quantitative Methodology". Jakarta: Erlangga Publisher.
- [5] Sugiyono, Prof. Dr. (2018). "Evaluation Research Methodology". Bandung: Alfabeta Publisher.
- [6] Sukarna, Drs. (2016). "The Principles of Management by George R. Terry, Indonesia Translation Edition". Jakarta: Bumi Aksara Publisher.
- [7] Regulation of the Minister of Public Works Number: 05/PRT/M/2007 about Technical Guidelines for the Development of Simple High-Rise Flats.
- [8] Subhan, Mokh. (2008). "Management of Simple Rent Flats in Cengkareng, West Jakarta". Semarang: Journal of Masters in Regional and City Development Engineering, Diponegoro University.
- [9] Labombang, Mastura. and Rifai, Ahmad. (2012). "Maintenance Management of Simple Rent Flats (Rusunawa) in West Palu District". Palu: Tadulako University Civil Engineering Department.
- [10] Sibolga City Central Bureau of Statistics in Figures for 2022.
- [11] Sibolga City Central Bureau of Statistics in Figures for 2023.
- [12] Ernawati, Andri. (2018). "Management of Low-Cost Flats (Rusunawa) by the Rusunawa Technical Implementation Unit (UPT) in Magelang City". Magelang: Faculty of Social and Political Sciences, Department of State Administration, University of Tidar.
- [13] Murdiyanti, Eka Dwi. (2014). "Evaluation of the Management of Gunungsari Low-Cost Flats in Surabaya". Unesa Student Journal Volume 02 Number 01 of 2014.
- [14] Hendaryono, S. Mulyo. (2010). "Evaluation of the Management of Pekunden Flats and Bandarharjo Semarang". Thesis of the Postgraduate Master's Program in Regional and City Development Engineering, Diponegoro University, Semarang.
- [15] Purwaningdyah, Niken Wulandari., Soemitro, Ria. A. A., and Suprayitno, Hitapriya. (2018). "Analysis of the Service Quality of the Gunung Sari Rusunawa Flats in Surabaya". Journal of Civil Engineering Volume 33 Number 2.
- [16] Tiyranti, Dian Nofi. (2019). "Evaluation of Availability of Settlement Infrastructure and Utilities in Bandarharjo Flats, Semarang City". Semarang: Faculty of Social Sciences, Semarang State University.