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THE ROLE OF COMMUNITY COMPLAINTS POSTS IN SETTLEMENT OF ALLEGED CASES OF ENVIRONMENTAL DAMAGE AND POLLUTION

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Abstract

The number of cases of environmental damage and pollution that occurred in Batam has made the Environmental Service (Dinas Lingkungan Hidup/DLH) create a complaint station a forum for the public to be able to report all allegations related to the occurrence of environmental pollution and/or damage. The increasing number of cases of environmental damage and pollution is indicated by the increasing number of complaints reported by the public to the agency and the many obstacles faced by the community. The purpose of this activity, among others, is to find out the requirements for public complaints and provide information about the flow of complaints handling carried out by the DLH Batam City so that the information obtained is accurate enough to make the public more sensitive to the surrounding environment to report any pollution actions. The implementation method in carrying out PKM activities passes through several stages. At the initial stage, PKM preparations were carried out to the relevant agencies. The next stage will be observation and identification of the subject matter and carry out data collection which will be analyzed at the Batam City Environmental Service. The author makes a project output design based on practical workplace conditions. At the last stage the author makes a PKM report. The results of this PKM show information regarding the complain station in the settlement of alleged cases of environmental damage and pollution based on the Regulation of the Minister of the Environment Number 22 of 2017 concerning procedures for managing complaints of alleged environmental pollution/damage and destruction. Forest. The output of the project made by the author is a stage that takes place at the PKM location

Keywords: *Complaint Station, Environment, Damage*

Introduction

Environmental pollution occurs due to the entry/absorption of living things and energy substances/other parts into the environment, the quality of the living environment drops drastically due to changes in the shape of the environment from human activities or processes from our own nature, then it can occur environmental pollution that becomes worse or worse. cannot function properly according to the allocation. (Environmental Management Law No. 4/1982)

Factors causing environmental contamination include the increasing population of Batam City and uncontrolled natural exploitation activities, and many factories/companies in Batam that are not managed properly. In addition, environmental pollution can be caused by natural processes themselves. In problems that arise due to environmental destruction/pollution, more and more complaints are being submitted to the DLH Batam City, the agency that handles or is responsible for social problems in the environmental sector. P3SLH Community Complaint Summary Data for 2020-2021 shows that quite a lot of pollution incidents have occurred in Batam City compared to cases of environmental damage. One of the data obtained in the Record Book of complaints is the number of cases of air pollution caused by the company's operational activities and not only that, it was found that many companies did not have documents such as waste disposal permits and TPS permits, etc. This shows that there are still many activities or companies that need to be reviewed by the environmental permit review team, UKL-UPL and AMDAL. As a result of this pollution, of course, it will have an impact on people's daily lives, people can submit complaints in various ways, namely directly or indirectly, if the complainant does it directly, he can visit the Community Complaints Post at the Batam City Environmental Service. After the report is submitted, the reporting post will verify whether the reported case is an environmental case or not. If the complaint is proven, there are several further things that will be carried out, namely in the form of applying administrative sanctions and resolving disputes through court or out of court. settlement through the courts, using the means of Criminal Law, Civil Law and Administrative Law. While the settlement out of court can be done through deliberation or mediation. However, in the process of proving it in solving the problem of environmental pollution, it seems that it still faces various rather difficult obstacles. In the case of pollution, most of the victims or plaintiffs do not understand the behavior of modern technology, while on the other hand, the defendant is very aware of information and the behavior of modern technology. To overcome problems in Batam City, including the problem of pollution, the city government has also made other efforts, namely making a special application to receive various complaints from the public, namely the application of the Public Service Complaint Management System (SP4N - LAPOR!). This application makes it easier for people to submit wishes or complaints. In addition to using the LAPOR application, the public can also send written letters to the government or use other social media. However, the reality is that there are also those who do not understand the limits or consequences of the company's activities. The majority of people do not know the existence of this environmental complaint office and the implementation of the city government, lack of information disseminated and lack of socialization with the community, there are also people who know the complain station but on average there are still those who do not follow the appropriate requirements in the complaint SOP . In the process of public complaints. There are also obstacles faced, including:

1. Lack of encouragement to disseminate information from the Environment Agency regarding the Complain station

DLH Batam City has provided information on Public Complaints related to environmental problems. It is hoped that the public will have information about the existence of the institution. When the author conducted interviews with several people, there were still those who did not know about the existence of this complain station. The efforts made by DLH, namely socialization, did not have a greater impact, but the dissemination of this information was only able to reach young people.

2. Limited public knowledge about environmental damage/pollution

People tend to underestimate the problems that exist around their environment. The low willingness of the community to report to the Complaints Post in the DLH Batam City. Even though the pollution/damage has a negative impact on the community environment itself.

The project objectives are:

1. To find out the requirements for public complaints and provide accurate information to the public so that they are more sensitive to the surrounding environment
2. To find out how the flow of handling from DLH Batam City when receiving incoming reports

Methods

1. The type of research used in this research is qualitative research which in the process of research and analysis refers to the legal norms contained in laws and regulations and norms that develop in society. This study aims to describe the data that has been collected with a view to making valid conclusions. This research was conducted using primary data and secondary data, the primary data used in the study by observation and direct interviews with staff at the Batam City Environmental Service. While secondary data is data used in answering the problems that exist in this research through literature study. In the implementation stage, the first stage carried out by the author is consultation with supervisory lecturers and environmental service staff regarding the topic of problems that will be raised in the practical work report, which is useful for getting suggestions as well as criticism and permission to implement the outputs of the practical work place. The author also conducted a field survey to find out what the obstacles were. In the second stage, the author designs a project in the form of making a poster for the role of the complain station, which contains the complaint requirements and how to handle the complaint. After carrying out the first and second stages, the author implements the project by displaying posters regarding the complaint requirements and the flow of handling them. The author also provided a soft file poster to the staff of the Environmental Service. In the final stage, the author reports and evaluates the Batam City Environmental Service after implementing the project.

- The author carries out the Job Training at the Batam City Environmental Service with a duration of approximately 4 (four) months starting from July 26 to November 26, 2021, with the Job Training time starting Monday to Friday at 07.30 WIB to 16.00 WIB and for Friday at 07.30 WIB to 16.30 WIB.

Result and Discussion

Regarding the implementation of activities carried out at the Batam City Environmental Service Office with a duration of practical work carried out by the author for approximately 4 (four) months, with the activity target knowing how the role of the public complain station in resolving alleged cases of environmental damage and pollution life. The implementation that will be carried out is to make an infographic regarding the role of the complain station in the Environmental Service. Because many problems often arise from people who do not know the existence of this complain station, there is a lack of information regarding this complain station. So the author proposes to place it outside the room and provide soft files to the Environment Service staff in the field of information systems which can later be used to disseminate either on the website or during outreach activities containing an invitation to the community to be more sensitive to the surrounding environment, and what requirements which must be prepared when you want to report and how the flow of handling when processing the receipt of complainants is carried out by the Environmental Complaints and Dispute Resolution Post (P3SLH)

- To overcome the existing problems, the author makes an output in the form of a poster, so that the public can read more fully the information about the Complaint Station. Here is a poster made by the author :



- After the implementation is carried out, there are changes to the Batam City Environmental Service, especially in the P3SLH sub-sector and the people of Batam City find it easier to get fairly accurate information and no longer need to ask P3SLH staff again. One of the changes that occurred was that the community became aware of the importance of this complain station in environmental problems, when they wanted to report, the

information provided was quite complete, both the flow of handling and the requirements.

Table 1.
Case in Batam City

| No | Case | Ket |
|----|---|---|
| 1. | The existence of sand blasting activities on barges carried out by PT. Nexus causes air pollution that disturbs the surrounding community | Imposed administrative sanctions in the form of government coercion |

Source: KLHK

Conclusions

The conclusions obtained from the results of the author's research are:

- (1) From the discussion of the research results, it can be concluded that the participation of the community is also very important for the success of efforts to protect and manage the environment by the Government. UUPPLH fully guarantees the protection of the rights to the environment as part of human rights. For this reason, the community has the same rights and opportunities to play an active role in protecting the existing problems, although not all people are aware of the existence of this complain station and the lack of information disseminated.
- (2) The benefits of the activities carried out by the author are providing information, and participating in both providing ideas and input on activities. There is also a positive impact received by the staff at the Environmental Complaints and Dispute Resolution Post (P3SLH) because the information implemented is more than sufficient.
- (3) It is hoped that further activities can continue and improve activities or socialization related to the environmental dispute settlement complain station.

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