

# Optimizing the Role of User and Maintainer Groups (KPP) in the Settlement Quality Improvement Program

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## ABSTRACT

The purpose of this research is to optimize the role of the user and maintainer group (KPP) in the Klasabi slum quality improvement program of Sorong City. In this case, the environmental conditions in this settlement are reviewed, the role of KPP is evaluated, and optimization strategies are also formulated that can be used for the environmental management of Klasabi slums in Sorong City. This research is quantitative with the method used in this research, namely the descriptive method with a case study technique through data collection from the results of distributing questionnaires, interview results, direct observation, and using other official documents analyzed using validity test analysis and reliability tests. Based on the results of the data validity test and the data reliability test, it was found that the research data or questionnaire data used in the study was valid and reliable. research data or questionnaire data used in this study is valid or reliable. The results showed that environmental conditions, seen from several perspectives, including ecological, economic, social, and cultural, can be considered good. However, when viewed in ecological conditions, especially in road and drainage conditions, it is still considered adequate by the community because there is no equal distribution of facility development. Also, the role of the user and maintainer group (KPP) is assessed as not optimal in carrying out its duties and responsibilities; this is supported by the results of the conducted interviews and observations made by researchers. In addition, optimization strategies can be carried out, such as structuring the Klasabi area around Deo Airport in Sorong City, handling slum houses by the government to support the development of water tourism, optimizing the use of water hyacinth plants that can be developed by community members using SIKIM and BLK facilities, and providing capital loans to support the business of making traditional snacks, traditional Papuan handicrafts, and Papuan craftsmen certification training in Sorong City.

**Keywords:** role of KPP, optimization strategy, Klasabi slum area.

## INTRODUCTION

Cities will inevitably face problems due to the rapid increase in the population of residents, which has an impact on all aspects of life, especially in the area of settlements. If it is not balanced between the ability to build an area that is considered feasible and the limited urban land for development, it will be one of

the triggers for the emergence of settlements that are not feasible. be one of the triggers for the emergence of inappropriate or slum settlements (Hidayat, 2021). Law Number 1 of 2011 concerning Housing and Settlement Areas explains that unkempt settlements are settlements that are inappropriate for habitation because of their irregular shape, irregularity due to irregular shape, high building density, and inadequate quality of buildings, facilities, and infrastructure (Hidayat, 2021). buildings and inadequate facilities and infrastructure.

The Ministry of Public Works and Public Housing, through the Directorate General of Human Settlements, takes action to address slum areas as part of policy implementation. handling of slum areas as part of the implementation of the policy to improve the quality of settlements. improving the quality of settlements, namely developing them comprehensively, inclusively, and sustainably. One of the activities carried out is improving the quality of housing in slum areas. The Directorate General of Human Settlements initiated the Kota Activities (KOTAKU) to accelerate the reduction of slums, create jobs, and improve the welfare of the poor or MBR in slum areas. KOTAKU activities are carried out using a pattern of infrastructure development activities (KOTAKU Technical Guidelines, 2022).

Klasabi, in Sorong City, is one of the 40 residential areas that can grow without planning. When facing these situations, the Sorong City government has taken various measures in order to reduce the level of urban slum development. One of the efforts implemented is the Regulation of the Mayor of Sorong City Number 663/76/2020 on the Location of Slums and Slum Settlements in Sorong City. Efforts to improve the slum housing environment have formed the Housing and Settlement Area Development Working Group. Sorong City through Sorong Mayor Decree Number 800.05/57 C/2021.

The efforts to achieve slum eradication process in Sorong City based on government decree through the partnership of Sorong City in line with the Sorong City Vision "The Realization of Sorong City as the Most Advanced City in the Land of Papua", and one of its missions is to improve basic urban infrastructure. One of the Government programs that supports slum eradication in the Klasabi area is the program Kota Tanpa Kumuh (KOTAKU), City Without Slum. Some of the program City Without Slum (KOTAKU) to support slum eradication in Klasabi Area include the development of taluds, the construction of roads, drainage, water towers, waste container, green open spaces and gates, box culvert, the construction of bridges as well as the construction of public toilets, drainage, rainwater reservoirs, public hydrants, piping and roads.

The Klasabi area itself has been under the interference of the local government of Sorong City since 2017 to address the settlement in this area. Since 2017 until now, there has been no managerial institution related to the infrastructure that has been built. This is also the reason why this research is conducted with the hope of establishing a management institution to manage and utilize the infrastructure efficiently and effectively. From the previous background explanation, the authors consider the need to conduct research on the topic "*Optimizing the Role of the User and Maintainers Group (KPP) in the Settlement Quality Improvement Program. Case Study of Klasabi Slum Settlement, Sorong City*". Optimization of the slum management in the Klasabi Area is expected to develop sustainably and to support efforts to preserve the environment as a self-sufficient village responsive to the problems of slums, complying with current regulations with good alternative strategies and concepts, as well as obeying applicable regional laws and regulations.

## RESEARCH METHOD

This research lasted for 2 months, from December 2023 to January 2024, and was located in Klasabi

Village, Sorong Manoi District, Sorong City, Southwest Papua. The research is a quantitative study with the method used in this study, namely the descriptive method with case study techniques through data collection from the results of questionnaire distribution, the results of interviews, direct observations, and other official documents analyzed using validity test analysis and reliability test. The population in this research is in accordance with the Decree of the Mayor of Sorong Number 663/76/2020 Regarding the Determination of the Location of Slum Housing Area and Slum Settlements Area in the City of Sorong, which is the User and Beneficiary Group (KPP) in the Quality Improvement Program Klasabi Slum Settlement Area Sorong City, West Papua Province, with an area of 17.95 ha. And samples were obtained—as many as 85 research samples.

## RESULTS AND DISCUSSION

### 3.1. The Condition of the Klasabi Slum Settlement Environment in Sorong City

#### a. Ecological Conditions

This ecological condition is observed through several aspects or supporting components, such as housing components, sanitation facilities, residential behavior, building characteristics, neighborhood road accessibility, environmental drainage, land coverage, and fire protection. The aspects of this research show that the ecological conditions in the environment can be considered good. However, in the aspect of roads and drainage, there are still some respondents who give neutral or moderate answers to the following aspects due to the lack of equitable development of infrastructure facilities built in this area.

#### b. Economic Conditions

The economic conditions in this area are still relatively low. This can be seen from the income and expenditure data of the respondents, mostly in the range of  $\leq 1,000,000$ , with 37 respondents out of 85 respondents. In the fulfillment of daily needs, people are still not said to be good at fulfilling their needs.

#### c. Social Conditions

From this perspective, community participation is very important to improve the quality of the environment. This research also shows that the social conditions in this area are good, based on the responses of the respondents who rated good social conditions with a percentage of 79% and 21% for neutral or fairly good conditions.

#### d. Cultural Conditions

The cultural perspective is related to human adaptation to their environment, which will generate their own culture over a long period of time. In this study, it can be observed that the cultural conditions of the slum settlement area of Klasabi are in good condition. This is supported by the percentage of the results of distributing questionnaires, which amounts to 63% of respondents who rated it as good and 37% of respondents who rated it as neutral or sufficient.

### 3.2. The role of user and caretaker groups (KPP)

The role of the user and caretaker group (KPP) is very important for the long-term longevity of the infrastructure. The roles and responsibilities that must be carried out by KPP are:

1. Socializing clean and healthy lifestyle behaviors in the surrounding community on an ongoing basis.
2. Mobilizing the community to participate in maintaining the neighborhood to prevent it from becoming a slum.

3. Monitoring the implementation of development in accordance with the needs of the community and the appropriate quality.
4. Arranging a work program for the utilization and maintenance of infrastructure and facilities.
5. Socializing with the community the work program for the utilization and maintenance of infrastructure and facilities
6. Collaborating with various stakeholders in implementing sustainable maintenance of infrastructure and facilities.
7. Developing infrastructure and facilities to broaden the range of services and benefits.
8. Providing assistance to achieve a slum-free city starting from the neighborhood by collaborating with various stakeholders.

However, based on the site conditions and the results of interviews, it can be said that the roles and responsibilities of the KPP are not yet optimal in assisting the programs to improve the quality of slums through the procurement of existing infrastructure facilities. Researchers observed that their role up to date has not been optimized, both in maintaining the infrastructure and in coordinating with the community to participate in maintaining the existing infrastructure, up to the optimal utilization of the existing infrastructure facilities.

### 3.3 Strategy for Optimizing the Management of the Klasabi Slum Settlement Environment in Sorong City

#### 1. Formulation of Internal Factors and External Factors

##### a. Internal Factors

The scoring of internal factors in this study is:

No	STRENGTH	Average	Rating
1	Strategic location of Klasabi area around DEO Airport of Sorong City	4,98	4
2	Klasabi Area Located in the middle of residential areas, as a place to social interaction and a place for children to play.	4,79	4
3	Klasabi Canal (Kali Mati BTN) can be developed as a water tourism object	4,73	4
4	Water hyacinth plants that grow around BTN River can be developed as alternative fuels like bioethanol and briquettes.	4,64	4
5	The development of people's economies in the Klasabi Area by making traditional Papuan handicrafts, manufacturing snacks, and providing craftsmen's certification training can improve the community's economy.	4,60	4
6	BTN river utilized by local residents to access the distribution of marine capture products	4,85	4
7	The willingness of the community to pay for the land installments	3,21	3
	Basic settlement infrastructure supported by the		

8	collaboration of the local government and the national government is already sufficient in the Klasabi Area.	4,41	4
9	There is existing groups of Utilizers and Caretakers (KPP) for settlement infrastructure in the Klasabi urban village.	4,37	4
10	There are collective rules agreed by the community members	4,81	4
11	There are many UMKM (Micro, Small and Medium Enterprises) activities in the community such as merchants of fish, vegetables, food and handicrafts.	4,87	4
<b>NO</b>	<b>WEAKNESS</b>	<b>Average</b>	<b>Rating</b>
12	The absence of articles of associations of the organization	3,98	3
13	The work plan of the User and Caretaker Group (KPP) has not run optimally.	3,85	3
14	The KPP members' understanding of their roles and functions is not yet optimal.	4,26	3
15	The lack of public understanding of the importance of KPP, and the unoptimal of public participation.	3,90	3
16	The source of financing is still the contribution of the residents of the beneficiaries, and no other sources of funds are yet available.	3,76	3
17	It is necessary to increase the community's capacity for clean and healthy lifestyles (PHBS).	3,97	3
18	Public awareness of preserving the built infrastructure is still poor.	4,19	3
19	Land status is occupied by a third party.	4,09	3
20	The Kali Mati BTN area is functioning as a water catchment area, resulting in potential flooding during high rainfall.	4,18	3
21	Some neighborhoods in the Klasabi area are flooded by tidal floods during high tide.	4,70	4
22	Waste management that has not met technical standards	4,73	3
23	No fire protection infrastructure is available.	4,13	3

Source: Researcher Analysis, 2024

## b. External Factors

The scoring of external factors in this study is as follows:

No	OPPORTUNITY	Average	Rating
1	Location of the Klasabi area in the commercial and service area	5,82	4
	Close to the facilities that can support the development of		

2	community home industry activities, SIKIM (the center for small and medium-scale industries) is owned by the Sorong City Government, and the Vocational Training Center (BLK) is owned by the Ministry of Manpower.	6,20	4
3	Klasabi is one of the prioritized locations for the government program of 100-0-100 slum area reduction.	5,98	4
4	Business capital loans from third parties	4,78	3
5	Klasabi area is planned to be integrated with RTP Sorong City Park and DEO Park.	5,90	4
6	Sediment removal program in Viktory Canal, reducing the load on Kali Mati BTN	5,86	4
7	The BSPS program for RTLH (Uninhabitable House)	5,21	4
8	A master plan for the roads and drainage in the Klasabi area is being drafted.	5,43	4
9	There is a growing awareness in the community about waste management.	5,71	4
<b>No</b>	<b>THREAT</b>	<b>Average</b>	<b>Rating</b>
1	Competition for skilled human resources from around the Klasabi area	5,48	4
2	Klasabi area is in a disaster-prone location	5,09	4
3	The area is located in the airport expansion area	5,37	4
4	The criminal potential is quite high because of its location in a residential area near the central trade and service area.	4,80	4
5	The community has not been trained in developing an economy utilizing the facilities that have been provided by the government.	5,17	4
6	The lack of opportunities for alternative economic activities means that people continue to carry out their regular economic activities even though these activities have an impact on the settlements in Klasabi.	6,13	4
7	The stigma of the surrounding community towards the poor level of security in the Klasab Area	5,70	4
8	Unsolved land issues between the city government and third parties	5,78	4
9	The fast development of Sorong City triggers the emergence of new settlements that are not properly managed in the Klasabi Area.	5,59	4

Source: Researcher Analysis

**2. IFAS and EFAS**

Based on the results of the IFAS-EFAS weighting of the SWOT element, it can be seen that the strength factor that has the highest value is the strategic location of the Klasabi area around DEO Airport in Sorong City, with a value of 4.98. This, according to the respondents' assessment, is the major strength for Sorong City in addressing the management of the Klasabi slum environment. This means that there is a very high dependence on the location of the strategic Klasabi area, which is close to the DEO Airport in Sorong City. While the weakness factor that obtained the lowest average score is that the source of financing is still the contribution of residents of the beneficiaries and there is no other source of funds available, with a value of 3.76, This, according to respondents, is the main weakness in handling the management of the Klasabi slum environment.

The opportunity factor that has the highest score is the proximity to facilities that can support the development of community home industry activities, SIKIM (small and medium industrial centers) owned by the Sorong City Government, and the Vocational Training Center (BLK) owned by the Ministry of Manpower. This, according to respondents, is an opportunity where there are already supporting facilities in the Klasabi area of Sorong City. The threat factor that has the lowest value is the high criminal potential because it is located in a residential area near the center of trade and services, with a value of 4.80. This means that criminal matters are the biggest threat in the Klasabi area, so they need serious handling from the Sorong City local government.

**3. SWOT Matrix**

	<b>STRENGTH (S)</b>	<b>WEAKNESSES (W)</b>
<b>Internal</b>	<ol style="list-style-type: none"> <li>1. Strategic location of Klasabi area around DEO Airport of Sorong City</li> <li>2. Klasabi Area Located in the middle of residential areas, as a place to social interaction and a place for children to play.</li> <li>3. Klasabi Canal (Kali Mati BTN) can be developed as a water tourism object</li> <li>4. Water hyacinth plants that grow around BTN River can be developed as alternative fuels like bioethanol and briquettes.</li> <li>5. The development of people's economies in the Klasabi Area by making traditional Papuan handicrafts, manufacturing snacks,</li> </ol>	<ol style="list-style-type: none"> <li>1. The absence of articles of associations of the organization</li> <li>2. The work plan of the User and Caretaker Group (KPP) has not run optimally.</li> <li>3. The KPP members' understanding of their roles and functions is not yet optimal.</li> <li>4. The lack of public understanding of the importance of KPP, and the unoptimal of public participation.</li> <li>5. The source of financing is still the contribution of the residents of the beneficiaries, and no other sources of funds are yet available.</li> </ol>
<b>Eksternal</b>		<ol style="list-style-type: none"> <li>6. It is necessary to increase the community's capacity for clean and healthy lifestyles (PHBS).</li> </ol>

	<p>and providing craftsmen's certification training can improve the community's economy.</p> <p>6. BTN river utilized by local residents to access the distribution of marine capture products</p> <p>7. The willingness of the community to pay for the land installments</p> <p>8. Basic settlement infrastructure supported by the collaboration of the local government and the national government is already sufficient in the Klasabi Area.</p> <p>9. There is existing group of Utilizers and Caretakers (KPP) for settlement infrastructure in the Klasabi urban village.</p> <p>10. There are collective rules agreed by the community members</p> <p>11. There are many UMKM (Micro, Small and Medium Enterprises) activities in the community such as merchants of fish, vegetables, food and handicrafts.</p>	<p>7. Public awareness of preserving the built infrastructure is still poor.</p> <p>8. Land status is occupied by a third party.</p> <p>9. The Kali Mati BTN area is functioning as a water catchment area, resulting in potential flooding during high rainfall.</p> <p>10. Some neighborhoods in the Klasabi area are flooded by tidal floods during high tide.</p> <p>11. Waste management that has not met technical standards</p> <p>12. No fire protection infrastructure is available.</p>
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<b>OPORTUNITY (O)</b>	<b>S-O STRATEGIES</b>	<b>W-O STRATEGIES</b>
1. Location of the Klasabi area in the commercial and service area	1.1 Structuring the Klasabi area around DEO Airport in Sorong City provides employment opportunities.	1.2 ADRT organizations that aren't yet running can use the Sorong Provincial Government's SIKIM Facility and the Ministry of Manpower's BLK.
2. Close to the facilities that can support the development of community home industry activities, SIKIM (the center for small and medium-scale industries) is owned by the Sorong City Government, and the Vocational Training Center (BLK) is owned by the Ministry of Manpower.	3.3 Provincial slum management can support the development of water tourism (Kali Mati BTM). 4.2 Utilization of water hyacinth plants developed by the community with the support of SIKIM facilities and BLK owned by the Sorong City Government.	2.3 The work plan of the Kelompok Pemanfaat dan Pemelihara (KPP) can follow the priorities of government programs in slum management.
3. Klasabi is one of the prioritized locations for the government program of 100-0- 100 slum area reduction.	5.4 Third-party capital loans can support the business of making snacks, Papuan cash handicrafts, and artisan certification training.	6.9 Community capacity building related to PHBS can work together to play an active role in waste management by keeping the environment clean.
4. Business capital loans from third parties	6.6 BTM River as a distribution access with a sediment dredging program can slow down the flow of the river and reduce the risk of water overflow.	9.6. The Kali Mati BTM area with a sediment dredging program can reduce the potential for water flow and flooding.
5. Klasabi area is planned to be integrated with RTP Sorong City Park and DEO Park.	7.7 The community's willingness to pay in installments makes the BSPS program more effective in helping the community, especially the low-income community.	10.8 Klasabi area, inundated by tidal floods during high tide, can be minimized by supporting the road and drainage masterplan program.
6. Sediment removal program in Viktory Canal, reducing the load on Kali Mati BTN	9.8 The residential infrastructure user and maintenance group (KPP) can support the road and drainage masterplan in the Klasabi area.	
7. The BSPS program for RTLH (	10.11 MSME activities in the community can provide an	

<p>Uninhabitable House)</p> <p>8. A master plan for the roads and drainage in the Klasabi area is being drafted.</p> <p>9. There is a growing awareness in the community about waste management.</p>	<p>example of community awareness in waste management.</p>	
<p><b>TREATHS (T)</b></p> <p>1. Competition for skilled human resources from around the Klasabi area</p> <p>2. Klasabi area is in a disaster-prone location</p> <p>3. The area is located in the airport expansion area</p> <p>4. The criminal potential is quite high because of its location in a residential area near the central trade and service area.</p> <p>5. The community has not been trained in developing an economy utilizing the facilities that have been provided by the government.</p> <p>6. The lack of opportunities for alternative economic</p>	<p><b>S-T STRATEGIES</b></p> <p>1.3 The strategic location of the Klasabi area of the community around DEO Airport in Sorong City must be relocated if it is included in the airport expansion planning area.</p> <p>2.1 Community settlements, as a place to socialize and a place for children to play, can provide business competition with skilled human resources.</p> <p>3.5 Developing water attractions, the BTS deadriver can train people in economic development.</p> <p>5.6 Making typical Papuan handicrafts, local snack production, and craftsmen certification training, with the alternative opportunities for economic activities, so that the community continues to carry it out.</p> <p>8.9 Basic settlement infrastructure support from local government</p>	<p><b>W-T STRATEGIES</b></p> <p>2.1 The Utilization and Maintenance Group (KPP) can play a role in assisting residents in business competition with skilled human resources that will have a positive impact on the Klasabi area.</p> <p>5.5 The source of financing is still residents' fees, which can train the community to develop a people's economy by utilizing facilities that have been prepared by the government.</p> <p>6.6 Related to a clean and healthy lifestyle (PHBS), economic activities that are usually carried out even though these activities have an impact on settlements must still be carried out.</p> <p>8.8. Land status controlled by third parties needs to be discussed with the city government and third parties.</p> <p>10.9. Klasabi area is inundated by tidal floods during high</p>

<p>activities means that people continue to carry out their regular economic activities even though these activities have an impact on the settlements in Klasabi.</p> <p>7. The stigma of the surrounding community towards the poor level of security in the Klasabi Area</p> <p>8. Unsolved land issues between the city government and third parties</p> <p>9. The fast development of Sorong City triggers the emergence of new settlements that are not properly managed in the Klasabi Area.</p>	<p>collaboration can minimize the triggers for the emergence of new settlements that are not organized.</p>	<p>side; the community needs to reduce land clearing for new settlements.</p>
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**CONCLUSION**

Based on the results of the discussion and analysis that have been conducted, several conclusions can be drawn.

1. The ecological perspective, which is reviewed from eight components including housing components, sanitation facilities, residential behavior, building characteristics, environmental road accessibility, environmental drainage, land cover, and fire protection, has provided an overview of the ecological conditions in the Klasabi slum neighborhood of Sorong City. This ecological condition is considered moderately good toward a good condition. However, this condition or perspective needs to be improved in order to achieve good quality overall. This is also in line with the social and cultural perspectives that have been reviewed in this study. The results show that social and cultural conditions in the study show good conditions in this settlement, which can also help in improving the quality of the slum settlement environment in this area. Meanwhile, the economic perspective in the Klasabi Slum Settlement Environment of Sorong City is still relatively low. The revenue earned can be considered low, and in order to meet the daily needs of the community, it is still not said to be sufficient to fulfill their needs.
2. The roles and responsibilities of the Group of Users and Maintainers (KPP) are not optimal in fulfilling their duties and responsibilities in supporting housing quality improvement programs and also in supporting the existing facilities for long-term use. This is supported by the results of interviews that have been conducted by the local government, including the Lurah and the Head of the District Office, as well as the community. In addition, it is also supported by the results of observations made directly by researchers. In conducting this research, researchers found that the

facilities that have been available have not been able to run well and cannot be utilized by the community on a long-term basis, such as the provision of clean water facilities and the provision of clean toilets.

3. In analyzing related strategies for optimizing the management of the Klasabi slum environment in Sorong City, the researchers used the SWOT analysis method. It has given rise to various regional development strategies, as contained in Table 14. SWOT Analysis Matrix. However, the priority strategy that is considered the most effective and efficient to be used as the main strategy in carrying out environmental management is a strategy that is generated based on a combination of elements of strength (internal) and elements of opportunity (external) that can be utilized to overcome weaknesses and threats that could occur. The S-O priority strategies in quadrant I are as follows:
  - A. The arrangement of the Klasabi Area around DEO Airport in Sorong City can provide for the need for work opportunities in the area.
  - B. The management of slum houses by the government can support the development of water tourism (Kali Mati BTM).
  - C. Utilization of water hyacinth plants can be promoted by the community with the support of SIKIM and BLK facilities owned by Sorong City Government.
  - D. Third-party capital loans can support the business of manufacturing snacks, Papuan traditional handicrafts, and craftsman certification training.
  - E. BTM River as a distribution access with a dredging sediment program can slow down the flow of the river and reduce the risk of water overflow.
  - F. The community's willingness to pay in installments for the land makes the BSPS program more effective in helping the community, especially the low-income community.
  - G. The residential infrastructure user and maintenance group (KPP) can support the development of a road and drainage masterplan in the Klasabi area
  - H. MSME activities in the community can provide an example of community awareness in waste management.

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