

The Best Model In Handling Buskers: Good Practices From Indonesia

Basri Rakhman

Lectured in Institute Business and Teknology Nobel Indonesia, Makassar.

Abstract

This study aims to investigate and analyze the process of implementing collaborative government in handling buses in Makassar City and 2) identifying and analyzing factors that support and hinder the implementation of collaborative government in handling buses in Makassar City. The type of research used is descriptive research with a qualitative approach at the Makassar City Social Service locus. Research informants were high-ranking Pratama officials, administrators, and supervisors of the Makassar City Social Service, members of the civil service police unit, and the police. The data collection instruments are (1) an in-depth interview guide, (2) observation, and (3) documentation study. The results showed that: (1) the collaborative government implementation process in handling buskers at the Makassar City Social Service in the socialization aspect had been carried out well by the Makassar City Social Service in accordance with procedural standards and mechanisms for handling buskers, although it was found that the goals and benefits of implementing collaborative governance implemented are still not optimal in improving social functioning and a decent and prosperous quality of life for buskers who are disciplined and fostered. Meanwhile, the coordination between the Makassar City Social Service and the Civil Service Police Unit, and the Police has been going well in accordance with their main duties and functions. However, it is still found to be ineffective in following up on community members who act anarchically against members who carry out orders for buskers and community members who still give gifts or money to buskers on the streets; and (2) factors that support the implementation of collaborative government policies at the Makassar City Social Service are (a) resources to support the implementation of collaborative governance on competent and capable staff or implementers sub-factors, information related to policy or program mechanisms, formal authority and adequate work facilities; (b) the bureaucratic structure supports the implementation of collaborative governance in the sub-factor of the division of tasks and the policy environment. Meanwhile, the factors that hinder the implementation of collaborative government in handling buskers in Makassar are (a) communication, specifically on the transmission or channeling sub-factor; (b) the disposition or attitude of the implementer specifically on the sub-indicator of the attitude of the implementer.

Keywords: implementation, government cooperation, handling buskers.

INTRODUCTION

The articulation of social development as an inseparable part of national development is aimed at improving the social functioning of beneficiaries of social services organized by the Ministry of Social Affairs, Provincial, Regency and City Governments with 4 (four) strategic program approaches, namely social empowerment, social protection and security, and social rehabilitation. Ironically, the social development that has been proclaimed since the reign of the Old Order, the New Order, even entering the reform era, life has not brought fundamental changes to the need for social services towards decent conditions of quality, comfort, and sustainable prosperity.

One type of problem that requires social welfare services or beneficiaries of social services is a problem that is a strategic issue faced by local governments in most metropolitan cities in Indonesia, namely the problem of buskers. Conceptually, (Hayu, 2011, p. 14) In his research, he defines buskers as a relatively new community in suburban life, after homeless people, scavengers, commercial sex workers, and even considered as a "social disease" that threatens the comfort of people's lives, meaning buskers are considered naughty children. , ignorant of manners, brutal or disturbing public order.

In the context of Makassar City, an area that has experienced rapid progress entering the decade of the 2000s, as well as bearing the title as a barometer of regional development that has progress and modernity that is unmatched in Eastern Indonesia. The rapid development with visible progress in urban infrastructure with a background of modern architecture and effective regional mapping in order to support urban economic growth, on the one hand has also become a special attraction for some urban communities to try their luck with limited skills and abilities. Who has to face the competitive rivalry in the city. The rapid and uncontrollable wave of urbanization in Makassar city has implications for a very beautiful relationship, full of intimacy, and politeness, which is increasingly eroded due to acculturation of very diverse cultures before entering the year 2000, especially among young people. The kinship and emotional conditions of the Makassar people in the 2000s were very good, but experienced a shift in meaning and a fundamental one, as seen from the behavior of politeness to older people and previously very important in daily behavior.

Urban people with limited abilities and skills, under incandescent lights overlooking the Modern city, must try to compete competitively in finding work. The complexity is that some of them have to fall into poverty and survive, and they switch professions to informal jobs such as vagrants, beggars, and buskers. More complex, they often exploit their children or relatives to become street children and often commit crimes to survive and fulfill their needs.

The Makassar City Government in dealing with the problems of buskers, which is growing rapidly and complex, is guided by Makassar City Regulation No. 2 of 2008 concerning the development of street children, buskers, and beggars in Makassar City. Handling buskers who have been running for more than 14 (years) This policy has not been able to overcome the problems of social buskers to the substance of the problem

.Based on data from the Makassar City Social Service Agency for the period 2016 to December 31, 2021, the number of buskers who have been disciplined is 354 people. A very significant increase in the number of buskers occurred in the span of 2016 to 2017, where the number of buskers increased by 110% from 70 disciplined people in 2016, which experienced

an extraordinary increase in 2017 of 147 people. However, from 2018 to December 31, 2021, the number of buskers who are disciplined has decreased drastically every year, whereas the number of buskers who are disciplined during the 2021 period is only four buskers.

The success of the Makassar City Social Service in suppressing the rate of development of buskers problems in Makassar City is quite optimal when viewed from the quantity aspect where the number of disciplined buskers each period has decreased significantly. However, the number of buskers increased rapidly from 2016 to 2017. The results of an interview with the Acting Head of the Makassar City Social Service, Asvira Cuba, MM said, our success in reducing the number of buskers in Makassar City cannot be separated. Full cooperation and cooperation of the parties. Internal, civil service police units and the police. However, we cannot use this as a benchmark or parameter that the problem of buskers in Makassar has been completed. This is because of social problems, the problem of buskers is a complex problem, today we will arrange for buskers tomorrow to be active again on the highway, we will organize again and be fostered again and so on. Why is that, because we are still limited in terms of coaching, where we do not yet have a social cottage environment or a place for coaching buskers, so far our services have only been limited to written warnings and coaching by prohibiting buskers from doing activities on the street because this behavior violates these regulations.

The synergy built by the Makassar City Social Service in collaboration with the civil service police unit and the National Police as an integrated team in dealing with buskers problems in Makassar City has shown optimal results in suppressing the rate of development of complex buskers problems in Makassar City. . We have uploaded our shared awareness of the importance of implementing collaborative governance within the local government bureaucracy in order to improve the quality of public services that are more effective and adaptive.. (Ansell & Gash, 2008, p. 559) narrowly defines collaborative governance as a form of partnership between government institutions for public services. Collaborative governance emphasizes all aspects that have an interest in the policy of making mutual agreements with "sharing of power or authority." (Taylor & de Loe, 2012). Collaborative governance exists at various levels of the organization both public and private and in the service of various policies (Davies & White, 2012; Emerson et al., 2012). This is reinforced by (Prihatin & Dwimawanti, 2020, pp. 68–70) in his research which focused on Collaborative Governance in overcoming juvenile delinquency in Tegal Regency, concluded that the collaborative process runs optimally in overcoming the problem of juvenile delinquency because, in the process, it fulfills substantial requirements such as communication coordination between relevant stakeholders. However, collaboration is also still not optimal because community participation has not been actively involved in overcoming juvenile delinquency. Then, research results of Wijaya, et.al (2021) tentang Revitalizing Institutional Functions In Handling Street Children: Good Practices From Indonesia found that in handling street children in the city of Makassar, the Makassar City Social Service must revitalize the function of the institution by increasing collaboration and synergy with Penta helix to optimize street children's services to be more effective, efficient, and adaptive.

Departing from the views of experts who are very concerned about the importance of Collaborative Governance in various organizations, both public and business, previous

research found that the collaborative principles of the government are quite optimal in controlling the social problems of street children and the fact that the principle of government cooperation in handling buskers in the city of Makassar very urgent to implement. It becomes an attraction for the author to conduct an in-depth study of 1) the government's collaborative implementation process in handling buskers in Makassar City and 2) the factors that support and hinder the government's collaborative implementation in handling buskers in Makassar City.

LITERATURE REVIEW

In public policy, the term "public" is closely related to the term "private." Historically, the Ancient Romans described the term "public" as an opinion and "private" as synonymous with "idion." In the Roman language, the public is known by the term "res-publica" and private as "res-privata" Public and private elections in the context of the dimensions of space and practice of life are not easy. Saxonhouse (Bird et al., 2005, p. 1399) realize that public space and private space are very complex and reflect interdependence. Public and private interests contradict each other. To break up the heated discourse between public and private interests is to incorporate the idea of a market mechanism (Bird et al., 2005, p. 1401).

Public ideas and policy are closely related to each other, and the merging of the two ideas reconstructs the birth of a very broad and meaningful conception known as public policy. (Nugroho & Tilaar, 2009, p. 11) states that public policy is one component of the state that should not be ignored. A country without a regulatory component through public policy is considered a failure because common life is only regulated by individuals or groups of people who work like tyrants with the aim of satisfying self or group interests. The policy is closely related to what the government does. (Dye, 2008, p. 1) defines public policy as "whatever the government chooses to do or not to do." Dye's view is supported by (Anderson, 2014) about the meaning of public policy as "whatever the government chooses to do or not to do". Furthermore, Edward III and Sharkansky (in Joko, 2007) also agree with this view, where he states that "what government said and do, or not to do. It is the goals or purpose of governance programs". Although on another occasion, (Anderson, 2014) defines public policy as a policy made by government officials and institutions. Departing from the concept of public policy outlined, it can be concluded that the government can do various things, ranging from managing conflict in the community, organizing the community, providing awards and public services, as well as collecting user fees and taxes from the community. .

Policy implementation is the most crucial mechanism in the policy structure and process. A policy must be implemented in order to have the desired impact or desire (Winarno, 2002, p. 101) Implementation in principle is a way of a policy to achieve its goals (Nugroho & Tilaar, 2009, p. 494). (Wahab, 2021) broadly defines the implementation function, which is oriented towards establishing relationships that enable the achievement of public policy goals or objectives as "outcomes" by the government. Therefore, the implementation function includes the creation of what in public policy science is referred to as "policy delivery", which usually consists of certain methods or means that are specifically designed/designed and directed to achieve the goals and objectives that have been set and desired.

The approach used in reviewing the implementation of Collaborative Governance policies in handling buskers in Makassar City is the theory of Edward III (1980) which suggests four variables in the implementation of public policies, including communication (communication), resources (resources), attitude (disposition or attitude). And the bureaucratic structure (bureaucratic structure).

(Susskind & Cruikshank, 1987) dan (Fung & Wright, 2001, 2003) The importance of generalizable theoretical thinking in defining collaborative governance. Much of the literature also focuses on specifics rather than generalizations in the definition of collaborative governance. The collaborative governance literature includes specific case studies and focuses on specific governance issues such as police locus-based school management, community, watershed forums, negotiation regulation, collaborative planning, public health partnerships, and resource co-management. In addition, a number of the most influential theoretical explanations of this phenomenon are certain types of collaborative governance (Healey, 1996, 2003) and (Booher & Innes, 2010; Innes & Booher, 1999). For example providing a basic explanation of collaborative planning, as was done (Freeman, 1997) for administrative laws and regulations and (Yaffee & Wondolleck, 2010) For natural resource management. We aim to build on the findings of this rich literature but also to derive theoretical and empirical claims about the genus of collaborative governance—about common modes of governance.

Collaborative governance can be defined as a government arrangement in which one or more public agencies directly involve non-public stakeholders in a formal, consensus-oriented, and deliberative collective decision-making process to make and implement public policies or manage public programs or assets. This view of collaborative governance emphasizes six essential characteristics, namely: 1) public institutions or agencies initiate the formation of forums; 2) forum participants involve non-public actors; 3) participants are directly involved in decision-making and are not only consulted by “public bodies”; 4) forums are held formally and meet collectively; 5) the forum is intended for consensus decision making (although in practice consensus is not achieved), and 6) a collaborative focus oriented to public policy or public management (Ansell & Gash, 2008, pp. 544–545). Collaboration emphasizes that non-government stakeholders have concrete and tangible responsibilities for policy outputs. Thus, there is a condition that stakeholders must be directly involved in decision-making.

In another perspective, Stoker (2004:3) defines collaborative governance based on rules and forms that guide collective decision-making. The focus of collaborative governance is collective decision-making, which emphasizes that governance is not about being decided by an individual but a group of individuals, organizations, or organizational systems that determine decision-making.

(Ansell & Gash, 2008, pp. 540–541) tries to construct an ideal model of cooperative governance by including 4 (four) main variables that are interrelated and occur repeatedly but not linearly in the process, namely, initial conditions, institutional design, leadership, and collaborative processes. The following is a specific visualization of the collaborative government model, as shown in Figure 1.

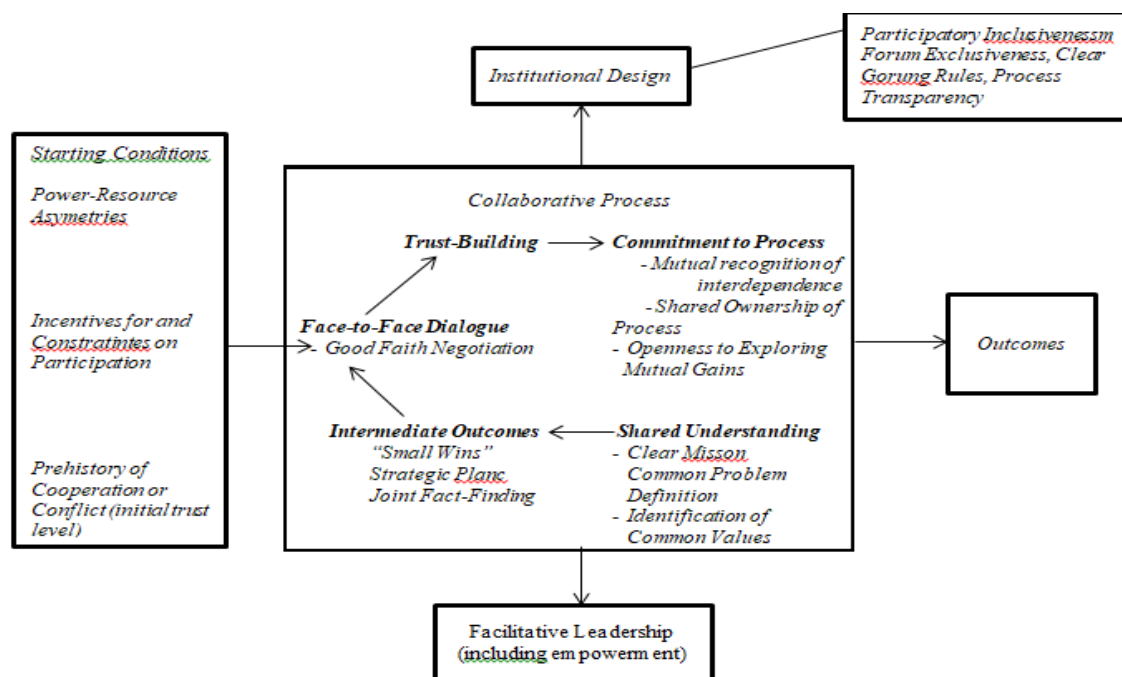


Figure 1. Collaborative Governance Model

RESEARCH METHODS

The type of research used is descriptive research with a qualitative approach focusing on the Makassar City Social Service. Research informants are classified into two parts. Namely, the key informants are the researchers themselves and the regular informants totaling 11 (eleven) people, high-ranking Pratama officials, administrators, the Civil Service Police Unit, police, media, road users, and implementing staff. Research data is sourced from primary data and secondary data. The data collection instruments were 1) in-depth interview guidelines, 2) observation sheets or observations, and 3) documentation studies—research data analysis using a triangulation and member check approach.

RESULTS AND DISCUSSION

1. Collaborative Governance Policy Implementation Process

With regard to the findings in the field, where the process of implementing collaborative governance policies in handling buskers at the Makassar City Social Service is measured by two indicators, namely the socialization aspect with five sub-indicators namely, 1) the basis for collaborative governance policies; 2) policy objectives; 3) policy objectives'; 4) policy benefits and 5) procedural and collaborative process mechanisms and aspects of coordination with five sub-indicators, namely, 1) clarity of direction, goals and actions; 2) coordinating the preparation, implementation and follow-up of busking buskers; 3) recapitulate and assess buskers who were raided; 4) determine social intervention for buskers who are raided; 5) coordinate with related agencies..

The findings of the study indicate that the policy process based on (Perda Kota Makassar Nomor 2 Tahun, 2008) concerning the Guidance of Street Children, Homeless, Beggars and Singers is the main basis for the birth of collaborative governance policies in handling buskers

by involving elements of the Civil Service Police Unit and the police for controlling and solving the problem of buskers in the city of Makassar in order to create a child-friendly city in line with the child-friendly Indonesia program (IDOLA) in 2030.

Sub-indicators related to policy objectives, research findings show two things: to control the problems of buskers that are growing dynamically and complexly and restore the social functioning of buskers through integrated social development and rehabilitation programs to improve the quality of life in a decent and prosperous manner.

About the sub-indicators of the goals and benefits of the policy, the findings show that buskers are becoming more empowered. Their social functions are getting better quality because the Makassar City Social Service provides vocational training for buskers of productive age or working age according to the results of the assessment and provides capital assistance for buskers according to their interests. and expertise so that those who have been fostered do not go down again to the highway disturbing the traffic order of highway drivers.

The findings related to the sub-indicators of the procedures and working mechanisms of the policy indicate that the procedures and work mechanisms that have been passed are quite effective where the synergy between the stakeholders involved in the collaboration, namely the Civil Service Police Unit and the police, always prioritizes communication and coordination in implementing the policy in accordance with their respective duties.

Second, the coordination indicators seen from the sub-indicators of clarity of direction, objectives, and implementation actions of collaborative governance policies in handling buskers in Makassar city were found to have been carried out systematically and integrated by the Makassar City Social Service. The implementation of the policy is in accordance with the applicable regulations, in which a persuasive approach is always put forward in the control process, then the buskers who are disciplined are assessed to find out the background of the problem and their potential, then the results of the assessment are a basic consideration for stakeholders in recommending further development and rehabilitation programs. Social for buskers who are disciplined.

Sub-indicators related to coordinating preparation, implementation, and follow-up, the results of the study revealed the involvement of various components including the civil service police unit, police, private parties, and related agencies in the context of optimizing the handling of buskers in the city of Makassar through a sharing authority and resource approach.

In relation to the sub-indicators of recapitulating and assessing buskers as well as determining social interventions for buskers who were raided, it was revealed that the approach to handling buskers was running effectively in accordance with applicable regulations, in which controlling the problems of buskers were carried out with the stages of patrolling, assessment, follow-up plans, and evaluation of the coaching program, and social rehabilitation.

In connection with coordinating with relevant agencies, it was revealed that to implement social rehabilitation programs, coordination and cooperation with the Provincial Social Service and the Indonesian Ministry of Social Affairs were needed in implementing social rehabilitation programs due to the unavailability of work facilities in carrying out social rehabilitation for disciplined buskers.

2. Supporting And Inhibiting Factors of Collaboration Governance Policy Implementation

Research findings related to the factors that support the implementation of Collaborative Governance policies in handling buskers in Makassar City have two aspects, namely resources and bureaucratic structure.

The resource factor in this study includes four sub-factors, namely, competent and capable implementers, information related to the implementation of tasks and infrastructure, formal authority, and facilities and infrastructure.

Sub-factors related to competent and qualified implementers, it was revealed that there was training carried out for implementers in charge of controlling, assessing, and fostering buskers who were raided.

Saefullah (quote Wahyudin, 2017, p. 22) suggests that to increase the capacity of apparatus resources, careful arrangement and planning are needed, including the desired quality. This is also reinforced by the opinion of Hogwood & Gunn (1993) which implies that the work from the aspect of resources in the implementation of public policies makes a major contribution to the success or failure of a policy to be implemented.

Sub-factors related to information related to the implementation of tasks and infrastructure, it was revealed that the community and most of the buskers who were raided obtained information about collaborative governance policies involving elements of the civil service police unit and the police in controlling buskers in the city of Makassar.

Sub-factors related to formal authority, it is known that the three elements who are members of the special task force for controlling buskers in the city of Makassar have the authority to be accounted for in each implementation of their duties in accordance with their respective authorities. job description in controlling buskers.

Sub-factors related to facilities and infrastructure, it was revealed that the organizers had prepared work facilities in the form of a buskers post, patrol cars, assessment rooms, as well as online-based service and information centers.

Second, the bureaucratic structure factor in the implementation of this policy involves many people, involves two agencies, and the environment so that it can influence the success of collaborative governance policies in handling buses in the city of Makassar. The problem of coordination between structures or agencies can become an obstacle in policy implementation. For this reason, standard procedures, leadership directions, and moral support are needed for the success of the policy.

The inhibiting factors for the implementation of Collaborative Governance policies in handling buskers in Makassar are aspects of communication and the disposition or attitude of the implementers. On the communication factor with three sub factors, namely, 1) transmission or distribution; 2) clarity; and 3) consistency.

The results of the transmission or distribution subfactor research show that distribution is delivered through print and online media. Second, some people say that the spread of information is only by word of mouth and confusing. This means that the information obtained is still confusing or less reliable.

Sub-factors related to the clarity related to the communication sub-factor, it was revealed that the local regulation on buskers coaching that was conveyed to the public was quite clear because of the objectives, prohibitions, and coaching programs that were conveyed.

Sub-factors related to consistency regarding communication revealed that the policy process carried out by the organizers was in accordance with applicable regulations so that people increasingly believed in the coaching program implemented by the Makassar City Social Service.

Second, the disposition factor in the policy implementation process consists of the attitude and ability sub-factors. The results of the research on the implementing attitude sub-factor revealed that the Makassar City Social Service was quite effective in controlling and fostering buskers because it always prioritized a persuasive approach and provided skills or skills improvement services as well as business assistance in accordance with the interests and interests of orderly buskers.

Sub-factors related to the ability of implementers, findings in the field indicate that the ability of employees who control and foster buskers has met service standards that are aligned with existing regulations and standard procedures.

CONCLUSION

In the application of Collaborative Governance policies in controlling buskers in Makassar City, the results of the study reveal that the socialization aspect has been running effectively. However, it is still found in the sub-aspects of the goals and benefits of the policy for handling buskers that are not optimal in improving the social functions of buskers so that it leads to a decent and prosperous quality of life as an implication of the unavailability of a social cottage environment, limited budget allocations, and some people still do not know and understand the policies implemented as a result of the uneven and widespread dissemination of policy information.

The factors that support the Collaborative Governance policy in controlling buskers in Makassar City are a) competent staff resources, information related to work procedures and mechanisms; formal authority, and adequate work facilities; b) a bureaucratic structure that supports the implementation of policies on the sub-factor of the division of tasks and the work environment. Then, the inhibiting factor for implementing the policy is communication that is specific to the sub-factor of disseminating information to the public, which is not evenly distributed, which has implications for information that is still confusing and on aspects of policy disposition. In this attitude sub-factor, some organizers are still not responsive and professional in implementing policies.

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