

# The Contribution of Community Participation, Sustainable Economic Literacy, and Environmental Policy to The Improvement of Waste Bank Performance: a Case Study Of The Waste Bank in Besang Village, Semarapura Kaja

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**Abstract:** Waste management has become a critical issue in efforts to create a clean and sustainable environment, particularly in Klungkung Regency, which has seen a significant increase in waste generation following the COVID-19 pandemic. One of the local government's initiatives to address this issue is the establishment of waste banks, including the Lestari Waste Bank in Besang Village. This study aims to analyze the influence of community participation, sustainable economic literacy, and environmental policy on the performance of the waste bank. The research was conducted in Besang Village, covering three sub-village areas: Besang Kawan, Besang Tengah, and Besang Kangin, with a total of 182 waste bank customers as respondents. A quantitative approach was employed using multiple linear regression analysis. The findings indicate that community participation significantly contributes to improving the effectiveness of the waste bank program. Furthermore, community understanding of sustainable economic principles influences individual mindsets and waste-sorting behavior. In addition, environmental policies implemented by the local government strengthen the institutional capacity of waste banks to manage waste systematically and sustainably. Therefore, the collaboration between community involvement, economic understanding, and policy support is key to the success of waste banks as a community-based waste management solution.

**Keywords:** Besang Village, Klungkung; Community participation; Sustainable economy; Waste bank performance; Waste management policy;

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## 1. Introduction

Waste is a social issue that requires serious attention from various stakeholders (Pariasa, 2016). Waste management serves as a crucial indicator of environmental sustainability, in which sustainable waste management efforts are expected to accelerate the achievement of Sustainable Development Goals (SDGs), particularly Goal 11 on sustainable settlements and Goal 12 on responsible consumption and production. These goals are closely tied to the creation of clean and comfortable rural environments and to the reduction of negative climate change impacts through proper waste volume reduction and management (Riris, 2022). Klungkung Regency is one of the regions in Bali Province that contributes to waste generation. According to SIPSN (2024), Klungkung Regency produced 32 tons of waste in 2023, double the amount generated in the previous year (16 tons). This increase has attracted the attention of the local government, especially considering the low level of community participation in waste management at the source (Loka Dewata, 2024). The limited number of Final Disposal Sites (TPA) further exacerbates the situation, as there are only three TPAs in the region—located in mainland Klungkung, Nusa Penida/Nusa Gede, and Nusa Lembongan—resulting in waste accumulation and excess burden.

The rise in waste generation in Klungkung Regency over the past three years is closely linked to the recovery of public activities following the COVID-19 pandemic. The year 2021 marked the gradual return of social and economic activities, which continued to increase in

2022 and 2023. As community productivity increased, so did the volume of waste generated. In response, the local government issued Klungkung Regency Regional Regulation No. 7 of 2014 on Waste Management as an initial measure to address the problem. This regulation includes upstream-to-downstream waste management, the establishment of Temporary Disposal Sites (TPS), and the development of business units such as waste banks. Based on data from Satu Data Indonesia of Bali Province, the volume of waste successfully managed rose from 30,425.74 tons in 2021 to 33,789.05 tons in 2022 and further to 39,683.33 tons in 2023. Meanwhile, unmanaged waste volume decreased significantly, from 3,795.83 tons in 2021 to only 556.28 tons in 2023.

At the sub-regency level, waste banks serve as a practical, community-based solution for waste management. Several waste banks operate with varying levels of waste recycling. Among them, the Lestari Waste Bank in Semarapura Kaja ranks the highest, with an average monthly waste deposit of 1,511.6 kg. Despite this achievement, challenges remain. The Semarapura Kaja Sub-district faces low public awareness regarding environmental cleanliness and suboptimal implementation of community development planning forums (Musrenbang). A major concern is the accumulation of inorganic waste, attributed to a lack of collaboration in household waste management and the underperformance of the local waste bank. The local government has responded by enhancing the role of the Lestari Waste Bank in Besang Village, encouraging residents to become active participants and educating them on the economic value of waste management to shift community mindsets.

In contrast to the manually operated Lestari Waste Bank, the waste bank in Br. Patus, Gunaksa Village, has adopted a more advanced approach. The community's active participation is supported by monthly incentives such as rice rewards for regular contributors and consistent support for the waste bank program. Additionally, Br. Patus utilizes the "Guna Bangsa" application to digitally record waste deposits, making the process more modern and efficient (Sudarta, 2024). This demonstrates that technological advancement and incentive systems can increase community involvement in waste management programs. This comparison provides valuable insights for the management of the Lestari Waste Bank to adopt similar strategies in order to enhance service effectiveness and outreach.

The waste bank program in Besang Village, Klungkung Regency, involves three sub-villages: Besang Kawan, Besang Tengah, and Besang Kangin. Established in 2015, the Lestari Waste Bank operates under a self-managed system and is run by nine individuals, comprising six community volunteers and three representatives from the traditional village. It has 182 active customers: 77 from Besang Kawan, 60 from Besang Tengah, and 45 from Besang Kangin. This community participation highlights the importance of citizen involvement in supporting sustainable development. Their engagement not only increases membership but also raises awareness of the importance of household waste sorting and management in reducing the volume of non-biodegradable waste. Consequently, the environment in Semarapura Kaja Sub-district can become cleaner and more well-maintained.

High community participation in the waste bank program in Besang Village has produced tangible results, especially in terms of economic benefits from inorganic waste processing. The activities are carried out regularly each month, with assistance from the Semarapura Kaja Sub-district Office. Based on income data from the Lestari Waste Bank between 2022 and 2023, the most commonly deposited waste types were plastic and used cardboard, with total deposits exceeding 2,500 items per year. This indicates that plastic and cardboard are the most prevalent waste types produced by the community, presenting economic opportunities through recycling activities. This program is a crucial component of the local government's effort to promote a circular economy and foster sustainable economic awareness among citizens. Further research can explore the extent of public understanding of the economic value of waste management and the effectiveness of policies supporting this program.

## 2. Method

This study adopts a quantitative approach with an associative method to examine the influence of community participation, understanding of sustainable economy, and waste management policies on the performance of the waste bank in Besang Village, Klungkung Regency. This location was selected due to its active waste bank program coordinated by the head of Semarapura Kaja Sub-district and the local Women's Empowerment and Family

Welfare Team (PKK). Besang Village also faces environmental challenges such as flooding and waste overflow during the rainy season—issues not commonly found in other villages in Klungkung. The research objects include independent variables (community participation, sustainable economic literacy, and waste management policy) and a dependent variable, namely the performance of the waste bank. Each variable was measured using relevant indicators that have been validated in previous studies, covering economic aspects, community engagement, and the effectiveness of local policy implementation.

The population in this study consists of all customers of the Lestari Waste Bank across the three sub-villages in Besang. The sample was selected using purposive sampling and quota sampling techniques, resulting in a total of 65 respondents chosen based on specific criteria and evenly distributed across the sub-villages over a two-month period. Data collection techniques included structured interviews using questionnaires, in-depth interviews with key informants, and non-participant field observations. The collected data were analyzed statistically to examine the relationships among variables, allowing for a comprehensive understanding of the effectiveness of community-based and sustainable economy-oriented waste management at the village level.

### 3. Results And Discussion

#### Research Instrument Test Results

##### Validity Test

**Table 1. Results of the Validity Test Analysis of the Community Participation Variable (X1)**

Correlations		X1.1	X1.2	X1.3	Community Participation (X1)
X1.1	Pearson Correlation	1	.823**	.664**	.878**
	Sig. (2-tailed)		.000	.000	.000
	N	65	65	65	65
X1.2	Pearson Correlation	.823**	1	.795**	.930**
	Sig. (2-tailed)	.000		.000	.000
	N	65	65	65	65
X1.3	Pearson Correlation	.664**	.795**	1	.874**
	Sig. (2-tailed)	.000	.000		.000
	N	65	65	65	65
Community Participation (X1)	Pearson Correlation	.878**	.930**	.874**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	65	65	65	65

**Table 2. Results of the Validity Test Analysis of the Sustainable Economic Understanding Variable (X2)**

Correlations		X2.1	X2.2	X2.3	Understanding Sustainable Economics (X2)
X2.1	Pearson Correlation	1	.647**	.585**	.883**
	Sig. (2-tailed)		.000	.000	.000
	N	65	65	65	65
X2.2	Pearson Correlation	.647**	1	.544**	.817**
	Sig. (2-tailed)	.000		.000	.000
	N	65	65	65	65
X2.3	Pearson Correlation	.585**	.544**	1	.847**
	Sig. (2-tailed)	.000	.000		.000
	N	65	65	65	65
Understanding Sustainable Economics (X2)	Pearson Correlation	.883**	.817**	.847**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	65	65	65	65

Source: Processed Primary Data, 2025

**Table 3. Results of the Analysis of the Validity Test of the Waste Management Policy Variable (X3)**

Correlations		X3.1	X3.2	X3.3	Waste Management Policy (X3)

X3.1	Pearson Correlation	1	.429**	.268*	.687**
	Sig. (2-tailed)		.000	.031	.000
	N	65	65	65	65
X3.2	Pearson Correlation	.429**	1	.446**	.806**
	Sig. (2-tailed)	.000		.000	.000
	N	65	65	65	65
X3.3	Pearson Correlation	.268*	.446**	1	.792**
	Sig. (2-tailed)	.031	.000		.000
	N	65	65	65	65
Waste Management Policy (X3)	Pearson Correlation	.687**	.806**	.792**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	65	65	65	65

Source: Processed Primary Data, 2025

Table 4. Results of the Validity Test Analysis of the Waste Bank Performance Variable (Y)

Correlations		Y1.1	Y1.2	Y1.3	Waste Bank Performance (Y)
Y1.1	Pearson Correlation	1	.355**	.464**	.756**
	Sig. (2-tailed)		.004	.000	.000
	N	65	65	65	65
Y1.2	Pearson Correlation	.355**	1	.689**	.824**
	Sig. (2-tailed)	.004		.000	.000
	N	65	65	65	65
Y1.3	Pearson Correlation	.464**	.689**	1	.872**
	Sig. (2-tailed)	.000	.000		.000
	N	65	65	65	65
Waste Bank Performance (Y)	Pearson Correlation	.756**	.824**	.872**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	65	65	65	65

Source: Processed Primary Data, 2025

## Reliability Test

Table 5. Reliability Results of Community Participation Variable (X1)

Reliability Statistics	
Cronbach's Alpha	N of Items
.905	3

Source: Processed Primary Data, 2025

Based on table 5, the instrument in the Community Participation Variable (X1) has passed the reliability test with a total Cronbach's Alpha score value above 0.6. It can be concluded that the questionnaire used in this study has a high level of consistency, so that if it is reused in similar conditions, the results obtained will remain consistent.

Table 6. Reliability Results of Sustainable Economic Understanding Variable (X2)

Reliability Statistics	
Cronbach's Alpha	N of Items
.804	3

Source: Processed Primary Data, 2025

Based on table 6, the instruments in the Sustainable Economic Understanding Variable (X2) have passed the reliability test with a total Cronbach's Alpha score value above 0.6. It can be concluded that the questionnaire used in this study has a high level of consistency, so that if it is used again in similar conditions, the results obtained will remain consistent. (Pasaribu, 2022).

Table 7. Results of the Reliability of Waste Management Policy Variables(X3)

Reliability Statistics	
Cronbach's Alpha	N of Items
.641	3

Source: Processed Primary Data, 2025

Based on table 7, the instrument in the Waste Management Policy Variable (X3) has passed the reliability test with a total Cronbach's Alpha score value above 0.6, so it can be concluded that the questionnaire used in this study has a moderate level of internal consistency

in accordance with the statement.(Pasaribu, 2022), so that if it is reused under similar conditions, the results obtained will remain consistent.

**Table 8. Results of the Reliability of the Waste Bank Performance Variable (Y)**

Reliability Statistics	
Cronbach's Alpha	N of Items
.748	3

**Source: Processed Primary Data, 2025**

Based on table 8, the instrument in the Waste Bank Performance Variable (Y) has passed the reliability test with a total Cronbach's Alpha score value above 0.6, so it can be concluded that the questionnaire used in this study has a high level of consistency, so that if it is reused in similar conditions, the results obtained will remain consistent.(Pasaribu, 2022)

### Classical Assumption Test

#### Normality Test

**Table 10. Normality Test Results**

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		65
Normal Parameters <sup>a,b</sup>	Mean	.0000000
	Std. Deviation	1.47013911
Most Extreme Differences	Absolute	.104
	Positive	.077
	Negative	-.104
Test Statistics		.104
Asymp. Sig. (2-tailed) <sup>c</sup>		.079

**Source: Processed Primary Data, 2025**

Based on Table 10, the Asymp.Sig value (2-tailed) is 0.079, so it can be concluded that the regression equation model is normally distributed because the Asymp.Sig value > 0.05, which is the commonly used significance limit.

#### Heteroscedasticity Test

**Table 11. Heteroscedasticity Test Results**

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients Beta	t	Sig.
		B	Std. Error			
1	(Constant)	4.950	2.385		2.075	.042
	X1	.060	.045	.056	.436	.664
	X2	-.020	.090	.034	-.217	.829
	X3	-.136	.092	.230	-1,489	.142
a. Dependent Variable: ABS_RES						
Source: Processed Primary Data, 2025						

Based on the Glejser Test in table 11, it is shown that Community participation (X1), understanding of sustainable economy (X2) and waste management policy (X3) have a Sig value > 0.05 which means there is no influence between the independent variables on the absolute residual. Thus, it can be said that the model equation does not have symptoms of heteroscedasticity.

#### Multicollinearity Test

**Table 12. Multicollinearity Test Results**

Coefficients <sup>a</sup>			
Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	X1	.930	1,076

	X2	.633	1,579
	X3	.645	1,550
a. Dependent Variable: Y			

**Source: Processed Primary Data, 2025**

Based on the results of the multicollinearity test in table 12, it is known that all independent variables have VIF values that are smaller or less than 10 and Tolerance values greater than 0.1. This indicates that there are no symptoms of multicollinearity so that it meets the requirements of classical assumptions in regression analysis.

**Multiple Linear Regression Analysis**

**Table 13. Results of Multiple Linear Regression Analysis**

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2,055	3,663		.561	.577
	X1	.160	.069	.228	2,319	.024
	X2	.322	.138	.277	2,329	.023
	X3	.440	.141	.369	3.128	.003
a. Dependent Variable: Waste Bank Performance (Y)						

**Source: Processed Primary Data, 2025**

Based on table 13, the multiple linear regression equation model formed in this study is as follows:

$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + e$$

$$\hat{Y} = (2.055) + (0.160) + (0.322) + (0.440)$$

$$Se = (3.663)(0.069)(0.138)(0.141)$$

$$T_{count} = (0.561) (2.319) (2.329) (3.128)$$

$$Sig = (0.577)(0.024)(0.023)(0.003)$$

$$R^2 = 0.453$$

$$F_{count} = 16.855$$

The structural equation can be interpreted as follows:

- 1) The constant value of the waste bank performance variable is 2.055, indicating that if community participation, understanding of sustainable economics, and waste bank management policies are equal to 0, then the performance of the waste bank is estimated to be 2.055.
- 2) The community participation variable (X1) has a coefficient of 0.160, which means that community participation (X1) has a positive influence on the performance of the waste bank (Y). This means that if community participation (X1) increases, the performance of the waste bank (Y) will increase.
- 3) Variables understanding sustainable economics (X2) has a coefficient of 0.322 which means understanding sustainable economics (X2) has a positive influence on the performance of the waste bank (Y), this means that if understanding sustainable economics (X3) increases then the performance of the waste bank (Y) increases.
- 4) Variables waste bank management policy (X3) has a coefficient of 0.440 which means waste bank management policy (X3) has a positive influence on the performance of the waste bank (Y), this means that if waste bank management policy (X3) increases then the performance of the waste bank (Y) increases.

**Coefficient of Determination (R<sup>2</sup>)**

**Table 14. Results of Determination Coefficient**

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.673a	.453	.426	1,506
a. Predictors: (Constant), Waste Management Policy (X3), Community Participation (X1), Understanding of Sustainable Economy (X2)				

**Source: Processed Primary Data, 2025**

Based on the model summary table, the magnitude of the determination coefficient (Adjusted R<sup>2</sup>) is 0.426, which means that the variation in Waste Bank Performance (Y) can be significantly influenced by Community Participation (X1), Sustainable Economic Understanding (X2), Waste Management Policy (X3), by 42.6 percent, while the remaining 57.4 percent is explained by other factors not included in the model. With this, 57.4 percent of those who support are the direct government and cadres who are responsible for the authority in the sustainability of the waste bank in accordance with the established SOP. (Triana and Sembiring, 2019) stated that the SOP for the waste bank is the most important element that can influence all activities in the waste bank.

### Simultaneous Influence Test (F Test)

**Table 15. Results of Simultaneous Regression Coefficient Significance Test (F Test)**

ANOVA						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	114,661	3	38,220	16,855	.000b
	Residual	138,324	61	2,268		
	Total	252,985	64			
a. Dependent Variable: TOTAL_Y						
b. Predictors: (Constant), TOTAL_3, Total_X1, TOTAL_X2						

**Source: Processed Primary Data, 2025**

Based on the table obtained *Fhitung* of 16.855 with a significance value of 0.000, which means that the significance value of F is less than 0.05 and *Fhitung* (16.855) is greater than *Ftable* (2.76) so it can be concluded that the variables of community participation (X1), understanding of sustainable economics (X2) and waste management policy (X3) simultaneously influence the performance of the Semarapura Kaja Sustainable Waste Bank (Y).

### Partial Influence Test (t-Test)

**Table 16. Results of Partial Regression Coefficient Significance Test (t-Test)**

Coefficients <sup>a</sup>					
		Unstandardized Coefficients		Standardized Coefficients	
Model		B	Std. Error	Beta	Sig.
1	(Constant)	2,055	3,663		.577
	Total_X1	.160	.069	.228	.024
	TOTAL_X2	.322	.138	.277	.023
	TOTAL_3	.440	.141	.369	.003
a. Dependent Variable: TOTAL_Y					

**Source: Processed Primary Data, 2025**

The calculated t value obtained was 3.128 > 1.670 and the significance value was 0.003, meaning that the Waste Management Policy variable (X3) partially had a positive and significant effect on the Performance of the Semarapura Kaja Lestari Waste Bank (Y).

### Discussion

The Influence of Community Participation (X1) on the Performance of the Lestari Waste Bank in Semarapura Kaja, Klungkung Regency

The variable of community participation (X1) has a t-value of 2.319, which is greater than the t-table value of 1.670, with a significance level of 0.024. This indicates that community participation has a positive and significant partial effect on the performance of the Lestari Waste Bank in Semarapura Kaja, Klungkung Regency. These results imply that the more intensive the community's involvement in waste bank activities in Semarapura Kaja, the more conducive the performance of the waste bank will be for its customers.

This is due to a shift in community mindset towards environmental cleanliness and inorganic waste management, which can generate value for customers. In addition, accessibility is a key factor, as most customers come from households in Besang Kangin, Besang Kawan, and Besang Tengah. Most respondents have participated in the waste bank program for more than three years and are predominantly female. Customers regularly sort and deposit waste once a month, as scheduled by the sub-district and waste bank facilitators. The majority of collected materials consist of recyclable items such as cardboard and plastic.

These findings are consistent with research by Firmansyah, Suherman, and Mayza (2023), which confirms that community participation has a positive and significant impact on waste bank performance. The results also support Fatmawati et al. (2019), who found that active community participation involves full engagement in all stages of activity—organization, planning, implementation, program monitoring, and sustainability efforts—especially in improving sanitation infrastructure. Therefore, meaningful community participation can enhance productivity, maintain customer loyalty, and promote sustainable income generation.

One respondent from Besang Tengah, identified as DPC, aged 48, shared:

“I have participated from the beginning, even before it became popular. I joined the program on my own initiative. In my opinion, if more people were involved, Besang could become a greener, cleaner area.”

This interview highlights that active community participation in the waste bank program significantly contributes to environmental protection and promotes the understanding of sustainable waste-based economics. According to Vigintan, Rahayu, and Hardiana (2019), community involvement in waste management is a crucial technical factor in addressing increasingly complex waste problems.

**The Influence of Sustainable Economic Literacy (X2) on the Performance of the Lestari Waste Bank in Semarapura Kaja, Klungkung Regency**

Based on partial regression analysis (t-test), the variable of sustainable economic literacy (X2) has a t-value of 2.329, greater than the t-table value of 1.670, with a significance level of 0.023, which is lower than  $\alpha = 0.05$ . This demonstrates that sustainable economic literacy has a positive and significant influence on the performance of the Lestari Waste Bank in Semarapura Kaja (Y).

This finding aligns with Prastiyantoro's (2017) research in Badegan Hamlet, Bantul Village, Yogyakarta, where knowledge about waste issues and waste management, combined with a sense of ownership, were key factors in the success of the Gemah Ripah waste program. It also aligns with Jacob and Dwipayanti's (2022) findings in South Denpasar, which showed a significant relationship between knowledge and community waste management behavior.

Furthermore, waste banks that have operated for a longer period tend to have broader business networks, giving facilitators and customers a competitive advantage in expanding participation and increasing revenue from inorganic waste deposits. These findings are consistent with Afdhal (2024), who outlined three key roles of waste banks: social, economic, and environmental. Socially, waste banks influence behavior by reducing inorganic waste and increasing awareness. Economically, they offer additional income to participants who regularly deposit waste. Environmentally, waste banks reduce the amount of waste sent to processing facilities (TPS) and decrease visible public waste accumulation, contributing to a cleaner environment.

One respondent from Besang Kangin, identified as NWK, aged 45, stated:

“Since joining the waste bank program, I've realized that inorganic waste can generate money. Every six months, I even receive a chicken, which I use during Galungan holidays. It's really helpful—even though I only save through the waste bank. It proves that the waste bank supports a sustainable economy.”

This testimonial illustrates how customers' understanding of sustainable economics results in tangible benefits and small-scale financial support through participation in waste bank activities.

**The Influence of Waste Management Policy (X3) on the Performance of the Lestari Waste Bank in Semarapura Kaja, Klungkung Regency**

Regression analysis also reveals that the waste management policy variable (X3) has a positive and significant effect on the performance of the Lestari Waste Bank. This is evidenced by a t-value of 3.128, which exceeds the t-table value of 1.670, and a significance level of 0.003, which is below  $\alpha = 0.05$ . The existence of waste management policies can improve the quality of life in Klungkung Regency by fostering healthy behavior and encouraging critical thinking in inorganic waste management.

Another important factor is institutional support, in which government officials disseminate clear and accurate information about the waste bank program. These findings align with Mita (2019), who concluded that the implementation of a structured waste



management system significantly improves the cleanliness of residential environments, particularly in West Amurang District, South Minahasa Regency.

A respondent from Besang Kawan, NWS (46), Chairperson of the local PKK organization, shared:

“The waste bank policy has been implemented according to the regulations set by the Klungkung Regency Government, including a schedule for waste collection based on waste type. I believe the regulation is very effective. Even before COVID-19, this program had started, but it wasn’t effective until the Semarapura Kaja Sub-district became involved. Now the program is active again, and community participation has increased significantly. We now run the program once a week on a regular basis.”

Additionally, AAGS, an official from the Semarapura Kaja Sub-district who serves as the Head of Economic Development, noted:

“This waste bank program has been running for approximately nine years and resumed consistent operation after the COVID-19 pandemic. The Lestari Waste Bank now processes approximately one ton of waste annually. The program is even gaining national recognition.”

In conclusion, the presence of waste management policies in Klungkung Regency provides substantial environmental and social benefits. Strong support from local officials plays a critical role in successful implementation, as not all sub-districts succeed in harmonizing community welfare and environmental stewardship.

### Conclusion

This study concludes that community participation, understanding of sustainable economy, and waste management policies—both collectively and individually—have a positive and significant effect on the performance of the Lestari Waste Bank in Semarapura Kaja. The higher the level of community involvement, public understanding, and the appropriateness of policy support, the better the performance of the waste bank. Furthermore, the customers' understanding of the sustainable economy is relatively high, particularly in terms of waste sorting, understanding the functions of the waste bank, and reducing inorganic waste.

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