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PUBLIC KNOWLEDGE, ATTITUDES, AND ACCESS TO INFORMATION MEDIA TOWARDS WASTE MANAGEMENT IN JUANG CITY

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Abstract

Domestic waste management requires active community involvement supported by adequate levels of knowledge, attitudes, and access to information. This study aims to describe the level of community knowledge, attitudes, and access to information media regarding waste management in Kota Juang District, Bireuen Regency. The study used a descriptive quantitative approach with a cross-sectional design. A total of 120 respondents were selected using an accidental sampling technique. Data collection was conducted through structured questionnaires, field observations, and documentation studies. Data were analyzed descriptively using frequency distributions, percentages, and average values. The results showed that the level of community knowledge was in the moderate category, especially still low in technical aspects of waste management such as waste classification, transportation schedules, and the application of the 3R principle (*Reduce, Reuse, Recycle*). Community attitudes towards waste management were relatively positive, indicated by high concern for environmental cleanliness and support for shared responsibility in waste management. Meanwhile, community access to information media was in the high category, with social media and government websites being the most widely accessed and effective sources of information. This study concluded that the community in Kota Juang District has quite good social readiness in supporting community participation-based waste management. However, it is necessary to strengthen technical education, optimize digital-based environmental communication, and increase community participation to support more sustainable waste management .

Keywords: Information_media_access, environmental_participation, waste_management, public_knowledge, public_attitude .

INTRODUCTION

Domestic waste management is an environmental problem that continues to increase along with population growth, urbanization, and changes in people's consumption patterns. In Indonesia, unmanaged waste generation remains a serious environmental issue, especially in densely populated residential areas with low levels of community participation (Mardiana et al., 2026; Suprihatin & Nailufaroh, 2025) . This condition indicates that the success of waste management depends not only on the availability of infrastructure, but also on the active involvement of the community in maintaining environmental cleanliness (Fadianti et al., 2025; Nurlinah et al., 2025) Community participation in waste management is influenced by various factors, including knowledge, attitudes, and access to environmental information media. Community knowledge regarding waste types, environmental impacts, and the principles of sustainable waste management forms the basis for shaping household waste management behavior (Wijayanti et al., 2023; Winursita & Johan, 2024) . Furthermore, a positive attitude toward environmental cleanliness can foster community awareness and responsibility in preserving the surrounding environment. Previous research has shown that communities with a good level of knowledge and attitudes tend to be more active in household- and community-based waste management activities. (Handayani et al., 2025; Rampeng et al., 2026) . On the other hand, access to information media plays a crucial role in increasing public understanding and awareness of waste management. Social media, television, radio, and environmental outreach activities can be effective means of conveying information to support behavioral changes in communities toward better waste management (Aygün &

Çekiç, 2025; Parira et al., 2026) . Easy access to relevant and understandable information can help the public gain practical knowledge about waste sorting, waste collection schedules, and the application of the 3R principles (*Reduce, Reuse, Recycle*) in everyday life. Kota Juang District, Bireuen Regency, is an area with high residential and commercial activity, resulting in a large volume of waste. Based on data from the Bireuen Regency Department of Sanitation and Environment, the volume of waste in this area reaches approximately 92 m^3 per day. The local government has provided waste management and transportation facilities, but problems such as indiscriminate waste disposal, open burning, and low levels of household waste sorting are still found in the community (Gallant et al., 2025; Marzuki, 2025; Puansah, 2025) . This condition indicates that the provision of physical facilities has not been fully followed by community involvement in sustainable waste management.

Several previous studies have focused more on the technical aspects of waste management and the relationship between community environmental behavior, while studies that simultaneously map the level of community knowledge, attitudes, and access to information media are still limited, particularly in semi-urban areas such as Kota Juang District. Therefore, this study aims to describe the level of community knowledge, attitudes, and access to information media regarding waste management in Kota Juang District, Bireuen Regency. The results are expected to provide an empirical basis for local governments and stakeholders in developing environmental education programs, public communication strategies, and more participatory and sustainable waste management policies.

LITERATURE REVIEW

Waste management is a systematic effort that includes reducing, sorting, collecting, transporting, processing, and final processing of waste to maintain environmental cleanliness and public health. Community-based waste management is an important approach in supporting environmental sustainability, especially through the application of the 3R principle (*Reduce, Reuse, Recycle*) at the household level (Budiman & Jaelani, 2023; Fathir et al., 2025) The success of waste management is not only determined by the availability of facilities and infrastructure, but is also influenced by community behavior in managing daily waste (Gallant et al., 2025) . Public knowledge is a crucial factor in shaping waste management behavior. Knowledge encompasses understanding waste types, environmental impacts, the 3R principles, and proper waste management procedures. Communities with a high level of knowledge tend to be more active in sorting waste and maintaining environmental cleanliness (Handayani et al., 2025; Rampeng et al., 2026) . Conversely, low levels of knowledge can lead to indiscriminate waste disposal and open burning, which negatively impact the environment and health (Nisa et al., 2025) . Community attitudes reflect evaluative tendencies and individual readiness to support good waste management. Positive attitudes can be seen in concern for environmental cleanliness, willingness to sort waste, and support for shared responsibility in waste management. According to Bakung and Fahrurodzi (2025) , public attitudes are influenced by perceived benefits, social norms, and environmental awareness. However, positive attitudes are not always followed by concrete practices due to limited facilities and community habits that are still difficult to change (Sutardjo et al., 2026) .

METHOD (TNR, 12 BOLD)

This study used a quantitative approach with a descriptive cross-sectional design to describe the level of public knowledge, attitudes, and access to information media regarding waste management in Kota Juang District, Bireuen Regency. The study was conducted in 2026, targeting residents involved in household waste management. A sample of 120 respondents was selected using accidental sampling. Data were collected through a structured questionnaire with a Likert scale of 1–5, covering variables such as knowledge, attitudes, and access to information media. Field observations and documentation studies were also conducted as supporting data. The research instrument was tested for validity and reliability, with *Cronbach's Alpha values* for each variable exceeding 0.60, thus declaring it reliable. Data were analyzed descriptively using *Microsoft Excel and IBM SPSS Statistics* through frequency, percentage, and mean calculations. The analysis results were then categorized into low, medium, and high levels to describe the community's perceptions of waste management.

RESULTS AND DISCUSSION

Overview of Respondents and Research Location

This research was conducted in Kota Juang District, Bireuen Regency, which administratively comprises 23 villages. This area was selected because it is a center of economic activity and residential areas with a high population density and a daily waste volume of 92 m^3/day. Primary data collection was conducted on 120 respondents selected using an *accidental sampling technique* . Respondent characteristics (see Table 1) show representative variations in

the population in the study area. Based on age, the majority of respondents were in the adult category (26–42 years) at 55%, followed by young people (<25 years) at 26.67%, and old people (>43 years) at 18.33%. The dominance of adult respondents indicates that most study participants have cognitive maturity and experience in making decisions about household environmental management. The distribution of education levels shows that 45.83% of respondents had secondary education (SMA/MA), 36.67% had lower education (SD/MI–SMP/MTs), and 17.50% had higher education (D3–S3). This composition indicates that most respondents have an adequate literacy base to receive and process environmental information, although access to technical education on waste management still needs to be optimized.

Table 1Distribution of characteristics of research respondents

Characteristics	**Category**	**Number (n)**	**Percentage (%)**
Age	Young (<25 years)	32	26.67
	Adults (26–42 years)	66	55.00
	Old (>43 years)	22	18.33
Education	Low (elementary–middle school)	44	36.67
	Middle School (SMA)	55	45.83
	High (D3–S3)	21	17.50
Gender	Man	62	51.67
	Woman	58	48.33
Work	Farmers/Laborers	60	50.00
	Other*	60	50.00

Description: *Others include housewives, teachers, civil servants, self-employed, and traders.*

Based on gender, respondents were 51.67% male and 48.33% female, ensuring a cross-gender representation of perspectives on domestic waste management. Meanwhile, respondents' employment status was highly diverse, with a predominance of farmers (30%), laborers (20%), housewives (16.67%), teachers (14.17%), civil servants (10%), and self-employed (9.17%). This diversity of professions reflects the socio-economic dynamics of the community, which can influence time allocation and priorities in waste management practices.

Level of Public Knowledge regarding Waste Management

Based on the results of measuring five cognitive indicators, the level of public knowledge regarding waste management is in the **moderate category** . The distribution of respondents' responses shows an interesting fragmentation pattern for analysis (Table 2and Figure 1).

Table 2Distribution of Public Knowledge Levels regarding Waste Management

Knowledge Indicator	**STM (%)**	**TM (%)**	**NET (%)**	**ME (%)**	**SME (%)**
A.1.1 Definition of waste management	51.7	-	-	42.5	5.8
A.1.2 Waste management implementation process	-	27.5	-	67.5	5.0
A.1.3 Impact of unmanaged TPS	9.2	8.3	-	-	82.5
A.1.4 Types of waste at TPS	-	9.4	45.8	37.5	-
A.1.5 Garbage disposal schedule	50.0	-	16.7	-	33.3

Information:
STM=Very Unaware, TM=Doesn't Know, NET=Uncertain, ME=Knows, SME=Very Aware

Respondents demonstrated a very high level of understanding of the health and environmental impacts of unmanaged landfills, with 82.5% stating they were "very aware." This indicates that information about the risks and negative impacts of waste has been well absorbed by the public, likely through direct experience or reactive media messages. However, significant gaps exist in the technical-procedural aspects. Fifty-one percent of respondents stated they were "completely unaware" of the formal definition of waste management, and 50% were unaware of the waste disposal schedule in their neighborhood. Furthermore, 45.8% of respondents were unsure about the

classification of waste types permitted at landfills (TPS). Only 67.5% were aware of the waste management implementation process, and 42.5% understood the formal definition of waste management.

Figure 1Interpretation of the level of public knowledge regarding waste management

This pattern confirms the findings of previous studies which stated that the knowledge of people in semi-urban areas tends to be high conceptually (knowing "what" and "why") but low in application (knowing "how" and "when") (Handayani et al., 2025; Younus et al., 2025) . This fragmentation of knowledge is in line with the *Knowledge-Attitude-Practice* (KAP) framework which places declarative knowledge as the initial foundation, but emphasizes that this knowledge does not automatically include procedural or conditional knowledge. This gap can be attributed to several factors. First, the heterogeneity of respondents' educational backgrounds, with 36.67% having primary to junior high school education, may limit access to more complex technical educational materials. Second, there is a lack of sustainable outreach programs that address concrete household practices, such as sorting techniques, the 3R principle (*Reduce, Reuse, Recycle*), and disposal procedures in accordance with local regulations (Gallant et al., 2025; Nisa et al., 2025) . Third, available educational materials may be too general and less relevant to specific household needs (Isabella et al., 2025; Lia & Sisdianto, 2025) .

Community Attitudes towards Waste Management

The results of measuring attitudes towards five evaluative statements indicate that overall public attitudes are in the positive/high category (Figure 2). The majority of respondents indicated psychological readiness and moral evaluations that support responsible waste management. Specifically, 90.8% of respondents (a combination of somewhat agree, agree, and strongly agree) believe that good waste disposal site (TPS) management contributes to family hygiene. 82.5% agree that having a closed and clean TPS at home is important. More encouragingly, 83.5% of respondents stated that they somewhat agree with the need to provide separate bins for organic and non-organic waste, and 91.7% agree that the family's role is very important in TPS management. Regarding collective responsibility, 80.8% agree that waste management should be a shared responsibility between citizens and the government, although 19.2% still disagree with this concept.

These findings confirm that the Kota Juang community is affectively prepared to engage in waste management practices. Local religious values and traditions in Aceh, which integrate cleanliness with the concept of *khalifah fil ardh* (leader on earth) and social responsibility, contribute to the internalization of this positive attitude (Bakung & Fahrurodzi, 2025; Muliaman et al., 2026) . The strong community structure in Kota Juang District also allows for informal social control through shame and neighborhood normative pressure, which can motivate compliance with good waste management practices.

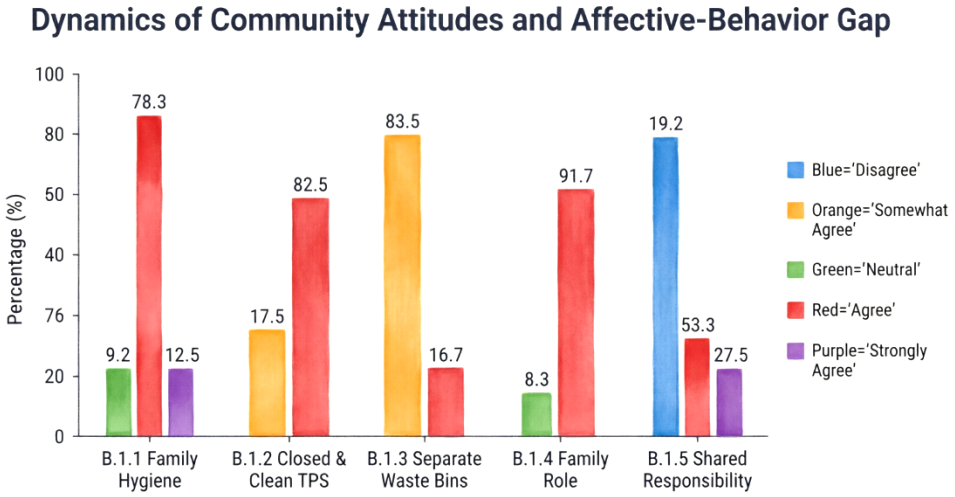

Figure 2Dynamics of community attitudes and affective-behavioral gaps

The environmental behavior literature consistently notes the existence of an *attitude-behavior gap* , a gap between high declarative attitudes and suboptimal field practices (Sutardjo et al., 2026; Weyer & Hoffmann, 2025) . Several structural barriers may explain why positive attitudes have not yet fully manifested into sorting or composting routines at the household level:

First , time constraints due to economic demands. The predominance of respondents working as farmers (30%) and laborers (20%) (see Table 1) indicates that daily economic activities can influence time allocation and priorities in waste management practices (Pasya et al., 2025; Prihtanti et al., 2024) . For this group, waste issues are often viewed as secondary to pressing economic needs.

Second , the perceived inconvenience and complexity of the procedure. Communities accustomed to mixed waste disposal practices may feel overwhelmed by the perceived complexity and time-consuming sorting procedures (Nurjaman et al., 2023) . Without accessible and ergonomic facilities, motivation to change may diminish.

Third , the lack of direct incentives and positive feedback. People tend to be more stable in their attitudes when they see the immediate benefits of pro-environmental behavior, such as reduced flooding, a cleaner environment, or the potential economic value of recycling (Padmawati & Sudharma, 2025) . Without this concrete evidence, positive attitudes can be merely declarative.

This attitude mapping becomes a strategic asset for designing interventions. Once affective readiness is established, the policy focus can shift from "convincing people of the importance of cleanliness" to "facilitating ease of action" (Fatimah, 2025; Kartika et al., 2025) . This strategy could include providing ergonomic and easily accessible separate trash bins, consistent and predictable trip schedules, and strengthening community norms through religious leaders and village officials .

Access to Public Information Media regarding Waste Management

Public access to information media was categorized as high, but with specific patterns of preferences and perceived effectiveness (Figure 3). All respondents (100%) agreed that TPS information is part of sustainable management, and 75% strongly agreed that such information helps maintain environmental cleanliness. These findings indicate that the public recognizes the strategic role of information in supporting good waste management practices.

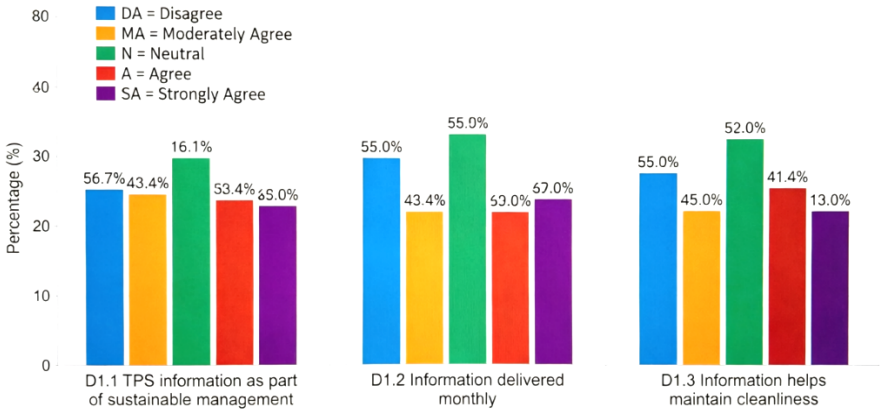

Figure 3Access to public information media related to waste management

However, perceptions vary regarding the frequency of information delivery. Fifty-five percent of respondents disagreed with the idea of delivering information on a monthly schedule. This indicates a public preference for on-demand or needs-based content, rather than a rigid schedule. People value information that is relevant, timely, and accessible when needed, such as real-time travel schedules, infographic-based sorting guides, or responsive citizen complaint channels (Isabella et al., 2025; Prihtanti et al., 2024).

Analysis of the information channels accessed and deemed most effective shows a significant shift in public information consumption patterns (Figure 4). The most frequently accessed channels were social media (WhatsApp, Facebook, Instagram) at 30.8%, followed by radio at 24.2%, government/service websites at 15.0%, direct outreach at 13.3%, television at 8.3%, and flyers/brochures/banners at 8.3%. However, when asked about the media they considered most effective, there was an interesting shift in ranking. Government or sanitation department websites were considered most effective by 39.2% of respondents, followed by social media (35.0%), television (7.5%), flyers/brochures/banners (7.5%), direct outreach (5.8%), and radio (5.0%).

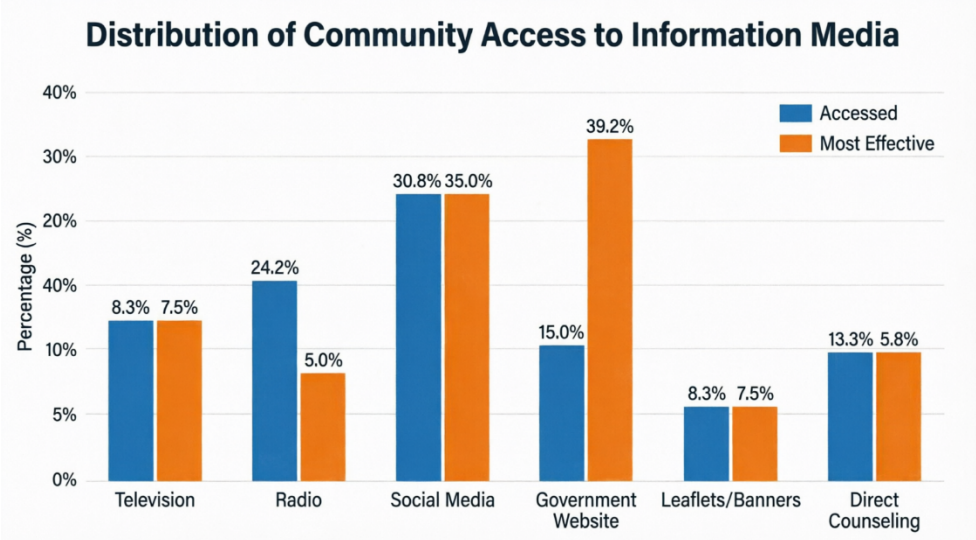

Figure 4Distribution of access to public information media

This pattern reflects several important dynamics. *First* , there is a shift in public information consumption toward institutionally verified digital platforms. The public not only seeks easily accessible information (social media) but also values the credibility and accuracy of information originating from official government channels (official websites). This confirms the media multiplexity theory, which emphasizes that the effectiveness of environmental communication depends not only on the availability of channels but also on the credibility of the source, the timeliness of the delivery, and the format of the delivery (Aygün & Çekiç, 2025; Lia & Sisdianto, 2025).

Second , in Aceh, information originating from official government institutions or delivered through religious institutions tends to have greater legitimacy because it aligns with local values and collective belief traditions (Muliaman et al., 2026; Pahmi et al., 2026). Government websites are viewed as authoritative and accountable sources of information, making them more credible than information circulating on social media, which

may not be verified. *Third* , although radio remains widely accessed (24.2%), its effectiveness is considered low (5.0%). This may be due to the one-way and less interactive nature of radio communication, as well as its limited ability to present visual information essential for technical waste management education.

CONCLUSION

This study successfully mapped the level of knowledge, attitudes, and access to information media in Kota Juang District regarding waste management descriptively. The results show that the level of community knowledge is in the moderate category; understanding of environmental and health impacts is high, but still weak in technical-procedural aspects such as waste classification, transportation schedules, and the application of the 3R principle. Community attitudes are categorized as positive/high, reflected in strong support for environmental cleanliness, waste sorting at the household level, and collective responsibility of residents and the government, although there is still a gap between declarative attitudes and field practices due to limited facilities and habits. Access to information media is in the high category, with social media and government websites being the most frequently accessed channels and considered the most effective and credible by respondents. Overall, the community has adequate social readiness to support participatory-based waste management. To convert this readiness into sustainable behavior, an integrated intervention strategy is needed that includes community-based technical education, optimization of responsive and contextual digital communication, and strengthening local infrastructure and social norms. These findings can serve as an empirical basis for local governments and stakeholders in designing waste management policies and programs that are more focused, participatory, and have long-term impacts.

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