
THE EFFECTIVENESS OF MANAGEMENT OF SOCIAL PROBLEMS OF BEGGERS, VARIETIES, AND INDEPENDENT PERSONS IN CENTRAL JAVA SOCIAL SERVICES

By

Lalu Satria Utama¹, Ridwan Ainun Firdaus², Syaefullah³

^{1,2,3}Institut Pemerintahan Dalam Negeri, Nusa Tenggara Barat, Indonesia

Email: satriabideko@gmail.com

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ABSTRACT

The Unemployment, Homeless, and Abandoned Persons (PGOT) in Central Java Province in the period 2020-2021 has decreased but what happened at the PGOT Social Service Orphanage Mardi Utomo repeated that PGOT had received training back into the orphanage because they could not be independent. The purpose of this study was to determine the effectiveness of PGOT management in Central Java through the Social Service of Central Java Province. This study used a qualitative descriptive research method through direct interviews with ASN in the Social Service and Mardi Utomo PGOT Social Service Institutions. The results of the research, social rehabilitation efforts at the Mardi Utomo Home are still not maximized, as a result beggars, homeless people and abandoned people in Central Java Province even return to the streets & decide to return to the orphanage so that their lives are guaranteed by the state when coaching in the orphanage. This is an open access article under the [CC BY-SA](https://creativecommons.org/licenses/by-sa/4.0/) license.



Corresponding Author:

Lalu Satria Utama

Institut Pemerintahan Dalam Negeri, Nusa Tenggara Barat, Indonesia

Email: satriabideko@gmail.com

1. INTRODUCTION

The government in overcoming social problems in society has a very important role to be able to provide a solution to solving the problem, as mandated by the constitution in the Fourth Amendment to the Constitution of the Republic of Indonesia in Article 27 paragraph 2 of the 1945 Constitution states that every citizen has the right to work and

a decent living. The mandate contained in the constitution provides an understanding that the government has a responsibility in providing a decent life through providing jobs and eradicating unemployment so that citizens can live decently through the wages given for their work.

Poverty is defined as a condition in which a person is unable to maintain himself according to the standard of living of the group and is also unable to utilize his mental and physical energy in that group. ((Mustafa & Soekanto, 1982). According to (Sumodiningrat, 1998) poverty can be distinguished in three senses, namely: First, absolute poverty is when a person's income is not sufficient for minimum living needs, including food, clothing, health, housing and education needs. needed to live and work. The low level of income is mainly due to limited physical facilities and infrastructure as well as scarcity of capital or poverty due to natural causes. Second, cultural poverty refers to the attitude of a person or society who (caused by cultural factors) do not want to try to improve the level of life even though there are efforts from outsiders to help him. The third is relative poverty, which is closely related to developmental problems that are structural in nature, namely unbalanced development policies that cause income inequality.

Poverty is usually caused by individual causes, such as bad behavior or choices. Poor people are usually considered unlucky because of their circumstances. One example of behavior and choice is that the use of finance to

measure income does not always provide an accurate picture of a person's economic situation. The second factor is related to poverty and family education. This is because families who do not have access to quality education often live in poverty. The reason for the family can also be a disproportionate number of family members with the family's financial income. The third factor that contributes to subcultures is poverty, which is related to the everyday environment. It is learned or practiced in the surrounding area. People or families who are easily tempted by what is happening around them are examples. The fourth cause of poverty

is the belief that poverty is the result of the actions of other people, such as governments, the economy, and wars. Another example is wages or salaries under the control of another person or party or slavery. This is an ancient practice that continues today in many parts of the world. Slavery is a form of exploitation and a violation of human rights. The fifth is structural causes, which provide reasons that poverty is the result of social structure.

To improve the situation in Central Java, the Provincial Government through Central Java Governor Regulation Number 31 of 2018 concerning the Organization and Work Procedure of the Central Java Provincial Social Service Technical Implementation Unit, the Central Java Provincial Social Service in addressing social problems in one province has 27 Technical Implementation Units (UPT) spread across all regencies/cities in Central Java Province. Mardi Utomo Semarang is one of the UPT Social Services in Central Java which is specialized in handling PGOT which has functions according to the governor's regulations above, namely as follows: a. Preparation of operational technical plans in the field of sponsorship and mediation, as well as counseling and social rehabilitation; b. Coordination and implementation of operational technical policies in the field of sponsorship and referrals, as well as social development and rehabilitation; c. evaluation and reporting in the field of sponsorship and mediation as well as counseling and social rehabilitation; namely Administration; and e. Carry out other official duties from the head of section in accordance with the duties and functions.

2. METHOD

This study uses a qualitative descriptive method through data collection techniques based on natural settings. According to Sugiono, qualitative research is research that is used to examine the condition of natural objects, (as opposed to experiments) where the researcher is a key instrument, data collection techniques are carried out in a triangulation (combined) manner, data analysis is inductive, and the results of qualitative research are more emphasizing meaning rather than generalization. (Sugiono, 2016) The chosen research method

by describing the development of PGOT at the Social Service Center "Mardi Utomo" Semarang in the Rehabilitation and Social Empowerment of Beneficiaries (PM). The technique for collecting this data was through interviews with informants from the State Civil Apparatus (ASN) and social workers within the Social Service Office of Central Java Province and the PGOT Mardi Utomo Social Service Institution, Semarang.

3. RESULTS AND DISCUSSION

Figures for the Need for Social Welfare Services (PPKS) in Central Java Province refer data from the Central Java Provincial Social Service until December 2021 has increased. This figure rose from 11.1% in December 2020 to 12.6% in December 2021. The following is a graph of poverty in Central Java Province in the last two years.

Table 1. PPKS Outreach Recapitulation Results

NO	PPK TYPE	2020	2021
1	Toddler Abandoned	3.782	1.969
2	Homeless child	13.479	10.620
3	Yang's son ran into legal trouble	418	451
4	Street children	627	672
5	Child With This disability	19.076	22.480



6	The child Becoming a Victim of Violence	280	282
7	The child Requires Protection Special	312	684
8	Elderly Abandoned	91.522	79.963
9	Persons Disabilities	128.489	127.854
10	Tuna Sila (TS)	518	917
11	Homeless	584	548
12	Beggar	998	865
13	Scavenger	2.715	2.789
14	Minority Group	264	186
15	Former Citizen Penitentiary Development (BWBLP)	3.255	2.904
16	People With HIV/AIDS(ODH A)	299	210
17	urban Abuse DRUG	415	313
18	VictimTrafficking	48	71
19	Victims of Action Violence	299	268
20	Migrant Workers Socially Problematic (PMBS)	136	175

21	Victims of natural disasters	1.851	1.598
22	Social Disaster Victims	741	643
23	Women are Vulnerable to Socio-Economy	111.157	98.400
24	Poor Miskin	3.673.237	4.297.436
25	Family Psychological Social Problems	1.397	1.599
26	Indigenous Community Isolated	155	74
AMOUNT		4.056.054	4.653.971

Source: Central Java Provincial Social Service, 2021

If we look at it in terms of the overall PPKS in Central Java, according to these data there has been an increase. However, when viewed from the locus that we studied, PPKS PGOT has decreased. The following is PPKS PGOT data in Central Java Province.

Table 2. PGOT Outreach Recapitulation Results

NO	PPKS NAME	2020	2021
1	Neglected Elderly	91.522	79.963
2	Homeless	584	548
3	Beggar	998	865
AMOUNT		93.104	81.376

Source: Central Java Provincial Social Service, 2021

Homeless and beggars are one of the negative impacts of development, especially urban development which is also one of the PPKS which is synonymous with poverty. In overcoming this, the government has made programs and policies against homeless people and beggars so that they can regain their social function. The program is in the form of preventive, repressive or curative in orphanages and non-orphanages. Central Java government is taking steps to reduce the number of homeless and beggars in Central Java. One of them is conducting coaching at the Mardi Utomo Orphanage.

The following below is a mechanism for social rehabilitation guidance at the PGOT social service center in Mardi Utomo.

1. Background of PGOT Social Problems

Social problems, especially PGOT in big cities cannot be avoided. The social problems of homeless people and beggars are the accumulation and interaction of various problems such as poverty, low levels of education, lack of work skills, environment, socio-culture, health, and others. The description of the problem can be described as follows:

1. The problem of poverty

Poverty is a person's main problem in fulfilling minimum basic needs which also has an impact on access to public services that require costs that encourage the development of personal and family life.

2. Educational Problems

In general, the low level of education of homeless people and beggars is an obstacle for them in finding decent jobs and earning income from them. So that Mardi Utomo Orphanage Volunteers provide educational assistance from the Teaching and Learning Activity Center (PKBM) which is held 3 times a week from Thursday to Saturday. In learning there are still recipients benefits that have not mastered the basic materials found in elementary schools. This shows that a person's low level of education causes a poor understanding of something new. For this reason, this activity is expected to improve the thinking skills of the beneficiaries so that they can understand basic materials at the level of Elementary School Education (SD) and can become provisions when they have completed a series of training activities at the PGOT Mardi Utomo Social Institution.

3. The problem of work skills

In general, the skills possessed by homeless people and beggars are not in accordance with the job qualifications required in the labor market. The minimum number of trainers/instructors in delivering skills material and the condition of skills supporting equipment for beneficiaries makes the training activities provided less than optimal. So that many beneficiaries after completing coaching activities at the orphanage are not very proficient in their field. This lack of skills makes it difficult for beneficiaries to get a job when they leave the orphanage, which actually makes beneficiaries unable to be independent and then tends to return to the orphanage by reason of not having a job and income.

4. Environmental problems

Environmental problems can affect an individual in thinking, acting, and then forming daily habits. An unsupportive environment can encourage a person to be carried away by that environment. Family as the closest environment of a person who should be able to provide a sense of security, support and motivation. Problems that occur with families due to their shortcomings can make beneficiaries not have shelter and do not get proper guidance. The problem is widespread when beneficiaries who have problems with their families then interact with the community, the lack of public acceptance of social problems faced by beneficiaries can make beneficiaries worse off.

5. Socio-cultural issues

Related socio-cultural factors can influence a person in his life to become a homeless person or a beggar.

a. Low self-esteem

This factor is characterized by not being ashamed to beg because they feel they are not able to fight for his own life.

b. Surrender to fate.

The assumption is that the conditions of poverty experienced are destiny, so that homeless people and beggars do not have the will to change. There is no strong motivation within oneself to change the way of life to be better than before.

c. The freedom and pleasure of a wandering life

Free vagrant life on the streets gives its own sense of happiness to bums, this happiness is that they can feel freedom and there are no bound rules and without the burdens of life because they tend to avoid problems by expecting the mercy of others. The reality on the ground is that by begging you can get money easy and fast rather than having to work hard because the results received are more when you become a beggar. This condition continues to create a vicious circle among people with social problems because it transmits bad things to the family and the environment to join in the living of vagrancy and begging.

2. Obstacles or Obstacles faced by the Central Java Provincial Social ServiceThe main obstacle or obstacle to the

Strategy of the Central Java Provincial Social Service is that it cannot go according to the desired plan, some of the obstacles and obstacles encountered in the field are:

a. Construction Time

The period of time for providing rehabilitation services to beneficiaries at the rehabilitation center according to Permensos No. 16 of 2019, namely 6 months. However, according to the MardiUtomo Home, this time is very short, because changing one's mindset requires a long process to become an independent and responsible person. Then, to make it easier to get a job after leaving the orphanage, they are given the training they need in the world of work. Let's just take the example of praja being educated and forging it takes 4 years to prepare themselves to become government apparatus cadres who are ready to work. Moreover, those who are coached are PGOT who are used to living on the streets, automatically the time for these 6 months is very little time.

b. Inadequate officers

There are 9 employees at the Mardi Utomo Home who are in charge of handling the beneficiaries, consisting of 6 ASNs and 3 non ASNs. This number is certainly very small because in the orphanage there are as many as 110 beneficiaries. Therefore, this amount is certainly not enough for the workload of employees caring for beneficiaries who require an intensive approach.

c. Limited instructors/trainers

There are 9 skills programs held by the Mardi Utomo Home. And there are only 4 who play a direct role in these skill activities

Table 3. List of Programs and Instructor Names

NO	NO PROGRAM	INSTRUCTOR
1	Almost Boga	Siti Umiyati, S.Pd
2	Sewing	Siti Umiyati, S.Pd
3	Carpentry	Suyatno, S.Pd
4	Agriculture	Suyatno, S.Pd
5	Welding	Suyatno, S.Pd
6	Haircut	-
7	Making Paving Blocks	-
8	Religious Guidance	functional Ministry of Religion
9	Discipline	Babinkamtibmas

Source: PGOT MardiUtomo Service Center, 2022

The table shows that at the Mardi Utomo Home there are still very inadequate instructors. There is 1 instructor who holds 2 or 3 programs which causes in the end not to be focused on one program. Moreover, those who are regulated are people with a number that is not small.

d. Outdated training tools Implementation of coaching programs

The benefits for beneficiaries can be maximized if the program supporting tools are in good condition, but many of the tools needed are outdated and cannot function optimally which has an impact on the lack of functioning of the training tools used.

e. Budget

Table 4. Mardi Utomo Orphanage Budget

REQUIREMENTS	BUDGET
Administration General	IDR 81,540,000
Maintenance Property Area	IDR 67,500,000



Provision of Government Affairs Support Services Area	IDR 110,700,000
Homeless and Beggars Social Rehabilitation	IDR 979,786,000
Social Rehabilitation of Persons Disabilities Abandoned	IDR 451,240,000
TOTAL	IDR 1,690,766,000

Source: PGOT MardiUtomo Service Center, 2022

f. Outgoing Capital for Beneficiaries (PM).

From table 4, Beneficiaries Those who have completed six months of training and coaching at the orphanage do not receive funds, so after leaving the orphanage they do not have enough capital, for example to start a business or apply for a job, and carry out activities that can make beneficiaries independent and empowered.

g. Things that happen outside the coaching program

In providing coaching, things happen outside the program that affect the effectiveness of the program that has been set. This can be in the form of health problems from the beneficiary, interference from the environment that makes the beneficiary feel disturbed, or the competence of the trainer/coach that is not suitable for the beneficiary. Problematic psychological conditions encourage this to damage the program that has been given and must be evaluated first so that it can be given a coaching program again.

h. Lack of role of other agencies towards Beneficiaries (PM)

Efforts to foster beneficiaries need inter-agency collaboration within the Central Java Provincial Government so that the guidance provided can be maximized and can determine the ideal program direction for beneficiaries so they can be independent after completing the program.

3. Strategic Environment

The strategic environment in the effort to empower PGOT includes the internal and external environment that influences the formulation of programs and strategies in empowering PGOT. This was obtained after making observations related to the implementation of PGOT empowerment. The process of assessing the internal and external environment with the SWOT approach (*Strengths, Weaknesses, Opportunities, and Threats*) that may be encountered during implementation

4. Identification of supporting and inhibiting factors

Supporting and inhibiting factors in strategic environmental analysis using the previous SWOT approach where one can see what are the strengths, weaknesses, opportunities and threats. These weaknesses and threats become obstacles to the process of implementing the strategies made. While strengths and opportunities become supporting factors in strategy development.

5. Identify strategic issues

The next step that must be taken is to determine the issues that will be the focus to be resolved immediately. This is often called defining the strategic problem. The definition of strategic issues is explained by (Djunaedi, 2002): "Strategic issues are issues related to the relationship between the organization under study and its environment (internal and external) where these issues greatly affect the organization. So all strategic issues are important, but not all important issues are strategic."

6. Evaluation of strategic issues

After the issues are formulated, the next step is to evaluate the strategic issues. At this stage, the strategic level of the problem is measured to see how much it contributes to the continuity of the organization in achieving its goals by using the litmus test measuring tool (*Litmus Test*).

7. Formulation of Strategy for Mardi Utomo Institution

Based on the results of the identification of the strategic issues described, it will become a reference in formulating the strategy of the Central Java Province Social Service. The developed strategy is a plan that has been prepared to help achieve effective and efficient results in the formulation of the Social Service strategy that has been implemented so far. One of the strategies carried out by the Mardi Utomo Home is the creation of a Rainbow Park.

Rainbow Park itself is a park created for PGOTs to be able to interact with fellow PGOTs and outsiders of the orphanage. Taman Pelangi is the result of thoughts and initiatives from the orphanage with assistance from the private sector *Corporate Social Responsibility (CSR)* in order to empower PGOT entrepreneurship.

Taman Pelangi is a good facility for PGOTs to mingle with other people so they can get used to communicating, developing their skills in the form of trading skills, selling food, and becoming a coffee barista. Rainbow Park can also be used as a place to practice the responsibilities of PGOTs to protect and manage their own land so that it can benefit themselves and their environment.

The PGOT Mardi Utomo social institution is making efforts so that Taman Pelangi can develop, such as collaborating with the private sector in developing facilities in the Pelangi Park so that it can maximize the potential that exists in the Pelangi Park, such as building supporting buildings, managing the park, and clearing land for productive crops can be planted.

In addition, the orphanage also always encourages the promotion of the rainbow park to outsiders by opening the widest possible access to the rainbow park for the general public and is allowed to hold official events at the rainbow park so that it is increasingly known to the general public and can become a means for PGOT to be able to participate in preparing the event and as a means of interaction with the outside community.

Social Rehabilitation

Social rehabilitation is an act of rehabilitating or providing mental, physical and social services to drug users, people with disabilities, neglected elderly people. Each officer has specific duties depending on the individual served. Usually the method used is community therapy (*Therapy Community*) depending on the needs of the patient. One of the goals of this action is so that the patient can continue to carry out social functions in his social life. *House Of Care* Those who carry out one of the programs in this activity carry out the stages in the form of:

Assessment

- a. Is a process in an effort to identify problems, causes of problems, and trends in the occurrence of problems.
- b. The process of identifying the source of a problem from a social or medical point of view, then relating it to the factors that cause the problem to be given appropriate treatment for the problems encountered.

3.2 Service Plan

Service plans are action plans/service activities provided to beneficiaries based on the results of previous evaluations which are intended to be a reference for the types of services needed by beneficiaries in solving their problems.

Interventions

Social intervention is a part of psychological intervention which is included in the clinical intervention approach. Social intervention seeks a planned change in individuals, groups or communities whose success can be measured and evaluated. These changes are intended to improve social functioning in which each individual, family or group can play their proper role in society or their social environment.

Intervention has the main objective of improving the quality of beneficiaries, developing beneficiary functions, and optimizing the capacity of beneficiaries in their lives. The main focus of the social orientation activities at the PGOT Mardi Utomo orphanage focuses on achieving social reintegration goals as well as the various public services provided at the orphanage.

Evaluation and Monitoring

This stage aims to evaluate interventions that were previously carried out in restoring the social functions of homeless and beggars.

Termination

Termination is the stage in ending interaction with beneficiaries because the homeless and beggars who are treated are transferred to other social facilities for further treatment depending on their needs.

4. CONCLUSIONS

Based on the results of research and observations on the management of PGOT that have been carried out,

it can be concluded that in the efforts of Social Rehabilitation in Handling Beggars, Homeless and Displaced Persons in Central Java Province at the Mardi Utomo Orphanage carried out effectively, even in the aspect of handling social rehabilitation at the Mardi Utomo Orphanage is still not optimal so that beggars, homeless people and displaced people in Central Java Province actually return to the streets and choose to return to the orphanage so that their lives are guaranteed after they receive guidance at the orphanage.

5. SUGGESTION

1. Collaboration with third parties or the private sector in the form of *Corporate Social Responsibility* (CSR) or corporate social responsibility. Fulfillment of supporting needs outside the set budget can be
2. Expansion of employment opportunities for Beneficiaries who have completed the coaching program at the orphanage.
3. Provision of health facilities both physical and mental health.
4. Looking for volunteers to become training instructors for beneficiaries. • Maximizing the rainbow garden as a means of interaction between beneficiaries and outsiders. Taman Pelangi itself is a park created for PGOTs to be able to interact with other PGOTs and with people outside the orphanage. Taman Pelangi is the result of thoughts and initiatives from the orphanage with assistance from the private sector in the form of corporate social responsibility in order to empower PGOTs.

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