Effectiveness of the Integrated Service and Referral System in Handling Social Welfare Problems of the Poor

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ABSTRACT

The Sukabumi City Integrated Referral Service System (SLRT) is a program implemented in 2013 to help identify the poor and vulnerable to poverty. Providing information on various social protection and poverty reduction programs to the community. The purpose of this research is to find out how effective the Integrated Service and Referral System is in handling the social welfare problems of the poor in Sukabumi City. This research uses Campbell’s theory. This research method uses qualitative methods. Data collection techniques were observation, interviewing, and documentation. Data validation methods used technical triangulation and source triangulation. The data analysis used was from Miles and Huberman, with data reduction, data presentation, and conclusion drawing. The results of this study indicate that the SLRT has been running in accordance with the stipulated law; its implementation has been quite effective in reducing poverty, but outreach to all the people of Sukabumi City is still uneven, and the socialization carried out is still lacking, both offline and online using social media, so that many people are not aware of the SLRT. The SLRT must improve its implementation in accordance with the SLRT General Implementation Guidelines No. 25 of 2017 so that it is more effective.

Keywords: SLRT; Integrated Service; Referral System; Social Welfare.

INTRODUCTION

Poverty is categorized as a condition of inability both individually and in families and groups, so these conditions easily lead to other social problems. Poverty is one of the problems that often occurs in society (Nasim Nahavandi, 2021). Poverty is also a global problem that occurs in many countries, both developed and developing. Challenges due to poverty weigh heavily on the world’s progress in meeting sustainable development goals (Qiyan Zeng et al, 2023). Poverty is a condition with all its shortcomings in fulfilling needs, including food, clean drinking water, sanitation facilities, health, housing, education, and information (Bachtar, 2006). Poverty is unavoidable and is still an important problem in the world, so the role of the government is to make a policy that is able to overcome the problem of poverty. The fight against poverty is one of the basic components of any country’s development (Ozoh et al., 2020). Public policy can be classified as a decision where the government has the authority to use authoritative decisions, including decisions to let decisions occur, for the sake of solving a public problem (Syahruddin, 2018). The poverty alleviation agenda is one of the important goals to be achieved in development (Intan, 2022).
The Indonesian state has a responsibility for the problem of poverty that occurs, so Presidential Decree No. 15 of 2010 concerning the Acceleration of Poverty Reduction, a public policy that has been established by the government, is a series of decisions made to achieve certain goals and also as instructions needed to solve public problems. Choosing poverty alleviation policies as well as the implementation of enhanced policies are essential to achieving comprehensive poverty alleviation (Zhang et al., 2022). The Indonesian government and society have implemented various poverty reduction programs, but in reality, poverty is still a long-standing national problem. In the implementation of a policy, the role of the government is very prominent (Alexander, 2019). The government continues to strive to reduce the poverty problem that occurs in this country. Each problem is a reference to the government's success in meeting the basic needs of the community (Sanjaya Ira, 2023). The central and local governments continue to make various policies for the welfare of their people, following the national scale programs issued by the government, such as rice social assistance, family hope program (PKH), non-cash food assistance (BPNT), smart Indonesia program, healthy Indonesia program, and electricity program for the poor. The identified programs have a positive impact on people's lives and provide opportunities to improve their daily lives and those of their families, so that their children will have a better and more quality life in the future (Dioses et al., 2019).

In 2011, the Ministry of Social Affairs began the development of an integrated service system for handling social problems with the help of the Integrated Service and Movement of Communities Caring for Prosperous Districts and Cities (Pandu Gempita). In 2013, Pandu Gempita was piloted in Bantaeng Regency, Berau Regency, Sragen Regency, Sukabumi City, and Payakumbuh City. At the end of 2013, Bappenas and the Ministry of Social Affairs, together with local governments, began to improve the integrated social service system based on information technology and outreach by social workers. Application-based information technology and web-based big data technology can create an “information commons” that can be shared by all policy stakeholders to reduce corruption and information asymmetry that have long been endemic in poverty alleviation programs (Zhu et al., 2022). The Ministry of Social Affairs has established several key programs focused on improving governance. The Integrated Service and Referral System (SLRT) and the Social Welfare Center (Puskesos) are the first steps that lead to the achievement of quality, participatory, and comprehensive services. In the 2020–2024 National Medium-Term Development Plan, by 2024, it is estimated that the percentage of districts and cities that have implemented SLRT to reduce poverty can reach 100%. Therefore, the implementation of SLRT and Puskesos can provide comprehensive and quality services to ensure the sustainability and development of SLRT and Puskesos. Regulation of the Minister of Social Affairs Number 15 of 2018 Concerning an Integrated Service and Referral System for Handling the Poor and Disadvantaged People by Utilizing Technology and Communication Complex policy implementation plays an important role in the achievement of central government policies, one of which is poverty (Cai Changkun, Li Yuexiao, 2022).

This SLRT is one of the government programs that can help identify things that the poor need by providing one-stop services and connecting the poor with various government programs, both central, provincial, and district/city governments, related to social protection and poverty reduction. Poverty alleviation is one of the development priorities regularly carried out by the government in social assistance programs for poor families (Pratiwi & Imsar, 2022). The following picture can be seen before and after the SLRT.
Positive poverty alleviation is difficult to do in a short time, a continuous environmental awareness system targeting the poor is one alternative but should be integrated into poverty alleviation programs (Sun, 2020). This poverty alleviation program is an important thing that needs to be considered by the government for the welfare of its people. If the government is not concerned with social issues related to resources and infrastructure, then poverty alleviation programs cannot change the situation of the community (Estaswara, 2019). One of the areas implementing the Integrated Service and Referral System (SLRT) program is Sukabumi City, because in addition to being a pilot city, Sukabumi City also has the following poverty rates, which can be seen in the table below:

<table>
<thead>
<tr>
<th>Poverty Indicators</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Poor People</td>
<td>21,870</td>
<td>25,420</td>
<td>27,190</td>
<td>26,590</td>
</tr>
<tr>
<td>Percentage of the poor population</td>
<td>6.67%</td>
<td>7.70%</td>
<td>8.25%</td>
<td>8.02%</td>
</tr>
<tr>
<td>Poverty Line</td>
<td>520,742</td>
<td>547,415</td>
<td>567,734</td>
<td>594,118</td>
</tr>
</tbody>
</table>

Source: BPS Sukabumi City, 2023

Therefore, under Mayor Regulation Number 100 of 2020 concerning the establishment of the Technical Implementation Unit of the Repeh Rapih Integrated Service and Referral System at the Social Service Office, it is hoped that the existence of this SLRT can be a solution to solving social problems in Sukabumi City. The Sukabumi City SLRT assists in the referral of assistance in the fields of health, education, and socio-economics. Optimizing and improving basic services such as education, health, and the social economy (Purmini & Rambe, 2021). The following is a record of visitors to the Sukabumi City SLRT.
Table 2 Data on SLRT visitors in Sukabumi City

<table>
<thead>
<tr>
<th>Service Field</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health</td>
<td>3045</td>
<td>1305</td>
<td>752</td>
<td>1783</td>
</tr>
<tr>
<td>Education</td>
<td>3762</td>
<td>3721</td>
<td>2748</td>
<td>7361</td>
</tr>
<tr>
<td>Sosio-economics</td>
<td>282</td>
<td>176</td>
<td>232</td>
<td>242</td>
</tr>
</tbody>
</table>

Source: Sukabumi City SLRT, 2023

The main objective of this Integrated Service and Referral System (SLRT) service is to provide various information on social protection and poverty reduction programs to the community according to its needs. This program information is obtained through the SLRT Secretariat, Puskesos, and facilitators in the community. With this SLRT program to overcome social problems in poverty. Special resources and funds from the government allow them to improve themselves while contributing to the country’s economic progress (Khaki, 2018). The Sukabumi City SLRT, as one of the programs that helps identify the poor and vulnerable to poverty, provides convenience to people who need assistance. With the SLRT, the community can get access to government programs by checking whether the community deserves assistance or action. If the community is eligible for assistance, then a recommendation letter is made for the community according to their respective submissions to get health assistance in the form of BPJS, education assistance to continue school, and other social assistance.

Based on the results of initial observations, researchers found several problem phenomena related to the Sukabumi City SLRT, namely that it is not in accordance with the Ministry of Social Affairs SLRT guidelines where agencies can provide web-based application services, but the Sukabumi City SLRT still does not exist, while this web-based application is one of the main characteristics of the SLRT itself. There were people who were dissatisfied with the services provided by the SLRT. Lack of socialization conducted by SLRT both online and offline. The implementation of SLRT in Sukabumi City still has shortcomings, as mentioned; therefore, researchers are interested in conducting research at the Sukabumi City SLRT to find out whether this program is running effectively or not.

METHOD

This research uses qualitative research. Qualitative research is a method for exploring and understanding meaning by a number of individuals or groups of people ascribed to social or humanitarian problems (Creswell, 2017). With a descriptive research design, namely making systematic, factual, and precise descriptions of the SLRT program. It can also be said that this research aims to describe the situation and conditions in this study. In qualitative research, researchers will go through certain social situations and make observations and interviews with individuals who are familiar with the situation itself (Sugiyono, 2020). The research was conducted for six months, from December 2022 to May 2023. This research was conducted at the secretariat of the Sukabumi City Integrated Service and Referral System Technical Implementation Unit because the Sukabumi City SLRT has an important role in helping to alleviate social problems experienced by the poor of Sukabumi City. To measure the effectiveness of this SLRT program, researchers used five dimensions proposed by (Campbel, 1989), including program success, target success, satisfaction with the program, input and output levels, and overall goal achievement. The technique used to determine informants in this study was the snowball
sampling method. Snowball sampling is a data source sampling technique that initially amounts to a small amount, but over time the number gets bigger (Sugiyono, 2020). The data collection techniques used were observation, interviews, and documentation. Data validation is carried out using triangulation; the triangulation that will be used by researchers is source triangulation and technical triangulation. The data analysis used by researchers in this field uses the Miles and Huberman model, which consists of data reduction, data presentation, and conclusion drawing (Huberman, 1992)

RESULTS AND DISCUSSION

The government has a role in prospering the community, by providing various treatments for every problem faced by the community, especially in social problems that often occur, one of which is related to the economy. Poverty, which is still a national problem, continues to emerge. Globally, poverty is defined by inadequate income and a lack of resources used to meet their daily needs (Zahid et al., 2019). The government provides efforts to reduce poverty by implementing poverty program policies. One of the poverty programs studied is the Integrated Service and Referral System Technical Implementation Unit by the Sukabumi City Social Service, where the function of the SLRT is to issue recommendation letters to underprivileged people in order to get their rights as the people of Sukabumi City who are eligible to receive assistance that has been provided by the government. Therefore, to measure the effectiveness of SLRT in handling the social welfare problems of the poor in Sukabumi City, researchers used five indicators, namely:
1) program success, 2) target success, 3) program satisfaction, 4) appropriateness of inputs and outputs, and 5) goal achievement. The explanation of the five dimensions, namely:

Program success

The success or failure of a program can be seen from the success or failure of a program that is implemented and can be felt by the community, especially the poor in Sukabumi City. The availability of this poverty alleviation program will certainly provide positive changes, not only for the community but also for the region and country. This SLRT program is held to help solve social problems that exist in the community and empower the community to be more prosperous. Various efforts have been made to alleviate the poverty line, one of which is implementing this SLRT program. Based on the Regulation of the Director General of Social Empowerment Number 25 of 2017 concerning Guidelines for Integrated Service and Referral Systems, it states that in developing an integrated social service system for the vulnerable poor and the poor as recipients of social protection and poverty reduction, guidelines are prepared that are used as a reference with predetermined policies, programs, and targets.

The Sukabumi City SLRT has worked in accordance with the main tasks and functions contained in Sukabumi Mayor Regulation No. 100 of 2020, so not all social problems that occur are handled by the SLRT. Although it is called a one-stop integrated service, the Sukabumi City SLRT is limited by the main tasks and functions that address social problems in three fields, namely health, education, and socio-economics. SLRT can help the poor by providing recommendation letters to be submitted to other government programs because the main task of this SLRT is to provide recommendations and clarification of integrated service data for poverty reduction in three fields, namely education, health, and socio-economic fields, as well as information services on programs to deal with the poor and disadvantaged, community
complaints, identification, outreach handling, and referral. With the recommendation letter, the community can be assisted according to their respective applications. Targeted poverty alleviation programs are surveillance-based solutions that use scientific and effective procedures to identify, manage, and support poverty alleviation goals (Zhizhen et al., 2023).

With the existence of this SLRT, the poor in Sukabumi City feel greatly helped regarding the resolution of social problems they experience. Assistance from the SLRT can ease the burden on the poor and reduce social problems in Sukabumi City. Table 1 above shows that the number of poor people in Sukabumi City has decreased, although not drastically, but with the SLRT program, it can overcome social problems that exist in the community. The success of this SLRT program can be felt by the poor and regional apparatus because they have successfully carried out their duties and functions so that the objectives of this program can be achieved due to the cooperation of regional apparatus and the people of Sukabumi City itself. The Sukabumi SLRT was successful in reducing the poverty rate that occurred. The implementation of government programs does not eliminate the poor, but at least it can reduce their number (Setyari, 2018).

**Target success**

The Sukabumi City SLRT program is organized with the aim of improving the effectiveness and efficiency of the social protection system to reduce poverty, vulnerability, and inequality. The main targets of this SLRT are the poor and vulnerable poor (households, families, and individuals) who have the socio-economic status of the bottom 40% based on the Integrated Data of the Poor Management Program (DT-PPFM), including persons with disabilities, women, abandoned children, the elderly, remote indigenous communities, and others. The effect of government subsidies on alleviating household poverty will vary depending on the household's situation (Gu, 2023).

The success of this target is certainly related to the success of the program, because a successful program must have the right target. People who are entitled to assistance have been registered in the Integrated Social Welfare Data System (DTKS). People who have been registered are certainly eligible and obliged to be assisted in obtaining social assistance that has been provided by the local and central governments. As for people who are not registered in DTKS and make a submission to get a recommendation letter by completing the requirements and following the data collection process in accordance with the criteria for beneficiaries by fulfilling 15 predetermined eligibility indicators, namely 1) floor area of residential buildings, 2) type of residential building floor, 3) type of residential wall, 4) facilities for defecation, 5) source of household lighting, 6) source of drinking water, 7) fuel for daily cooking, 8) consumption of meat, milk, and chicken, per week, 9) purchase of new clothes in a year, 10) meals in a day for each family member, 11) ability to pay for treatment at the puskesmas, 12) income of the head of the household per month, 13) latest education of the head of the household, 14) ownership of assets/savings, and 15) home ownership. If the community applying for the program can achieve at least 10 points, then the community is eligible for assistance. Effective targeting and a focus on capacity building, taking regional differences into account, make this program an important example of reducing poverty and inequality consistent with the Sustainable Development Goals (Tang Jianjun, Gong Jiaowei, Ma Wanglin, 2022).

The method used by SLRT so that the accuracy of the target is more effective is data collection carried out by the Neighborhood Association (RT), because the RT is certainly closer to its citizens and knows better the conditions and situations of its citizens who deserve assistance.
As well as the effectiveness of the target, it is also carried out by the Social Welfare Center (Puskesos), which is located in each village in Sukabumi City, reaching out by the puskesos, where in each puskesos there are Community Social Workers (PSM) who reach out to residents in need. Not only that, the SLRT also double-checks to make sure that people who apply are really eligible to get assistance according to their needs. A mechanism like this is very important for the program because it allows the poor to become active participants in initiatives formed to improve their welfare (Jian, 2022).

**Program satisfaction**

The Sukabumi City Integrated Service and Referral System (SLRT) is a policy program to address poverty issues that occur. This program is certainly not just to get a positive value from the success of the program and its targets, to see the extent to which this SLRT is considered effective, of course, it must get recognition from the community that receives assistance. The satisfaction given by the community is certainly not only with the program but also with the services provided by the Sukabumi City SLRT, both during submission and in complaints about social assistance problems.

The community felt satisfied and helped by the existence of the Sukabumi City SLRT because, with the ability of good and friendly officers, the submission process could run smoothly without obstacles, although the obstacle itself was the lack of requirements, which made the submission process longer. The community that already knows and recognizes the SLRT feels that the SLRT helps to alleviate social problems that occur, especially in the three areas provided, namely education, health, and socioeconomics. The existence of the SLRT in Sukabumi City means that the community does not need to submit themselves to the intended agency, they only need to come to the SLRT office to be given a recommendation letter, and then the community will immediately get the assistance they have requested. Only by waiting 30 minutes for the recommendation to come out can you determine if the requirements are complete.

Currently, SLRT has a pilot project in three villages in Sukabumi City, namely Tipar, Lembursitu, and Jayaraksa villages. The purpose of this application is to streamline the process so that communities that want to submit recommendations to SLRT can go through their village to make it more efficient. For example, in Lembursitu urban village, which is far from the SLRT office, the Lembursitu urban village community can save time by getting the assistance they apply for through the urban village, there is no need to come directly to the SLRT office, and the SLRT will send the recommendation letter through the online application. This pilot project was held so that government assistance programs could run effectively and efficiently because there were several people who complained about the long service time while the community still had other needs, and it was not uncommon for this to be used by irresponsible people so that people who would apply had to pay, even though all government programs were free. Satisfaction is felt by the community with the quality of the programs produced. And the people of Sukabumi City are very satisfied with the convenience provided by the Sukabumi City SLRT.
Appropriateness of inputs and outputs

The suitability of the inputs and outputs of the Sukabumi City SLRT is related to the implementation process and the success of the program. Inputs to this program are things that are done by the Sukabumi City SLRT in organizing this social problem handling and poverty alleviation program and carrying out its duties. The input carried out by the Sukabumi City SLRT is by conducting socialization with regional officials such as RT, RW, Puskesos, PSM and providing education or understanding to the community who come to the SLRT office, so that people who have been given an understanding of the assistance programs provided by the SLRT can tell relatives, neighbors by word of mouth. The Sukabumi City SLRT has never conducted socialization directly with the community, and socialization using social media is still lacking, even though in this modern era socialization using social media will be very easy to access. Even though those who submit it are ordinary people but, with social media it can be accessed by their children or grandchildren, or anyone, anytime, and anywhere.

The obstacles that occur in the implementation of the Sukabumi City SLRT are that the SLRT is only a connector that provides services in the form of recommendations, while the users are third parties. For example, in the submission in the health sector, people who get assistance from health programs provided by the government, better known as the Social Security Organizing Agency (BPJS), and whose Population Identification Number (NIK) is not active will be recommended to Disdukcapil of Sukabumi City. The user is the community, while SLRT only coordinates with other sectors, offices, and agencies. Another example is for people registered with BPJS with government assistance who do not confirm that the community has moved out of Sukabumi City, which becomes a problem because the community's BPJS is still paid using the Sukabumi City government budget because Disdukcapil and BPJS do not have updated data so that the community's move must be confirmed manually. This is because there is no automatic data update, so the data must be checked manually. If SLRT has the Disdukcapil Data Ware House (DWH), then people who have applied for a population transfer to Disdukcapil will be deactivated by SLRT so that the community does not receive assistance from the Sukabumi City government, and can receive social assistance in the new place that the community comes to.

While the output itself is something that results from the implementation of SLRT with the success of reducing poverty in Sukabumi City and solving social problems in the fields of education, health, and socio-economics. And the results issued by the Sukabumi City SLRT can make the community satisfied and help. The implementation process and the results of the recommendations issued by the SLRT are in accordance with the applicable requirements and follow the rules that have been set.

Achieving the overarching goal

The achievement of overall objectives in the Sukabumi City Integrated Service and Referral System (SLRT) relates to program success, target accuracy, program satisfaction, and the suitability of inputs and outputs. The achievement of this overarching goal is the result and purpose of the Sukabumi City SLRT program, the result of a policy designed with many considerations so that the objectives of this policy can be achieved properly. Recognizing the phenomenon of poverty as a socially related problem is a key determinant of policy measures (Primc & Slabe-erker, 2020).
The achievement of overall objectives in the Sukabumi City Integrated Service and Referral System (SLRT) relates to program success, target accuracy, program satisfaction, and the suitability of inputs and outputs. The achievement of this overarching goal is the result and purpose of the Sukabumi City SLRT program, the result of a policy designed with many considerations so that the objectives of this policy can be achieved properly. Research shows that the effectiveness of these programs depends on how they deliver assistance (Harger R Kaitlyn, Ross Amanda, 2018).

The Integrated Service and Referral System (SLRT) in Sukabumi City has successfully achieved its objectives in handling the social problems of the poor, and it can also be seen from table 2 that the number of poor people in Sukabumi City has decreased, but there are still a few obstacles for the implementation of this SLRT to run more effectively and efficiently. For now, the implementation of SLRT in Sukabumi City is quite effective. And can be improved to be even more effective by overcoming the obstacles that occur.

CONCLUSION

Based on the results of research conducted on the effectiveness of the Integrated Service and Combine into one paragraph With its success, the Sukabumi City SLRT in handling the social welfare problems of the poor in Sukabumi City can be said to be effective, because it has fulfilled five indicators of effectiveness, according to (Campbel, 1989): 1) Program success, 2) Target success, 3) Program satisfaction, 4) Conformity of inputs and outputs, and 5) Achievement of overall objectives.

REFERENCES


