

Analysis of the Role of the Social Service in Distributing Social Aid as an Effort to Relieve Poverty in Wonogiri District

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Abstract. Poverty is also a classic problem in any country; there has not been a powerful formula that can deal with poverty quickly. *This study uses qualitative methods with Case Study Analysis that explores a particular case in more depth by collecting various sources of information. The type of data used is primary data, the source of data taken from respondents through data collection techniques, interviews, observations, and documentation. The method of selecting respondents uses purposive sampling with six respondents, including three employees of the Social Service office and three recipients of social assistance in this social assistance program.* From the results of interviews with 4 out of 6 respondents, it can be concluded that the existence of this social assistance distribution program can be said to be not fully on target. The recipients of the social assistance understand the purpose and purpose of this social assistance and how to get the social assistance.

Keywords: poverty; social assistance; pandemic.

I. Introduction

At the beginning of 2020, the world was shocked by an extraordinary event later known as the Covid 19 virus. The 2019 coronavirus disease was first known in December 2019 in Wuhan, China, China (Li et al., 2020). Then, WHO designated this incident as a pandemic after several countries experienced cases of this virus (WHO, 2020). This virus spread quickly and widely in the Republic of Indonesia. The 2019 coronavirus case was first announced by President Joko Widodo (Jokowi) and was set on March 2, 2020 (Barany, 2020). The first patient in Indonesia is 2 (two) people, namely a mother and her child who live in the Depok area, West Java (Ihsanuddin, 2020). This virus spreads significantly quickly, and this virus has caused many deaths both in China and other countries, so on January 30, 2020, WHO designated this virus as a Public Health Emergency of International Concern. WHO declared the current outbreak a Global Pandemic (Dong et al., 2020). The spread and increase in the number of Covid-19 cases occurred very quickly and has spread between countries, including Indonesia

After COVID-19 was declared a pandemic, several regions carried out large-scale social restrictions (PSBB) to prevent further spread (Wildan et al., 2020). In order to overcome the spread of Covid-19, many economic activities have decreased and even stopped production (Tarigan et al., 2020). The pandemic's status has impacted Indonesia, one of which is economic growth in Indonesia, which has decreased (Muttaqien, 2022). It is recorded that the year-on-year calculation data for economic growth since Covid19 has decreased, namely in the first quarter of 2020, proving a weakening by only reaching 2.97% compared to the achievement of the first quarter of 2019, which was 5.07%. The second quarter showed a deep decline of -5.32%, the worst since 1999. As the data shows, a growth contraction of 3.49% in the third quarter decreased. While in the fourth quarter, there was a growth contraction of 2.19%. The effects of the declining percentage of the economy increased the poor population; unemployment (al., 2020).

Poverty is one of the fundamental problems because poverty involves meeting the most basic needs in life, and poverty is a global problem because poverty is the main problem faced by many countries (Yacoub, 2012). Poverty is also a classic problem in any country, and until now, there has not been a powerful formula that can deal with poverty quickly (Heryanti, 2020). Before overcoming the problem of poverty, it is necessary to have the right policy, namely by identifying groups of people who live below the poverty line. Poverty, in general, a situation called poor, can be characterized by a shortage or not being able to meet the level of basic needs (Kadji, 2013). The emergence of poverty and social problems occurs due to internal and external factors. First, internal factors, namely not being able to meet the needs, cannot overcome their problems. Then external factors, namely public policies that have not favored the poor, basic social services that are not yet available, inequality, and injustice. In addition, poverty can lead to weak morals and ethics and chaos between different ethnicities (Amelia, 2021).

The Central Statistics Agency (BPS 2022) recorded the increasing number of poor people and that the level of the poor also increased after Covid. Before covid in 2019, Indonesia had a population of poor people, about 24,785,870 people. After the existence of Covid in 2021, the data for the poor increased to 27,549,690 people. It is proven that the Covid pandemic causes the poverty rate to increase significantly. It was recorded that in the first year of the Covid pandemic in 2020, the number of poor people increased from 26,424.02 people per March, and there was an increase in the following year to 27,542,770 people in 2021 March. This poverty problem must be prioritized and overcome. (Nurchaya, 2020).

II. Literature Review

Poverty Alleviation and Its Goals

Poverty alleviation is an integrated action that aims to overcome the occurrence of something. Regional poverty reduction strategies have been used as objects and government policies in preparing regional regulations so that the structure of aid programs becomes practical. According to Huraehah (2013), there are several strategies to overcome poverty, namely (a) encouraging productivity improvement in the basic capabilities of the poor to increase income, (b) gathering the poor in the entire poverty reduction process from planning, implementation, monitoring to evaluation. Moreover, decision-making processes and (c) empowerment create an environment that allows communities to develop. Policy through poverty reduction in Indonesia has become a plan for overcoming with a new strategy, namely the National Team for the Acceleration of Poverty Reduction, which aims to facilitate accelerated poverty reduction activities by all parties (Fadel, 2022).

Poverty Reduction to Combat Poverty

At the beginning of 2021, the Poverty Reduction Acceleration team implemented the poverty reduction perspective through social assistance. Social Assistance is Assistance with a selective nature that has become government policy and is channeled through the regional Social Services affected by Covid-19 and economic conditions. A few years before the onset of Covid19, the government had made a policy through a Presidential Decree; the policy contained the distribution of Social Assistance in the Presidential Regulation of the Republic of Indonesia Number 63 of 2017 in a non-cash manner. The amendment reads: The distribution of social assistance to the community is carried out efficiently so that it can be received on target, on time, and with appropriate administration. Not only that, the Ministry of Social Affairs has updated the non-cash food assistance program regulations with the Minister of Social Affairs Regulation 5 of 2021 regarding the Implementation of the Basic Food Program. The Minister of Social Affairs aims to launch a non-cash food assistance program to provide beneficiary families with food needs. (Jogloabang.com). Social assistance itself is the selective distribution of assistance to targets in the form of money/goods to the community, which aims to improve welfare, especially if there is an impact on the spread of Covid-19 (Debrina, 2022).

Social Assistance and Selective Problems

Social Assistance (Bansos) provided by the Social Service itself is in the form of money transfers or necessities to be given to the community to protect against the possibility of existing social risks and improve the welfare of the community. Social assistance itself can be given directly to the community or community institutions, where the assistance is for the Family Hope Program (PKH), National Basic Food Assistance (BSN), and Cash Social Assistance (BST) (Agung, 2019). Cash Social Assistance (BST) is social assistance provided to communities affected by COVID-19 to meet basic needs. Cash Social Assistance (BST) is Non-Regular Assistance. Namely, the assistance provided to communities affected by the Covid-19 pandemic, and this assistance is government assistance sourced from the Ministry of Social Affairs (Kemensos), which will be distributed to the community based on Integrated Social Welfare Data (DTKS) (Riky & Ademulales 2022).

Selective social assistance is not free from several problems (Ihsannudin 2020). The distribution of social assistance is also experiencing problems, one of which is the number of reports that the target recipients of social assistance are not right; it happened in Jakarta and was revealed directly by the Minister of Social Affairs Tri Rismaharini. (kompas.com). Some studies state that social assistance distribution during and before the pandemic is different. There are differences in this research, and the research results are overlapping policies related to social assistance that has been set to be issued, causing obstacles to their implementation (Mufida, 2020). The first research from the side of BLT (Direct Cash Assistance) is also widely not accepted by the community of each region (Joharrudin et al, 2020). Hirawan (2020) added that the distribution of social assistance to the community was not maximized because the government was not ready, and there was no decision support system to determine which low-income families should receive Assistance (Santoso, 2007; Informatics, & Kisaran, 2019). This research no research summarizes all social assistance problems. A policy was changed in 2020, receiving assistance from cash or necessities taken directly through the Social Service or post office. In 2021, the Minister of Social Affairs believed that social assistance would be sent directly to the recipient's address to reduce risk quoted from (kontan.co.id). The Minister of social affairs announced that avoiding crowds would increase the transmission of the Covid-19 virus.

Social Assistance in Wonogiri Regency

One of the problems of social assistance that is not distributed occurs in Wonogiri Regency. The basic problems faced by the community in the Wonogiri Regency area during the Covid-19 pandemic are social Assistance for the 2022 Sembako Program worth Rp. 878,6 m). The problems arose with social implications, poverty, and others. So that the Wonogiri Regency Social and Poverty Alleviation Service during the pandemic plays an important role, and there is a strategy for distributing social assistance in a social assistance program that can be realized in a structured and maximal manner in order to overcome problems amid this covid pandemic. In addition, the role of the Social Service is needed in overcoming poverty through programs that have been made by the Social Service to reduce the current poverty rate, and providing fully integrated services is the government's obligation so that the poverty problem can be resolved (Dasril, 2013).

Furthermore, researchers are interested in conducting research with the title "The Role of the Social Service in Distributing Social Assistance as an Effort to Relieve Poverty in Wonogiri Regency" because of issues circulating in Wonogiri Regency. The case of social assistance that is not distributed to recipients of social assistance needs to know how the role of the Department of Social Affairs in dealing with such cases is usually good to deal with problems that occur. The purpose of this research will be to provide an understanding of the main problems related to the role of the Social Service.

III. Research Method

This research uses a qualitative approach with a case study method. Case studies are intended to explore cases in depth through gathering information from various sources. After understanding the study, the researcher explains and understands the object he is studying specifically in the research that will be found (DRA Hamzah, 2021). This type of data uses primary data from direct sources without going through intermediaries. Data sources were taken from respondents using interview, observation, and documentation techniques (the interview list is attached). Research location Jl. DR. Cipto No.10, Sabggrahan, Giripurwo, Kec. Wonogiri, Wonogiri Regency, Central Java, more precisely at the Wonogiri Regency Social Service Office; this research wanted to know how the Social Service's role was in overcoming social assistance issues during the covid 19 pandemic. The respondent selection method used purposive sampling. According to (Lenaini, 2021), purposive sampling is a method of taking samples and certain source data from several people concerned with the case to be studied, with eight respondents, including three employees of the Social Service Office, namely organizers of the social assistance program and five people as recipients of social assistance in the program. With this social assistance, the researcher assumes that the sample taken is more familiar with the problem to be studied. The data analysis method uses Content Analysis. According to (Silverman, 2011), content analysis is creating categories after counting the number of terms that will appear when categorizing a series of sentences. Generally, content analysis is the step to start the analysis. There are stages when carrying out the content analysis method: data collection, data reduction, data presentation, and conclusions. Data validity uses triangulation, an accurate data checking technique to take advantage of something outside the data for validation purposes or guidelines.

IV. Results and Discussion

The 2019 coronavirus infection (COVID-19) pandemic is a problem faced almost all over the world, one of which is Indonesia. It causes an increase in the level of poverty in Indonesia. The government will immediately address the impact of the economic downturn, such as social assistance programs for the community.) Several years before the onset of Covid19, the government had already made a policy through a Presidential Decree; the policy contained the distribution of Social Assistance in Presidential Regulation of the Republic of Indonesia Number 63 of 2017 concerning the distribution of social assistance in a comprehensive manner. Non-Cash. According to (LJ Barany, 2020), the purpose of the social assistance itself is so that people can make payments or meet their housing needs, such as (1) Hope Family Program (2) Basic Food (3) Pre-Employment Card (4) BLT/PKH.

So, to find out the impact of social assistance according to the Social Service as the Program Facilitator and the PKH family as recipients of the social assistance, the researchers first conducted research. Before carrying out the research, the researcher visited the Social Service Office and visited the houses of the social assistance recipients. In the initial observations from April 23, 2022, to April 26, 2022, the researchers received good results because the social assistance recipients benefited from this program, and the Social Service also felt successful in implementing this program. With this social assistance distribution program, the level of the underprivileged community has decreased slightly to meet their daily needs.

From the results of research conducted at the Social Service Office and the homes of families receiving Social Assistance, the researchers focused on the role of the Social Service in implementing this program and how they impact the families receiving this social assistance. In this study, researchers took six respondents, including three respondents from Social Service employees in the field of social assistance and three respondents from the community receiving social assistance. The results of the research can be described based on interviews and observations from April 23, 2022, to April 26, 2022, as follows:

The Role of Social Services in the Implementation of Social Assistance

Role of Social Service as Regulator

The regulator's role includes policies that have been regulated by the Social Service itself to implement this social assistance program. Based on the results of interviews with 6 of 6 respondents, it can be concluded that the role of the Social Service as regulation is as an implementer of the program for providing public services in the social sector and the role of the Social Service in the regulation of social assistance distribution policies. The main tasks and functions of the Social Service as a government agency appointed to regional apparatus organizations in terms of identifying, proposing, budgeting, and distributing social assistance both planned and must carry out structured programs by complying with policies that the Central Government and Regional Governments. The respondents said the role of the Social Service is also a compliment in the implementation of aid programs social in each area. The role of the social service in Wonogiri Regency as a regulator is directly proportional to the research conducted by (Nanda, 2021) from the results of regulatory research on the Social Service that runs according to policy. Therefore, the community feels safe in the program implementation process because, during the process of implementing social assistance, social services can facilitate this program, especially in facilitating families whose recipients are old and need special supervision. (Akbarudin, 2018). The role of the government as a regulator is to make policies by preparing directions for the implementation of assistance through the issuance of new regulations. The Social Service must also be able to filter information and databases from the center so that there are no errors in the data recipients of social assistance.

Role of Social Service as Facilitator

The facilitators carried out by the Social Service are to facilitate the process of distributing social assistance programs. From the results of interviews with 6 of 6 respondents, it can be concluded that the social service as a Facilitator, the assistant tries to provide direction regarding the use of various techniques, strategies, and approaches in implementing the program to provide services, mentoring the community well in the implementation of social assistance programs. Furthermore, the existence of facilities supported by the community's social service is easier to receive this social assistance. In addition, a facilitator of the Social Service should socialize based on existing regulations so that programs from the APBN are socialized in every sub-district with our assistance. The results of the research above it are comparable to research conducted by (Nanda, 2021) that it is easier for the community to process to get social assistance following the rights obtained following the regulations from the central ministry. It can also be concluded that the role of the Social Service as a community facilitator is very important in carrying out the program. The government must protect and educate so that all people who do not understand this can understand so that they will support the implementation of social assistance programs as well. (Nartin & Musin, 2022) The results of his research stated that the government's role as a Facilitator has not been following what it should be; this can be seen in the unfair distribution of social assistance by the community. Because there are still complaints that are felt by the recipients of social assistance, such as at the time of program implementation, some people did not fully understand from registration to receiving the social assistance. (Pratiwi & Nur, 2016) The results of this study are to find out how the role of the facilitator role, the role of strengthening, the role of protection, and the role of support in increasing the effectiveness of the implementation of the Family Hope Program Assistance Fund at the Social Service Office.

Factors Affecting the Implementation of Social Assistance Programs

Inhibiting factors affecting the implementation of Social

Assistance Inhibiting factors are certainly present in every program implementation, both small and large obstacles. However, the inhibiting factors themselves include obstacles that occur in the process of implementing social assistance programs. From the results of interviews with 4 out of 6 respondents, it can be concluded that there are several obstacles or obstacles in the process of implementing this social assistance program, namely regulations from the center that change from time to time, the poverty criteria set are always changing. The lack of awareness of the recipient community and the center's distribution schedule resulted in the program process's uncertainty. It will not be easy to implement this program from

having to start reloading regulations and preparing facilities for the operational implementation of this social assistance program. During the covid pandemic, the crowd will cause the transmission of the covid virus. Moreover, until now, Covid 19 has not finished in Indonesia because the social service must carry out this program following regulatory policies from the central government, and the existence of covid and central regulatory policies urge them to avoid away from the crowd. Another comparable to research conducted by (Alviansyah, 2019), (Rahman & Ridwan, 2020) (Filsa & Alvianzah, 2019) where the inhibiting factors are the lack of knowledge of social assistance recipients and insufficient central funds. The funds to be allocated cannot be fulfilled under existing regulations and policies because the database received from the Ministry of Social Affairs. Resulting in directly received purely by the Social Service, so if the funds given are automatically insufficient for all recipients of social assistance who deserve to receive it.

Supporting Factors Affecting the Implementation of Social Assistance Programs

Supporting factors include several things that affect the success of the implementation of this social assistance program. From the results of interviews with 6 of 6 respondents, it can be concluded that there are several supporting factors in implementing this social assistance program, namely human resources, that are quite qualified both from the internal scope. The availability of a poverty database which Wonogiri Regency independently owns, is also a supporter of the implementation of this social assistance program because, with an accurate database, this social assistance can be received easily. Appropriate recipients, and the participation of OPD in the Wonogiri Regency Government who supports each distribution of social assistance so that there are supporting factors the program implementation goes according to plan. It is comparable to research conducted by (Mariamah Qamariyah, Afifuddin Afifuddin, Suyeno Suyeno, 2020), (Dionita Putri Anwar, Nurul Umi Ati, Roni Movinganto, 2020), (Adam, 2020). Based on these supporting factors in the implementation of social assistance by the Social Service, namely, good human resources from the OPD in each region will be the benchmark for implementing this assistance program. Field performance must follow the regulations given by the center and then be filtered and reloaded by the Social Service so that there will be no more problems in implementing this social assistance program. Therefore, the performance of the Social Service is very important to the success of the social assistance program.

From the results of interviews with 4 out of 6 respondents, it can be concluded that the existence of this social assistance distribution program can be said to be not fully on target. After all, the obstacles occur, such as refreshing data from the area to the Social Service and the people. They should not receive it because data from the Office Social is taken from the village/kelurahan. Comparable to the results of research conducted by (Regina Bowling, 2020), where the existence of a wrong target or targeting is indeed not completely perfect because of the limited social assistance funds that are lacking, causing recipients not to get their rights. (Muga, et al, 2021) This study did not meet expectations because people who can afford it can still receive BLT assistance. Due to this, data error from villages and sub-districts because at the time of checking the feasibility of receiving. The head of the lowest administrative division of Indonesia is obliged to select the household's condition and then distribute it to the kelurahan to continue the process at the Social Service so that there is a misunderstanding of the target. Indeed, the data received by the social assistance from the kelurahan is not perfect.

V. Conclusions

Based on the results of research on the role of the Social Service in the Distribution of Social Assistance in Efforts to Relieve Poverty Levels in Wonogiri Regency. The Social Service has succeeded in carrying out its duties from its regulatory policy with the main tasks and functions of the social service as a government agency appointed to become a Regional Apparatus Organization in social matters. In addition, it has been planned to distribute social assistance in a structured manner following central government regulations. However, the Social Service also does not escape being a facilitator. The social service acts as a companion for the underprivileged community in fulfilling the requirements to receive social assistance. It is because the role of the Social Service as a regulator and facilitator is very influential in the social assistance community, so it is easier to take care of letters and administration because many people who receive social assistance still lack insight into this matter.

However, with the success of the role of the Social Service, there were financial obstacles that emerged during program implementation. In addition, the obstacles that arise during the implementation of the distribution of social assistance such as (1) lack of knowledge about social assistance, (2) lack of public awareness, and (3) some obstacles that occur after the provision of social assistance, such as some people

who should receive social assistance cannot do so. Therefore, it will slightly hinder the process of reducing the poor.

Poverty alleviation efforts can be overcome with social assistance; as a suggestion to overcome the obstacles that occur in the implementation of the distribution program. Therefore, the Social Service should provide socialization in the form of education about social assistance so that the recipients of the social assistance have minimal knowledge and can understand the purpose and purpose of this social assistance and how to get the social assistance. Furthermore, with this socialization, the community will also find it easier to feel supported and ease the community process of registering and at the time of getting social assistance carried out by the Wonogiri Regency Social Service.

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