

Complaint Mechanism Related to Social Assistance in Gresik District

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Abstract: Gluran Ploso village and Wringinanom village are among the villages that have received social assistance from the government. In this writing, the focus is on social assistance in Gluran Ploso and Wringinanom villages. The social assistance in the village has been running for quite a long time, in the course of the social assistance there were findings of problems in the course of the social assistance. The purpose of this study is to find out during the course of social assistance whether there is a very specific problem that is received by the recipients of social assistance in Gresik Regency. The method used in this research is empirical juridical research with a sociological approach. The findings in this study are that the complaint mechanism related to social assistance in Gresik is quite effective, but there is no specific mechanism from the social service, from the sub-district and from the village. After conducting interviews and direct observations in the villages of Gluran Ploso and Wringinanom, it can be concluded that there is still a lack of a complaint mechanism system regarding social assistance except through tsk. So far, the people of Gresik Regency, if they want to make complaints through the command center, but all complaints are still generally online and centered on the information service. communication and also takes a long time. Complaints are important and must be considered for the welfare of recipients of social assistance, where people are currently not satisfied with making complaints because they cannot be carried out optimally and complaints are not resolved properly. Therefore it is necessary to have an application that is centered on social services to make it easier for the public to make complaints.

Keywords: Complaint Mechanism, Social assistance, Information.

Introduction

The central government's program, namely social assistance, has been running for a long time, especially with the Covid pandemic causing a lot of various problems, especially in terms of the economy. The covid pandemic has made many people homeless so they don't get an income. In this case the government also does not remain silent, the government also helps its people by providing social assistance to more or less help people who really need this assistance. The government distributes social assistance with the help of the sub-districts, neighborhood associations and community associations to help record who needs this assistance once. The priority beneficiaries of social assistance are the elderly,

vulnerable groups, female heads of households, poor women or men, and minority groups.

This social assistance is a government program that is carried out in all regions in Indonesia, but in practice there are many problems that are often experienced. Many researchers say that based on the results of their research, they say that social assistance has been successful, but there are also many problems experienced due to the lack of public communication with social services. This problem is due to the government's lack of response to this problem so that there is confusion for the public in receiving the information conveyed. This is in accordance with previous research which states that public complaints in social assistance programs are a problem that has no solution yet.

This condition is experienced by the people in the Gresik Regency area, the problems found from the results of research conducted are quite a lot of dissatisfaction in terms of complaints about all social assistance. The result is that people are confused and don't have room to ask the right people. The unavailability of a place to complain makes this problem unresolved. There should be various ways to solve this, namely the government must go directly to solve this problem, such as providing a place for public complaints.

In relation to public complaints about this social assistance, it can be seen that with the COVID-19 pandemic, complaints have greatly increased, so that it has had an impact on the community. One of them is that there are a lot of complaints about the social assistance program, but the government does not respond at all, this has an impact on the community due to a lack of information regarding social assistance. This government program has been around for a long time but why hasn't this problem been resolved properly, even though if it is paid attention to properly now is the right step for the government to take, because basically a good form of public service will really help the government work in dealing with problems this complaint.¹

Materials and Methods

Study Area

This study uses empirical juridical research with a sociological approach, in a case study perspective. Empirical juridical research with field research, which examines the legal provisions that apply and what has happened in people's lives. The findings in this study are that the complaint mechanism related to social assistance in Gresik is quite effective, but there is no specific mechanism from the social service, from the sub-district and from the village. This research examines aspects of government communication in the complaint mechanism for Social Assistance policies, what are the factors that support and hinder the complaint

mechanism, as well as the efforts made to minimize the inhibiting factors. In accordance with the research methods and approaches used, the data collection process was carried out in natural settings (natural conditions) referring to participant observation, in-depth interviews and documentation. The informants in this study are social assistance policy makers, implementing officers as persons in charge of social assistance in Gresik district, and the community as beneficiaries of cash social assistance benefits in Gresik district. Informants come from 1 (one) village, namely Wringinanom village. From each beneficiary, 12 (twelve) beneficiaries will be taken, as well as government officials at the level of social services, community and village empowerment services, sub-districts, sub-districts, RW heads, RT heads and 1 (one) e-warung.²³



¹ Intan Mustafa, "Persepsi Masyarakat Terhadap Pengaduan Publik Tentang Blt Dimasa Pandemi Covid-19," *Jurnal Ilmiah Dinamika Sosial* 6, no. 1 (2022): 128–35, <https://doi.org/10.38043/jids.v6i1.3406>.

² Mohammad Faisol Soleh, "Penimbunan Alat Pelindung Diri Pada Masa Pandemi Covid-19: Kajian Hukum Pidana Bidang Perlindungan Konsumen," *Undang: Jurnal Hukum* 3, no. 1 (2020): 1–31, <https://doi.org/10.22437/ujh.3.1.1-31>.

³ Moh. Sadiyin and Ahmad Burhan Hakim, "Pengaruh Sistem Distribusi Bantuan Pangan Non Tunai Dalam Mensejahterakan Masyarakat Tahun 2021 (Studi Kasus Di Kecamatan Sukodadi Kabupaten Lamongan Jawa Timur)," *JOSH: Journal of Sharia* 1, no. 2 (2022): 143–52, <https://doi.org/10.55352/josh.v1i2.599>.

Result and Discussion

The problem of poverty is a problem that is experienced by all countries, in Indonesia, which is a developing country, of course it experiences poverty problems. Poverty is often interpreted by someone, namely poverty is a condition of someone who has a low economy or does not have money to meet their daily needs. Whereas what is meant by poverty is the condition of a person who is unable to meet basic needs such as food, clothing, shelter, education and health. Therefore Indonesia as a country has an obligation to improve the welfare of its people, the central government has programs that are at least useful for reducing poverty and poor families will get basic needs facilities as stated above.

Regency/City Governments through the District/City Social Assistance Coordination Team forum coordinate in stages with sub-districts and villages/kelurahans for all stages of program implementation, starting from funding preparation, verification and data validation of prospective Social Assistance recipients, registration/distribution process, checking the readiness of social assistance funds, education and outreach, monitoring, to handling complaints. The Regency/City Government coordinates with the District Government to prepare a schedule for registration and validation of Social Assistance recipients in each village/kelurahan and ensures the involvement of village officials/kelurahan apparatus in the process. The distribution of Social Assistance at the District/City level is coordinated by the District/City Social Assistance Coordinating Team. Implementation at the District level is coordinated by the District Social Assistance Coordinating Team. Implementation at the village/kelurahan level is supported by local village/kelurahan apparatus.

The preparation of data on families receiving Social Assistance is carried out based on the most recent population data from the Population and Civil Registry Service so that the possibility of mistargeting is avoided. The amount of data on potential social assistance beneficiaries at the Kelurahan level should ideally be the same as the social assistance program ceiling set for each

district/city. If the number of data on potential social assistance recipients is less than the ceiling, then the regions are asked to propose additional potential recipients to meet the ceiling. The proposed data must be sourced from the Integrated Social Welfare Data. If the number of prospective beneficiary data is greater than the program ceiling, the Ministry of Social Affairs will make adjustments to the number of potential recipients against the predetermined ceiling. If the Regency/City government does not verify and validate data, then the beneficiary data that will be used is the data available in the Integrated Social Welfare Data (DTKS) managed by the Ministry of Social Affairs. The implementation phase of social assistance distribution is led by the District/City Social Assistance Coordination Team, District government officials, and village/sub-district officials as technical implementers. The party that must be present from the beneficiary during the Social Assistance distribution process is the head of the family or a representative whose name is listed on the Family Card. If the Head of the Family is not present at the time of distribution of the Social Assistance, the village/subdistrict apparatus will actively check the whereabouts of the person concerned according to the address listed.

Based on the results of interviews with research informants, it is known that this social assistance policy was carried out with the aim of maintaining people's purchasing power, easing the burden on the less fortunate so that they can still meet their basic needs, and maintain the stability of the community's economy. The target is the poor and vulnerable. Based on the results of interviews with the Social Assistance inclusive village forum, the aim of the policy is to save the national economy by maintaining people's purchasing power, maintaining economic stability, and meeting basic needs. While the target is the poor and vulnerable. The socialization of social assistance policies to the community prior to the implementation of the Social Assistance Policy was carried out through the mass media directly to the community as well as through stakeholders which was carried out in stages starting at the sub-district level, sub-district to RW and RT. Not all beneficiaries participated in the socialization held by policy implementers

because the time for the socialization was held on weekdays. The direct benefit of the existence of the Social Assistance program is to increase people's purchasing power due to the stimulus through the Social Assistance provided⁴

Most of the informants stated that the implementation of the Social Assistance policy had not been on target, because there were still many able people who were included in the DTKS, while those who needed it more did not receive assistance. In addition, the number of beneficiaries is decreasing in number and the number of beneficiaries is not evenly distributed from each RT or RW. These results are in accordance with the findings where in the implementation of the Social Assistance policy it was found that there were regulations that were not harmonious, causing problems for people who were experiencing economic difficulties. On the one hand, the community must comply with the applicable policies, but on the other hand, the rules in the field are out of sync between the central and regional governments, so that information about Social Assistance that the community receives through the mass media does not match the reality on the ground, where more people do not receive assistance. social. Dissemination of Social Assistance policies is carried out through the mass media to the community in stages, although the implementation of the socialization is not evenly distributed. All sub-districts and sub-districts carried out the Socialization, but the Neighborhood Management and Residents were less interested. According to one informant, the socialization was carried out by each Kelurahan by involving the RT and RW in their area. Later the heads of RT and RW will socialize it to their respective residents. Several informants who were recipients of Social Assistance stated that they did not receive the socialization, while other informants stated that they did not attend the invitation to attend the socialization at the Village Hall. Meanwhile, the residents who took part in the socialization stated that the socialization only discussed matters of a

general nature, did not notify which residents received the Social Assistance or when the Social Assistance was handed over.

The program is Direct Cash Assistance or known by the abbreviation BLT, Family Hope Program or which can be known by the abbreviation PKH, Non-Cash Food Assistance or which can be known by the abbreviation BPNT. This program has been implemented for a long time and is distributed to poor families to meet their basic needs. This program has hopes that in the future poor families who receive them can escape poverty through improving the next generation in terms of education and health, and also providing guaranteed access to services for vulnerable and non-productive groups, namely the elderly and disabled.

In carrying out this program, of course, it does not go well right away, in the sense that the recipient of the program may not necessarily get something that he should receive, even when he wants to withdraw some of them experience difficulties because there are no funds in the account, there is also when the funds are withdrawn not enough, there are even times when the recipient makes more disbursement in the account than he should receive so that he gets a sanction from the program manager because he is deemed to have disbursed in excess of the stipulated funds. On the other hand, there is a rule that states that the recipient is obliged to withdraw funds into his account, so this becomes a problem for the recipient. According to the rules, it is true that withdrawing funds that do not match the payment data is included as a violation in Article 372 of the Criminal Code, but in this case the recipient has never received information on the size of the amount in the payment order. It is also important that the program explains in any detail all about disbursement and it is also necessary to have a physical or online form for making a complaint if you want to make a complaint so that the complaint can be directly centered on the government that manages this program and immediately follow up on the complaint..

Social Assistance is a central government program that is national in nature and aims to reduce the expenditure burden of beneficiary

⁴ Nuryanti Mustari, "Transparansi Bantuan Sosial Dalam Pemutusan Penyebaran Virus Covid-19 Di Kabupaten Soppeng," *Kybernology: Journal of Government Studies* 1, no. 2 (2021): 1–15, <https://journal.unismuh.ac.id/index.php/kybernology/article/view/6800>.

households to meet basic needs in funds. To see the effectiveness of the Social Assistance policy in Gresik Regency, it can be seen from how far the objectives of this policy have been achieved. In this regard, the authors conducted interviews regarding the effectiveness of the Social Assistance policy with one of the recipients of social assistance. The distribution of social assistance fund policies in the Gresik Regency area has been running for quite a long time, the distribution of social assistance is quite even in the Gresik area. In social assistance in Gresik there are quite complicated problems because there is no settlement and solution from the central government. In Gresik itself there is no special mechanism from the social service, sub-district, and from the village itself the community only does it through the District Social Welfare Workers (tksk). So far, if the community wants to do it, they can also go through lapor.go.id online, but it takes a long time and there is also a Command Center, but these complaints are centered at the information and communication service. There is no special room that is directly centered on social services.

Non-Cash Food Assistance is food social assistance in non-cash form from the government which is given to Beneficiary Families (KPM) every month through an electronic mechanism that is used only to buy food at food vendors or e-warungs that work with banks. The BPNT program is food assistance that is distributed non-cash from the government to Beneficiary Families (KPM) every month, through an electronic account mechanism that is used only to buy food at places that have collaborated with Himbara Bank. The BPNT program is organized by the government, in order to increasing effectiveness and efficiency, targeting the distribution of social assistance and promoting financial inclusion.

According to policy implementers, beneficiaries have experienced real benefits, including increasing people's purchasing power and reducing poverty growth due to the pandemic. Meanwhile, informants receiving Social Assistance stated that the benefits of Social Assistance include helping to ease the burden of meeting basic needs, such as groceries, which can be used to treat sick

families or pay debts to neighboring stalls. Various problems emerged and were reported to the government regarding the implementation of Social Assistance. Some people admit that they do not receive social assistance, even though they have registered and are entitled to receive social assistance. In addition, it was found that there was data on recipients of Social Assistance that had not been updated so it needed to be re-validated. Several research informants interviewed by researchers stated that Social Assistance was still not on target, because many of them were economically capable, but their names were still included in the list of recipients of Social Assistance. On the other hand, the poor, who really need assistance due to a lack of economy, do not receive any assistance at all. Furthermore, researchers found that there were poor people who only received assistance once, while other residents received assistance three times. This is a separate problem that is difficult to find a solution to, because residents who have been registered as beneficiaries feel entitled and really hope to get help.⁵

Conclusion

It is hoped that the community at this time really needs space for complaints to find out information on evidence of acceptance or not. There should also be socialization about the mechanism for public complaints for beneficiary data, disbursement information, quality and others. Settlement of problems related to this mechanism must be resolved quickly and wisely, there needs to be periodic meetings for e-warung in conducting procurement and disbursement of beneficiary groups including empowerment elements, PKH Beneficiaries, BLT and BPNT express their hope of continuing to receive assistance, In vulnerable groups who not receiving help, they expect to receive help. However, they stated, if they did not receive assistance, they hoped that the price of food would drop. Vulnerable groups hoped to be

⁵ Kuni Nabila, Pudjo Suharso, and Wiwin Hartanto, "Implementasi Program Bantuan Pangan Non Tunai (Bpnt) Di Desa" 15, no. 63 (2021): 303–9.

involved in data collection so that they would know their position in the poverty data. There is a data application in the village that has a data error notification feature, double data or different data so that operators can immediately communicate with the data owner. The PKH Facilitator hopes that the e-PKH application will be reactivated to update data so that it can provide services more quickly. Because with the current system, PKH assistants must follow a lengthy procedure.

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