

The Role of Social Service in Social Problem Management in Malang City

Sri Hartini Jatmikowati^a, ^aPolitical and Social Science Faculty of Merdeka Malang University, Email: srihartinijatmikowati@gmail.com

Indonesia is the fourth most populous country in the world after China, India, and America. In 2019 Indonesia's population will reach 268,074,600 people with a population growth of 3.54%. Indonesia has a big task, one of which is to provide guarantees and welfare to its people. National development is one of the government's solutions to improve people's welfare. However, the growth of national development is not in line with the increasing population in Indonesia, and this has become one of the major causes of social problems, such as street children, homeless, and beggars. Their presence is a serious problem in this country, especially in provincial capitals and big cities, including Malang City. It often causes various problems in traffic, order, and urban security. Through Malang City Regulation Number 9 of 2013 concerning Handling of Street Children, Homelessness, and Beggars in Malang City, Malang City Government, through the Social Service, is trying to eradicate their existence. The purpose of this study: 1) Describe the efforts and strategies of the Social Service in dealing with social problems of street children, homeless people, and beggars in the city of Malang. 2) To find out and analyse the inhibiting factors of the implementation of Regional Regulation No. 9 of 2013 in handling street children, homeless people, and beggars in Malang City. This research used is descriptive qualitative research with observation, interview, and documentation as data collection techniques. The results showed that Malang City Social Service in overcoming social problems using prevention and rehabilitation approaches, which included data collection, outreach, patrol, raid, repatriation, coaching, training, and empowerment approaches for street children, homelessness, and beggars. This research is also known that several factors hamper the success of the Social Service in overcoming social problems, including 1) lack of public awareness not to give money to them. 2) Lack of appeals or billboards regarding the prohibition of giving money 3) Absence of witnesses to the giver and receiver of money. 4) Lack of monitoring of each program. 5) The healthy mindset of street children, beggars, and homeless people on the street who are more comfortable with receiving money.

Key words: *Social Service, Social Problems, Regional Regulation.*

Introduction

Indonesia is the fourth most populous country after China, India and America. In 2019 Indonesia's population will reach 268,074,600 people with an expected population growth of 3.54% (<https://id.wikipedia.org>). By the large population, Indonesia has a big task, one of which is to provide guarantees and welfare to each of its people. The existence of national development as one of the government's solutions in an effort to improve the welfare of the people in a planned and directed manner in every field of life and livelihood of the people is one of the stated goals of the state of the Republic of Indonesia based on the law of 1945. It is to create a just and prosperous society that is equitable, and runs the wheels of the economy in order to realise social welfare.

However, the growth of national development is not in line with the increasing population in Indonesia. The prosperity and progress of the nation's economy is still a dream for many people. This has become one of the causes of problems that occur in most regions in Indonesia.

This problem arises because the nation's morals which are based on the values of social justice for all Indonesian people have been tarnished by various forms of greed, oppression and exploitation of disadvantaged people. Social inequality, unemployment and poverty have not been appropriately resolved, even though the number of middle and upper classes is not small. This is due to the lack of a sense of unity and loyalty of the social herd that belongs to the community. External or internal factors of the nation, which influences the shifting of these values, should be the subject of joint action through various development efforts so that the nation's morale is not disturbed.

As a result of the economic crisis and excessive urbanisation in big cities, social problems cannot be controlled. Street children, homeless people and beggars are one of the social problems that cannot be separated from the role of the government, especially the local government. There needs to be synergy between the government in both the local and central, as the legislative in forming laws. The government through the Social Service carries out the task of caring for the poor and for displaced children depending on what is regulated by law. Therefore, the first thing that needs to be ensured is that the provisions in the law must truly reflect the constitutional mandate so that the poor and displaced children can be properly maintained. The government and Social Service have an important role in the welfare of the people, namely by having full responsibility for social problems that occur in their own country, for example, poverty, neglected children and street children.

In the 1945 Constitution, the State of Indonesia is classed as a welfare state. In line with this, for Indonesia, the process of state and nationhood is intended to create prosperity for its citizens. This means that leaders and policymakers, in Indonesia must look and strengthen the concept of government management based on the goals of the state initiated by the founders of the nation and state, as stated in the opening of the 1945 Constitution "... protect the entire nation and all of Indonesia's spilled blood, and to advance public welfare, educate the nation's life". It was further explained that as a welfare state, Indonesia should focus on implementing an institutionalised social protection system for everyone as a reflection of citizenship rights on the one hand and state obligations on the other.

The presence of street children, homeless people and beggars is still a serious problem in this country, especially in provincial capitals and big cities including Malang City. Given that Malang City is one of the cities that has a great demand for education by students from various regions. Added to the rapid development of ecotourism in Malang means that the city is a centre for educational, tourism and business destinations. No wonder the city now feels very crowded with migrants. This is feared to be the target of emerging opportunities for street children, beggars, buskers and homeless people who are looking for a source of life in this city. Their presence often causes various problems of traffic, order and urban security.

In the Regulation of Malang City Number 9 of 2013 in Chapter 4th of Article 15 stated that: "Preventing and overcoming the widespread activities of street children, homeless people and beggars in the Malang City area". However, the reality is that the existence of street children in Malang can still be seen, such as around Jl. Merdeka Malang (Malang Square), Jl. Terusan Dieng (Dieng Crossroad), Jl. Agus Salim (Pasar Besar) and around Jl. Admiral Marthadinata (Temple) and many more sections of the city. The increasing presence of street children causes poor conditions in Malang. Based on the description above, the authors feel interested in conducting research and studies by raising the research project about the following: Handling Social Problems in Malang City Social Service (Implementation of Local Regulation Number 9 of 2013 concerning Handling of Street Children, Homeless, and Beggars in Malang City). Based on the above background, the formulation of the problem to be investigated is: (1). What is the role of social services in dealing with street children, homeless people and beggars in the city of Malang? (2). What are the supporting factors and obstacles to the role of social services in dealing with street children, homeless people and beggars in the city of Malang?

Literature Review

Public Policy Theory

The scope of public policy studies is comprehensive because it covers various fields and sectors such as economics, politics, social, culture and law. Besides that, judging from the parked public policies these can be national, regional, and local such as laws in government regulations, administrative regulations, ministerial regulations, regional or provincial government regulations, governor's decisions, regency or regional regulations, and the decision of the regent or mayor.

In terminology, the understanding of public policy depends on where we interpret it. Easton defined public policy as the authoritative allocation of values for the whole society or as a forced allocation of values to all members of the community. Laswell and Kaplan also interpreted the public policy as a projected program of goals, values, and practices or something program achievement, goals, and values in supervised practice.

Pressman and Widavsky, as cited by (Winarno, 2005), define public policy as a hypothesis that contains initial conditions and consequences which can be predicted. Public policy must be distinguished from other forms of policy, such as privacy policy. This is influenced by the involvement of non-government factors. Robert Eyestone, as quoted by (Agustino, 2008) defines public policy as "the relationship between government units and their environment." Many people believe that the definition is still too broad to be understood because what is meant by the public policy can include many things.

According to (Nugroho, 2011), there are two characteristics of public policy, namely: 1) public policy is easy to understand because the meaning is things done to achieve national goals; 2) public policy is easy to measure, because the size is apparent, namely the extent to which progress in achieving goals that already taken. According to Woll, as quoted by (Tangkilisan, 2003), states that public policy is several government activities to solve problems in the community, both directly and through various institutions that affect people's lives.

Thomas R. Dye as quoted by (Islamy, 2003), defines public policy as "is whatever the government chooses to do or not to do." This definition emphasises that public policy is about embodiment "action," and it is not an expression of the will of the government or just a public official. In addition, the government's choice not to do something is also a public policy because it has an effect (the same effect as the government's choice to do something). Some experts define public policy as an action taken by the government in responding to a crisis or public problem. Likewise, Chandler and Plano, as quoted by (Tangkilisan, 2003)

states that public policy is the utilisation of the strategic resources available for resources to solve public problems or the government. Furthermore, it is said that public policy is a form of intervention carried out continuously by the government for the sake of the disadvantaged groups in society so that they can live, and participate in development broadly (Jatmikowati, Dinata, & Noorsetya, 2020).

David Easton, as quoted (Agustino, 2008), defines public policy as "the authoritative allocation of values for the whole society." This definition confirms that only the authority holders in the political system (government) can legitimately do something to the people and choices the government to do something or not do something manifested in the form of allocating values. This is caused by the government being included in the "authorities in a political system" that is, the rulers in the political system are involved in the affairs of the system in everyday politics. They have responsibilities in a problem specifically to take a decision that binds most members the community for a specific time.

Based on the opinions of various experts, it can be concluded that public policy is a series of actions that are done or not which are carried out by the government, and are oriented towards specific objectives to solve the problems the public or in the public interest. The policy to do something is usually stated in the provisions or regulations in the laws made by the government so that they have nature, which is binding and coercive.

Implementation Theory

Implementation is the action to carry out, fulfil, and complete an obligation and policy that has been legislated. Meanwhile, Usman believes that implementation is an estuary where actions, and activities take place systematically and are bound by mechanisms. Therefore, implementation is not just a mere activity but an activity that has been planned to achieve the specific objectives of the activity (Usman, 2003).

Implementation policy, in principle, is a way for a policy to achieve its objectives. In order to implement public policy, there are two choices of steps available, namely direct implementation in the form of a program or through formulation derivative policies or derivatives of the public policy. The series of policy implementations can be clearly observed, i.e., starting from the program to the project and the activities. The model adopts the mechanisms that are prevalent in management, especially in public sector management. The policies are revealed in the form of programs which are then reduced to projects, and ultimately tangible to activities, whether carried out by the government, the community or government cooperation with the community.

Van Meter and Van Horn ini (Winarno, 2005) defines the implementation of public policy as actions in previous decisions. These actions include efforts to change decisions into actions operational within a specified period and in order to continue efforts to achieve significant and small changes specified by policy decisions carried out by a public organisation that is directed to achieve the stated goals.

The meaning of implementation according to Daniel A. Mazmanian and Paul Sabatier (1979) as quoted in the book (Abdul Wahab, 2002), said that: Implementation understands what has actually happened after a program was declared valid or formulated is the focus of attention to the implementation of the policy and the events and activities that arise after the enactment of State policy guidelines that cover both efforts to administer them and to cause real effects or impacts on the community or events.

From the explanations above, it can be concluded that the implementation of the policy will not begin before the goals and objectives are set or identified by policy decisions. So implementation is a process of activities carried out by various actors so that in the end, they will get an outcome that is in accordance with the goals or objectives of the policy itself.

Social Services

The Social Service is a government agency that is needed to carry out government tasks in social welfare efforts. The purpose of the development of social welfare is the realisation of life and livelihood plans that make it possible for every citizen to conduct business and meet the needs of life, both individuals, families, groups, and communities by upholding human rights and socio-cultural values (Sadhana, 2011).

In accordance with the mandate of the 1945 Constitution of the Republic of Indonesia, the Regional Government has the authority to regulate and manage its own governmental affairs according to the principle of autonomy and duty of assistance. As a consequence, the Government of Malang City as an autonomous region has the right and obligation to regulate and manage its own households on the basis of financing policies and initiatives. It is carried out by the regional administration itself, in addition to funds from the central government that have been regulated in the Act.

Malang City Social Service has the task of carrying out some of the government's public tasks such as development in the field of social and religious welfare in Malang City. Malang City Social Service has a vision of "Creating a People with Social Welfare Problems prosperous and dignified" and a stated mission of "Improving the level of social welfare through the implementation of social welfare and encouraging the improvement and

expansion of the implementation of social welfare development by the Government and Society."

Regional Regulation Concept

One of the essential authorities of a region that regulates and manages housing is its responsibility and authority to stipulate regional regulations. Article 18 Paragraph (6) of the 1945 Constitution stipulates that the Regional Government has the right to stipulate regional regulations and other regulations for carrying out autonomy and assistance tasks. Regional regulation is part of the strength of the activities of local legislation in the context of the implementation of the regional government, which is related to regional autonomy and the task of assistance of the disadvantaged.

Regional regulations are regulations stipulated by the regional head with the approval of the Regional People's Representative Council and which must meet formal requirements in order to have legal force and be binding. It is a regulation determined by the regional head with the approval of the Regional Representative Council in the context of carrying out regional autonomy. Moreover, it is made based on laws or further elaboration of regulations and higher legislation from centralised administration. In order to implement this regulation and with the power of other legislation in force, the Head Area determines the Decree of the Regional Head. As for Article 1 verse (7) of Law Number 12 of 2011 concerning the Establishment of Regulations, that Regional Regulations are a regulatory legislation established by the Regional House of Representatives with the approval of the Regional Head. Based on the various opinions above, then it can be concluded that a regional regulation is a regulation made at the regional level, determined and approved by the regional head with the approval of the Regional Representative Council as well as in the relevant of Regional Gazette

The regional government established Malang City Regulation Number 9 in the Year 2013 regarding Handling of Street Children, Homeless and Beggars in the regional regulation set several government actions including preventive business, repressive efforts, and rehabilitative efforts. In addition to government efforts, the regional regulation also regulates how the role of the community to take part in handling street children, homeless people, and beggars are written in three paragraphs of article 16:

1. The community can participate in handling street children, homeless people, and beggars by not giving anything in the form of money or goods on the streets.
2. Community participation, as referred to in paragraph (1), may be carried out by individuals or organisations.

3. The procedure for submission, as well as referred to in paragraph (2), shall be further regulated in the Mayor Regulation.
4. This Regional Regulation was made to handle social problems that have long been a problem in Malang City.

In the Regulation of Malang City Number 9 of 2013 concerning the handling of street children, beggars and homelessness contained within were several efforts and programs to deal with prevention, overcoming, widespread social problems, and mentoring.

Handling is a process or method. In this case, it is all forms of a business carried out to prevent, deal with, or overcome a situation including preventive activities and at the same time can include attempts to improve the behaviour of someone who has been convicted (as a prisoner) in prison, in other words, efforts to deal with theft can be done both preventively and repressively.

In the Regulation of Malang City, Number 9 of 2013 concerning Handling of Street children, beggars and homelessness contained within were numerous efforts to deal with or prevent more significant social problems and or provide efforts in reducing the number of social problems that exist in certain areas. Among its efforts are:

1. The preventive effort is an organised effort to prevent the emergence of homeless and beggars in the community which includes counselling, guidance, training, and education, providing assistance, supervision and further handling to various parties related to homelessness and begging;
2. Mitigation efforts (repression) are organised efforts, whether through institutions or not, to eliminate homelessness and beg and preventing its spread in the community.
3. Rehabilitation efforts include efforts to provide assistance, provide training and education, restore capacity and channel it back to new residential areas through transmigration into the midst of the community, supervision and further handling, so that the homeless and beggars, again have the ability to live correctly according to human dignity as citizens of the Republic of Indonesia.

Social Problem

Social problems is the difference between expectations and reality or as a gap between the existing situation and the situation that should be some people see social problems in society as an unexpected condition. Social problems are closely related to things that interfere with harmony in a community group (Praptining, 2009).

Social problems arise as a result of striking differences between values in society and existing reality, sources of social problems, such as social processes and natural disasters. The existence of social problems in the community is determined by institutions that have exclusive authority, such as community leaders, government, social organisations, community deliberations, and so forth. The causes of social problems can be categorised into four types of factors, including the following:

1. Economic Factors

Economic factors are the most significant factor causing social problems. The global crisis and layoffs began in various places and could trigger crime. The problem is driven by the inability of a person to fulfil his needs properly, such as unemployment, street children, and others.

2. Cultural Factors

Social problems caused by cultural factors are triggered due to mismatches in the implementation of values, norms, and social interests due to social change processes and complex or multicultural societal patterns. Examples of these problems include juvenile delinquency, inter-tribal conflict, gender discrimination, and even recognition of cross-cultural cultural property rights. Juvenile delinquency is one of the social problems caused by cultural factors. This social problem is challenging to eliminate because teenagers like to try new things that have negative impacts, such as drugs.

3. Biological Factors

This problem can arise due to the mismatch of environmental conditions that have the potential to cause instability in the biological conditions of society, such as an outbreak of infectious diseases, new disease viruses, and poisonous food. Infectious diseases can cause social problems if the disease has spread in an area.

4. Psychological Factors

Many cults have arisen in Indonesia and cause disturbances in the community. Although many have been arrested and disbanded, many cults still appear in the community today. In addition to heresy, psychological factors that cause social problems are mental illness, memory loss, difficulty adjusting, and others.

Social problems that often arise in people's lives, namely:

1. Street Children

A street child is someone under the age of 18, who spends part or all of his time on the streets carrying out activities to earn money or maintain his life (Kresna, Sholahuddin, & Sadhana,

2015). Street children are some of the children who live and grow on the streets without any monitoring and grow independently (Irwanto, 2003).

The life of street children for some street children has a positive impact, for example, children become used to hard work because they are accustomed to being hit by heat and rain, street children can learn to work alone, be responsible and help their parents. (Sarwoto, 1991).

The Indonesian Ministry of Social Affairs said that: Street children are children who spend most of their time earning a living or wandering the streets or other public places, and their ages range from 6 years to 18 years. The time spent on the road is more than 4 hours in one day. Street children spend their time on the road to make a living, both with the willingness of the heart and the coercion of their parents.

From a various understanding of street children, it can be concluded that street children are children whom, most of the time, are used on the streets or public places either to make a living or roam.

2. Beggars

A beggar is a person who earns income by asking for money in a public place with a variety of ways and reasons to get mercy from other people.

3. Bummer

A homeless person is a person who lives in a situation that does not have a place to live and does not have a permanent job and wanders in public places so that life does not conform to the norms of decent living in society. It means always wandering or never has a permanent residence (Suparlan, 1993). In general, the homeless are urbanites who come from villages and try their luck and fortune in the city but are not supported by adequate levels of education, specialised knowledge and have no financial capital. As a result, they work odd jobs and are not permanent, especially in the informal sector.

According to the Regional Regulation of Malang City, homeless people are people who live in conditions that are not following the norms of decent living in the local community and do not have permanent residences and jobs in certain areas and instead wander in public places.

Research Method

This research is a type of quantitative descriptive research is research conducted on independent variables without making comparisons or connecting with other variables (Sugiyono, 2016). A research location is a place where researchers conduct research,

especially in capturing phenomena or events that occur from the object under study in order to obtain accurate research data. In determining the location of research, (Moleong, 2011) it must be determined by considering substantive theory and exploring the field and looking for conformity within the reality in the field. Meanwhile, geographical and practical limitations such as time, cost, energy need also to be taken into consideration in determining the location of research. Data collection techniques are carried out by observation, interviews, questionnaires, and documentation.

Data processing and analysis using descriptive analysis conducted to understand the implementation of Local Regulation No. 9 of 2013 concerning Handling of Street Children, Bums, and Beggars in the City of Malang. Descriptive research is research based on descriptive data from the status, circumstances, attitudes, relationships, or systems of thought of a problem that is the object of research. After getting the data obtained in this study, the next step is to process the data collected by analysing the data, describing the data, and drawing conclusions. To analyse this data using qualitative data analysis techniques, because the data obtained is a collection of information. The data analysis process begins by examining all available data from various sources, namely through observation, interviews, and documentation.

Results and Discussion

Researchers in 3 parts, namely, will discuss the results of this study: Implementation, Supporting Factors and Inhibiting Factors.

1. Implementation of Social Problems Policy

In Malang City Regulation Number 9 of 2013 concerning Handling of Street Children, Beggars and Homelessness contained several efforts or programs to deal with prevention, overcoming, widespread social problems, and mentoring. This is the foundation of the Social Service work program in handling social problems with various policies and businesses as follows:

a. Preventive Effort

Malang City Social Service, as the organiser, has made efforts to prevent the development and spread of the spread and the complexity of the problems that cause the existence of street children, beggars, and homeless people. Prevention efforts carried out include:

- 1) Data collection is carried out to obtain correct data on the classification and number of street children, beggars and homeless people who are in the Malang city area by collaborating with relevant agencies and village officials as well as involving the Five Pillars (RT). Data collection using instruments in the form of forms containing names,

addresses, family register, living conditions, socio-economic background, the origin of the area, occupation, family status, and the main problems faced.

- 2) The decline in beggars and vagabonds occurred after the efforts of the Malang city social service with patrols, raids, coaching, and referring beggars and homeless people who were mostly not residents of Malang City to be sent to the social services according to their actual address. While the increase in the number of street children is caused by several things, one of which is the negative associations and the many trends of films about street children or punk kids.
- 3) Monitoring of control and control of the sources or causes of the emergence of street children, beggars and homeless people in Malang conducted by the Social Service in collaboration with the Civil Service Police Unit (Satpol PP) and community elements by:
 - (a). Doing patrol in public places used to be the location of activities of street children, beggars and homeless people.
 - (b). The socialisation carried out with the aim of road users, and public facilities not providing money or mercy to street children, beggars and homeless people.

Malang City Social Service has planned and made a preventive instrument in the form of an appeal board to limit money given to street children, beggars and homeless people in 2016. Installing the appeal board has actually been planned and started a long time ago, or it has been almost 5 years since the initial planning, but so far, few have been installed. This is felt to be less effective considering the number of locations where the possibility of street children, beggars, and homeless people are spread in Malang, while only 5 locations have been chosen from 15 locations.

b. Countermeasures Effort

Mitigation efforts in the field of protection carried out by the Social Service in collaboration with Satpol PP and also other parties to prevent street children, beggars, and homeless people from taking to the streets. Control from time to time is carried out coordinatively by the relevant agencies and integrated teams in order to protect for street children, beggars, and homeless people to take to the streets. Control is in the form of controlling or raiding the activities of street children, beggars and homeless people from the results of patrols and public complaints about the existence of those who carry out activities in public places individually, family or groups.

The prevention efforts in the form of monitoring, control, and control carried out by the Social Service, and SatPol PP are carried out flexibly. The social service, together with the Satpol PP, conducted patrol and control activities with an irregular day schedule, which was made to avoid the leakage of the patrol and control schedule. On average, each month, the social service carries out 4 - 6 times.

Temporary shelter is carried out after a process of control or raids in which street children, beggars and tramped nets are brought to the Camp Assessment or Social Cottage Environment (Liponsos) for an identification and selection approach to selection based on indicators that include self-identity, educational background, status social and social problems of the child concerned so that it can be used as a foundation to determine the next stage of the coaching process.

Disclosure and understanding of the problem are done by case studies based on data obtained to understand and explore the problems faced and to meet the needs of street children, beggars, and homeless people so that they can be used as permanent data for every street child, beggars, and homeless people so that they can be used in monitoring and coaching advanced. Social assistance is carried out through regular and continuous individual guidance, which can be carried out by government social workers.

Further, there is a tentative return and referral process, based on the results of identification. Existing references can be in the form of referrals to hospitals to obtain health services, referrals to Sukun TWK or institutions to obtain formal and non-formal education facilities, fostering social rehabilitation through systems within institutions, mental hospitals, referrals for legal assistance, protection specially and legally processed according to applicable laws. Liponsos is a temporary shelter for street children, beggars, and homeless people who are affected by raids, and the longest they occupy Liponsos 1 week to wait for the next process. For street children who are still attending school and addressing in Greater Malang (Malang Regency, Malang City, Batu City), they will be sent home to the family with the terms and conditions in force.

c. Rehabilitation Business

Malang's social services in carrying out social rehabilitation efforts are carried out through the orphanage system and outside the orphanage.

a. Social rehabilitation of productive age with activities, namely:

- 1) Selection aims to determine the qualifications of social services to be provided.
- 2) Mental, spiritual guidance, carried out to shape the attitudes and behaviour of a person or group by the norms prevailing in the community, which includes the norms of life.
- 3) Physical guidance includes sports activities and health checks.
- 4) Social guidance as an effort to motivate and develop social awareness and responsibility in helping to solve social problems.
- 5) Guidance and skills training, adjusted to the ability of individual talents to the needs of the job market as an effort and provision that can be used to get decent work and create personal stagnation.

- 6) Help stimulation of work equipment as motivation to develop businesses owned according to the type of skills acquired.
 - 7) Placement or distribution to facilitate service recipients who have the skills to obtain work opportunities.
- b. School-age social rehabilitation includes:
- 1) Mental, spiritual guidance is done to shape the attitudes and behaviours of children, so they want to go to school.
 - 2) Physical guidance includes sports activities and health checks.
 - 3) Social guidance as an effort to motivate and develop self-sufficiency and independence to help solve their problems.
 - 4) Pre-school guidance is carried out by way of deepening individual abilities to prepare recipients of services to enter the more directed and fostered formal world.
 - 5) Aid for the stimulation of scholarships and school equipment, as a motivation to learn and ease the burden on the recipient's family.
 - 6) Placement includes facilitating the opportunity to attend formal and non-formal education (for school dropouts will be referred to enter package A, B, C programs).
- c. Elderly social rehabilitation:
- 1) Mental, spiritual guidance is carried out to form attitudes and behaviours so as not to get back on track.
 - 2) Physical guidance includes sports activities and health checks.
 - 3) Social guidance as an effort to provide motivation and awareness.
 - 4) Providing daycare services for potential elderly people conducted by social institutions/institutions, not staying overnight, and not separating from families with social guidance service methods.
- d. Social rehabilitation for people with psychotics
- 1) Mental, spiritual guidance
 - 2) Physical guidance includes cleaning the body, clothing and health checks.
 - 3) Advanced social guidance through homecare services in an effort to provide social communication awareness.
 - 4) Delivery of psychotic patients to Dr. Mental Hospital Radjiman Wediodiningrat Lawang or UPT RehSos Psychology Pasuruan.

Supporting Factors for Handling Social Problems Policy

From the results of this study, the researchers found several supporting factors in the implementation of handling social problems in Malang City Social Service, namely:

- a. The Malang City Social Service budget is deemed sufficient
- b. Adequate facilities such as the availability of the Social Pondok Environment (Liponsos) as a shelter, and coaching, Camp Assessment as a place to collect data on social problems affected by raids, Loka Bina Karya (LBK) Pandanwangi, one of the social service and rehabilitation facilities for people with social welfare problems, especially people with disabilities, Tuna Wisma Karya (TWK) Sukun as a place to live for people with social welfare problems who do not have a family and a place to live.
- c. There are support and cooperation from various groups:
 - 1) Provincial Social Service in handling and referral that is not owned by Malang Social Service
 - 2) Satpol PP in assisting patrols, raids, and guidance of street children, beggars, and homeless people.
 - 3) Schools in the city of Malang that provide training to street children
 - 4) PKK ladies in Malang city in providing training to the Social Service assisted residents.
 - 5) Banks in the form of cash transfers
 - 6) Perum Bulog helps in providing direct non-cash assistance in the form of rice
 - 7) Mental Hospital Dr. Radjiman Wediodiningrat Lawang for referral of people with social problems who have mental retardation or mental disorders.

Inhibiting Factors in Handling Social Problems Policy

From the results of this study, the researchers found several inhibiting factors in the implementation of handling social problems in Malang City Social Service, namely:

- a. Lack of public awareness not to give compassion to street children, beggars, and homeless people. Because there is still a strong understanding in our society that likes charity, which makes it easy for people to give money or other things to street children, beggars and homeless people with the intent and purpose of giving alms. This is what needs to be addressed and rectified, the article is consciously or not with the community providing street children, beggars, and homeless money, then the community itself is making opportunities for street children, beggars, and homeless people.
- b. Lack of appeals or billboards regarding the prohibition of giving money to street children, beggars and homeless people in several public facilities in Malang City, which today has just been installed as many as five pieces.
- c. Lack of sanctions for givers and recipients of money to street children, beggars, and homeless people through local regulations. Because to this day, the city of Malang does not yet have rules for granting witnesses to the giver and receiver of money to street children, beggars and homeless people who cause a deterrent effect.
- d. Lack of monitoring of any policies or processes in handling street children, beggars, and homeless people.

- e. The still healthy mindset of the street children, beggars, and homeless people on the street is more comfortable and easy to get money. They also used to live without official rules. They have the view that singing and begging is lawful because it does not harm others or is not the result of stealing.

Conclusion

1. Implementation of policies on handling social problems in Malang City Social Service, namely by carrying out programs in the form of prevention, prevention, social rehabilitation, coaching, referral, repatriation, training, and empowerment. The social service itself has made efforts to prevent and minimise the number of street children in Malang.
2. Supporting factors in the implementation of handling social problems in Malang City Social Service, namely Malang City Social Service budget which is deemed sufficient and adequate facilities such as the availability of the Social Pondok Environment (Liponsos), Assessment Camp, Pokawangi Workshop (LBK) Pandanwangi, Tuna Wisma Breadfruit (TWK).
3. Inhibiting factors in the implementation of handling social problems in Malang City Social Service, namely: lack of public awareness not to give money to them and lack of appeal boards or billboards regarding the prohibition of giving money to them.

REFERENCES

- Abdul Wahab, S. (2002). *Analisis kebijaksanaan: Dari formulasi ke implementasi kebijaksanaan negara*. Jakarta: Pustaka Sinar Grafika.
- Agustino, L. (2008). *Dasar-dasar Kebijakan Publik*. Bandung: Alfabeta.
- Irwanto. (2003). *Potret kehidupan anak jalanan di Jakarta*.
- Islamy, I. (2003). *Prinsip-prinsip perumusan kebijaksanaan negara*. Jakarta: Bina Aksara.
- Jatmikowati, S. H., Dinata, C., & Noorsetya, B. (2020). Strengthening public administration with good collaborative governance (Government and Civil Society Organizations Relation for Development Countries in Decentralization Era: Case Studies in Malang Regency). In *International Conference on Public Administration, Policy and Governance (ICPAPG 2019)* (pp. 179–185). Atlantis Press.
- Kresna, R., Sholahuddin, A., & Sadhana, K. (2015). Ethnography study in Malang, Indonesia: Petekan tradition in tengger community. *Rev. Eur. Stud.*, Vol. 7, pp. 153-162.
- Moleong, L. J. (2011). *Metodologi penelitian kualitatif*. Bandung: Remaja Rosdakarya.
- Nugroho, R. (2011). Public policy: Dinamika kebijakan, analisis kebijakan, manajemen kebijakan. *Jakarta: Elex Media Komputindo*.
- Praptining, S. (2009). *Model integrasi kebijakan manajemen bencana alam di Jawa Timur*. Malang: Pranada Media.
- Sadhana, K. (2011). *Realitas kebijakan publik*. Malang: UM Press.
- Sarwoto. (1991). *Dasar-dasar organisasi manajemen*. Jakarta: Ghalia Indonesia.
- Sugiyono, P. (2016). *Metode penelitian kombinasi (Mixed Methods)*. Bandung: Remaja Rosdakarya.
- Suparlan, P. (1993). Orang gelandangan di Jakarta: Politik pada golongan termiskin dalam kemiskinan di Perkotaan. *Jakarta: Yayasan Obor Indonesia*.
- Tangkilisan, H. N. S. (2003). Kebijakan publik yang membumi (Konsep dan Strategi). *Cetakan Pertama, Penerbit Yayasan Pembaharuan Administrasi Publik Indonesia Dan Lukman Offset, Jakarta*.
- Usman, S. (2003). Politik lokal di era desentralisasi: Menuju Otonomi Rakyat.



Winarno, B. (2005). *Teori dan proses kebijakan publik*. Yogyakarta: Media Pressindo.