

IMPLEMENTATION OF STREET CHILDREN HANDLING STRATEGIES BY THE SOCIAL SERVICES DEPARTMENT OF MATARAM CITY

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ABSTRACT

This study analyzes the implementation of the street child handling strategy by the Mataram City Social Service. The problem of street children in Indonesia, especially in Mataram, is a complex social issue, with many contributing factors, including poverty and unemployment. Although there is a legal basis that supports child protection and empowerment, practice in the field shows significant obstacles in policy implementation. This study uses a qualitative descriptive approach and involves interviews and observations. The results of the study revealed that the efforts of the Social Service are still hampered by limited human and financial resources, as well as a lack of coordination. This research is expected to provide recommendations for improving public policies related to the handling of street children in Mataram City.

KEYWORDS Strategy Implementation, Street Children, Social Service, Mataram City, Public Policy.



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INTRODUCTION

Poverty and unemployment are still a major problem leading Indonesia which is currently trying to improve the process. It is recorded that at least 37.4 million Indonesians live below the poverty line. Poverty results in the deterioration of the socio-economic condition of the community, as well as many unexpected social symptoms. One of them has resulted in people's lives, namely the tendency of street children to continue to increase (Maulia & Saptatiningsih, 2020).

According to the 1945 Constitution Paragraph (1) it is stated that the poor and abandoned children are cared for by the State. This means that the government has full responsibility for the maintenance and development of abandoned children, including street children.

Similarly, it is stated in Presidential Decree Number: 36 of 1990 concerning the ratification of the Convention on the Right of the Child (Convention on the Rights of the Child). Where article 1 paragraph (1) states that States parties shall respect and guarantee the rights set forth in this convention to every child in their

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jurisdiction without any form of discrimination, regardless of the child or his/her parents or the race of the legal guardian, sex, colour, language, religion, politics or other opinions, national origin, ethnicity, or social, wealth, birth defect or other status (Gumanti et al., 2020).

Law of the Republic of Indonesia Number II of 2009 concerning Social Welfare, Chapter III concerning the implementation of Social Welfare Paragraph 2 states that the implementation of social welfare gives priority to those who live a life that is not humanely feasible and meets the criteria of social problems, such as poverty, disability, neglect, remoteness, social disability and behavioral deviations, victims of natural disasters and acts of violence, exploitation, and discrimination. In the next paragraph of the same article, the model of social welfare implementation is mentioned, including social rehabilitation, social empowerment guarantees, and social protection. Then, a model for handling community social welfare involving parties from the central government, the region, the private sector, and the community (Kertati, 2018).

The problem of street children is a classic problem, but it is difficult to solve. Although the legal basis that overshadows exists, street children seem to be decorating big cities that become a prolonged, even time-consuming, social problem that never ends. Several studies on street children show that the environment of street children is too much to be revealed one by one. In addition, although the legal basis in the management of street children does not explicitly regulate handling, it is crowded with other rules that are intertwined so that it is difficult to decipher (Kertati, 2018).

According to Law Number 35 of 2014 challenging child protection and the renewal of Law Number 23 of 2002 states that "every child has the right to receive education and teaching in the context of his or her personal development and level of intelligence in accordance with interests, including street children" as human rights listed in Law Number 39 of 1999 concerning human rights and the presidential decree of the Republic of Indonesia Number 36 of 1990 concerning the ratification of the convention on the rights of child. Street children are basically those who have a sufficient age to be said to be productive and of school age, where they also have the same opportunities as other children, basically street children are citizens who have the right to receive services such as education, but on the other hand they cannot abandon habits such as making a living on the street to meet the needs of life (Bidaya & Muzaini, 2020).

Street children are marginalized, marginalized children and the realization of affectionate treatment is due to many of them who are said to be relatively early in age have to survive in a harsh urban environment, and even unfriendly. Big cities in Indonesia, you can easily see street children in every corner of the city. Likewise, the city of Mataram is very easy to find street children such as streets (red lights), city buses, markets, tourist attractions, even at universities. The economic squeeze forces them to make a living in a way that is less or even unacceptable to the general public just to survive. Sometimes they are forced to do everything possible to be able to obtain food and are forced to help their families (Ali et al., 2021).

Programs related to street children's problems are handled by the MSME Division handling programs related to street children's problems, including the construction of facilities and infrastructure for abandoned children, skills training and work-learning practices for abandoned children, data collection and analysis of

abandoned children's problems, and talent and skill development (Wulandari A., & Thalita, 2013).

As part of the Mataram City government, the Mataram City Social Service has the responsibility to deal with the problems of street children and their countermeasures. They must do this in accordance with the mandate of the 1945 Constitution. To obtain their rights and be protected by the state, in accordance with the vision and mission of the Mataram City Social Service, controlling people with social welfare problems and increasing the potential of social welfare resources through social empowerment, social rehabilitation, protection and social security, the establishment of a transparent and accountable service system for people with social welfare problems (MSMEs), and increasing the capacity of stakeholders in handling social welfare problems (Bahfiarti et al., 2019).

The MSME sector handles the problems of street children through programs such as the construction of shelters, skills training, and work-learning practices for street children. However, the efforts of the Mataram city social service to deal with the problem of street children still face many obstacles. For example, many street children are difficult to identify or foster. The prolonged economic crisis caused the poor to become more and more marginalized and marginalized, and in the end they looked for solutions to improve their family economy. By letting their children earn money on the streets at red lights by begging, busking, selling newspapers, selling tissues, car wipes, or being police officers, and then sleeping on the side of the road on the basis of used cardboard to gain mercy from others. Therefore, the Mataram city government must take firm action on this issue (Syaharuddin et al., 2021).

The Mataram City Social Service has a mandate to overcome the problem of street children and the management of street children is obliged to be able to carry out the handling of street children's problems in accordance with the 1945 Constitution so that they can obtain their rights by being truly protected by the state. As quoted from <https://ntbsatu.com>, Mataram (2023) the city of Mataram is not yet free from street children, there are still many scattered on the streets, even with different people constantly appearing scattered at several points as many as 38 who are considered prone to street children's activities, including at intersection five Bertais, intersection four Karang Jangkong and intersection four DPD Golkar which interfere with traffic flow and their safety.

In fact, what happened in the field and several research results related to the handling of street children, one of the studies by M. Irsyad Fadoli with the research title Implementation of the Street Children Handling Program (2020). In fact, inversely proportional to theory and field facts, the increase in street children continues to occur, showing that the government's efforts in the process of handling the ruling have not been achieved, one of which is the low participation of street children in the handling efforts carried out, the limited resources owned by the social service in handling MSMEs so that in carrying out their duties or patrols are not optimal, There is communication that has not been carried out optimally regarding the prohibition of giving alms to street children which is carried out optimally. If the community does not comply and lack information about the appeal for prohibition of giving alms, there will be a nature of street children who are increasingly obsessed with making a living on the streets because they feel that they will get money, domestic needs from the mercy of the local community.

The government, which is supposed to take care of its people, is now deviating from its duties. This can be seen in the many social problems that have arisen that have not been solved, such as the problem of street children. The existence of street children is caused by many things. One of them is the lack of fulfillment of their rights while in the domestic sphere, and is often a victim of Domestic Violence (KDRT).

Policy implementation is not only related to the mechanism of elaborating political decisions in routine procedures through bureaucratic channels, but more than that, it concerns the issue of conflicts, decisions, and who gets what from a policy. With policies that are designed in such a way as designed by the government, they still experience problems. As expressed by Lilis Sulisyani (Staff of the Mataram Social Service):

"We cannot accurately map the data on the number of street children, because dynamic street children are always moving places, they can pass the raid process, because the data collection of street children is based on the results of the raid"

It can be concluded from what Lilis Sulisyani, who is a staff member of the Mataram City Social Service, said that there is no exact number of data regarding the data of street children. This is due to street children who continue to move places, street children who escape the raid process are not recorded in the data collection of street children. So, it is likely that there are still many street children who have not received treatment.

Not much different from the factors that are supporting and inhibiting, especially in human resources that are still limited both in terms of quality and quantity, the funds provided by the government are limited so that they overcome the movement of the area for handling street children which is difficult to overcome due to the limited budget provided by the government. Of course, this has an impact on the success rate of the implementation of street child handling in Mataram City which is still mushrooming and needs to be a serious and immediate concern to be handled.

The problems that arise should be the government's concern to be able to cover the gaps or shortcomings in the field so that all forms of expectations and goals can be implemented optimally. In the implementation of the MSME (People with Social Welfare Problems) program in other cities that are a comparison of the problems that arise. In reality, in the field, there are many factors that hinder the implementation of the program, including street children, The success rate of implementation still needs to be improved and implementation efforts need to be increased, meaning that the success rate of program implementation has not been implemented properly.

The increasing population of street children in the city of Mataram is a social problem that needs serious attention. Living as street children is certainly not an option, because they are in a condition that does not have a clear future. Their existence is not uncommon to be a problem for various parties, families, communities and the country. However, attention to street children does not seem to have received attention from all parties.

The increasing population of street children is a real phenomenon, and must be immediately improved to improve their education. Because if this problem is not dealt with immediately, it is feared that it can cause new problems such as the threat of sexual harassment, child trafficking, violence, disease, exploitation and

accidents. This condition is also vulnerable to violations of rights that are national and international commitments.

The purpose of this study is to analyze the implementation of the street child handling strategy by the Mataram city social service. To analyze the pattern of empowerment needed by the Mataram city government to reduce the number of street children.

This research is carried out to be able to provide benefits for all related parties both theoretically and practically. To add references and the development of Public Administration science to Meter and Van Horn's theory of policy implementation, especially about the Implementation of Strategies for Handling Street Children in Mataram City. This research is expected to be able to be used as a consideration for determining public policies appropriately, especially the Mayor's Decree No. 88 of 2011 and PERDA No. 5 of 2012 policies that regulate the handling of social welfare problems. In the future, it is hoped that the results of this research can contribute, especially to the government regarding the implementation of strategies and public policies for the management of street children, especially in the city of Mataram

It is hoped that it can provide input and guidelines for the Mataram City Social Service office in making policies about street children. The results of this study are expected to provide input to the Mataram city government as a stakeholder in formulating regulations to prosper those who still need attention, especially street children in the Mataram city environment. This research is expected to be used as a knowledge development on the part of the Mataram city social service about the implementation of street child management strategies. This research is expected to be used as a reference for the Mataram city social service in carrying out programs or tasks for handling street children. This research is expected to provide an overview of the condition of street children for the community, academics, and the local government of Mataram city. This research is expected that the Mataram city government can take effective steps in the management of street children in Mataram city.

RESEARCH METHOD

This research was carried out at the Social Service of Mataram City, West Nusa Tenggara Province with a research locus according to needs, the research time was carried out with an estimate of approximately six months. The reason why the researcher took this research location is because the access is easy to achieve so that my research can be carried out smoothly, and I have conducted pre-research by visiting, and the location of this research is in accordance with the character of the problem raised.

This study uses a qualitative descriptive approach, which is a research method that utilizes descriptive data as the main source. Descriptive data can be in the form of words or writings, speech or behavior observed (Moleong, 2017). Qualitative research aims to describe and understand social and human phenomena by presenting rich and in-depth descriptive.

In qualitative research, the description of the phenomenon being studied is built based on the viewpoints and experiences obtained from informants or research participants. This method allows researchers to explore dimensions that may have been missed in a more structured research approach. The purpose of choosing the method is to gain an in-depth understanding of the phenomenon being studied.

Researchers can gain insight into the meanings, values, and beliefs that underlie individual or group behaviors and actions. Thus, qualitative research can make a valuable contribution in understanding the complexity of the social world and building more contextual and socially relevant knowledge (Moleong, 2017).

RESULT AND DISCUSSION

Implementation of the Street Child Handling Strategy by the Mataram City Social Service

In this section, the author will describe a research analysis on the implementation of street child management policies in Mataram City. Where this research is based on the theory put forward by Van Meter and Van Horn, the data collection process carried out during the research is by means of interviews and field observations very deeply. In the theory put forward by Van Meter and Van Horn, there are six elements which include the scale and objectives of the policy, resources, characteristics of the implementing institutions, the tendency of the implementers, communication between organizations, and implementation activities as well as the economic, social and political environment.

1. Policy Objectives

Determining clear and measurable policy goals, the government or organization can focus more on designing effective programs and implementation strategies, and can evaluate the success of policies based on the achievement of the targets.



Figure 1. Street Children of Mataram City 2024

"Ask for money, buy food" (Street Children, 2024)

"I don't have money, go home and ask for it here" (Anak Jalanan, 2024)

"Sama anak, it's there" (Anak Jalanan, 2024)

Based on the results of the interview above, it can be concluded that street children make a living on the street, usually after returning from school, they are forced to make a living because of economic factors that cannot be met and there are still many shortcomings, street children make a living it turns out that they are not alone, many parents also make a living on the streets to meet their daily basic needs.

"The Mataram City Government's policies are in accordance with Regional Regulation No. 5 of 2012 in general terms, namely Preventive (prevention),

Repressive (Enforcement), Rehabilitation (Recovery)" (Head of Social Rehabilitation, 2024).

Based on the results of the interview above, it can be concluded that the Mataram government's policy in overcoming street children is divided into three, namely Preventive (prevention), Repressive (Enforcement), and Rehabilitative (Rehabilitation). In terms of implementation, the above two things are more emphasized on Preventive (prevention). Prevention efforts include counseling, coaching, social assistance, and fulfillment of street children's residences.

Furthermore, the Head of Social Rehabilitation stated that:

"The current condition of street children, there are still many street children who are on the streets because they play with cats, especially since there are 38 vulnerable intersections at the point of distribution while we are 12 members" (Head of Social Rehabilitation, 2024).

Based on the results of the interview above, it can be concluded that the condition of street children is still widely scattered to make a living on the road, the task force team is limited to 12 people with 38 distribution points prone to street children, resulting in street children easily moving because of the vacancy of the intersection, so it will be difficult to overcome street children.

"They are also mobile, when street children can buy motorbikes, there are officers who guard them and suddenly move to intersections where there are no raids" (Head of Social Rehabilitation, 2024).

Based on the results of the interview above, it can be concluded that street children use the Mobile system, as evidenced by many street children who move to other street intersections when there is a raid. Street children have read the government's strategy due to the lack of human resources from social services.

2. Resources

Resources are very much needed in an organization in order to achieve predetermined goals. Resources have an important role that can be used as indicators to support policy implementation. If the resources in an organization or institution are in an insufficient and adequate position, then the implementation of policies can be disrupted and it is likely to be very difficult to implement. The resources available to decision-makers and implementers must be sufficient and adequate in accordance with applicable regulations. In addition, policymakers and actors must use regulatory resources carefully. The following resources are divided into three parts, he said:

1) Human

Humans are resources that play a very important role in determining the implementation process. If the quantity of human resources in the organization is not enough, it can have an impact on organizational activities that will never take place optimally. Meanwhile, the most important thing that must be possessed by human resources themselves is to have the ability to carry out organizational activities as much as possible.

"Our task force members are limited in number on the road, while the intersections on the road that are vulnerable have 38 intersections, while our pickets are divided into only 12 people" (Head of Social Rehabilitation, 2024).

Based on the results of the interview above with Mr. Riho, the Mataram city social service assessed that the special team tasked with taking to the streets to overcome street children human resources on duty still experienced obstacles,

namely the quantity of human resources that were not sufficiently adequate, compared to the number of intersections that were prone to street children living and stopping there. From the number of quantities mentioned above, the comparison of the number of members is 12 people while the intersections prone to street children are 38 points, meaning that there are 26 intersections that cannot be controlled optimally due to the inadequate number of task force members, this will certainly affect the difficulty of overcoming street children.

Furthermore, the Head of Social Rehabilitation stated:

"There is a shortage of personnel, we could be at junction A, we are on standby, but he is at junction B who is not guarded. The intersections that we don't guard are they get off there, so that's it because we lack human resources there. They are also mobile, and a type of behavior that is difficult to overcome, it is more comfortable for them to get money than school" (Head of the Mataram City Social Service, 2024).

Based on the results of the interview above, it can be concluded that the shortage of personnel handling street children can give rise to various kinds of strategies that will be prepared by street children and people involved in moving street children, there is a mobile system there. Junctions or places where there are no guards, street children continue to act down at unguarded intersections. Street children are quite smarter in this case taking advantage of the existing conditions and vacancies. In addition, the movement of street children is quite difficult to limit and solve because activities on the streets have become behavior and it is easy to get money compared to going to school.

The vacancy of the unguarded intersection is caused by the insufficient number of task force members is an obstacle for the implementation team to handle street children, and it is quite difficult to share the task of maintaining the empty intersection compared to the number of unguarded intersections on each road where there are no task force officers. The task force team must take turns and walk through empty intersections with a limited number of team members, of course this is a problem that must be overcome immediately.

Table 1. Number of Employees of the Mataram City Social Service

a. Composition of Mataram City Social Service Employees based on Structure

It	SKPD	Echelon			Functional	Executive			Sum	
		I	III	IV		IV	III	II		I
1.	Social Service	1	4	11	1	-	5	7	-	29

Source: Mataram City Social Service in 2024

b. Composition of Social Service Employees based on Education

No	SKPD	Education							Sum
		S3	S2	S1	D3	SMA	SMP	SD	
1.	Service	-	2	18	1	8	-	-	29
	Social								

Source: Mataram City Social Service 2024

Facilities and infrastructure are very important in carrying out the duties. Some of the facilities and infrastructure owned by the Mataram City Social Service in supporting the performance of the implementation of tasks and functions are as follows:

1 Unit of an office building located at Jl. RA. Kartini No. 3 Mataram which is an office building that functions as an office operational activity every day.

- a) The building area is recorded at 362 m² Permanent Type C.
- b) Four units of 4-wheeled operational vehicles
- c) Two units of 6-wheeled service operational vehicles
- d) Twelve units of 2-wheeled service operational vehicles;
- e) Dolphim Boat Boat, as many as one unit.

2) Financial

Finance is a very important source and not as important as human resources, When human resources are very competent and the available capacity but in the funding part cannot be allocated optimally, the achievement of policy goals can be a problem. In order to explore the importance of financial resources, the researcher interviewed the head of the rehabilitation division and the head of the Mataram city social service.

"In terms of finances, we will still be short because we lack personal information, we automatically lack operational funds" (Head of the Mataram City Social Service, 2024).

Based on the results of the interview with the Head of the Mataram City Social Service in 2024, it can be concluded that there is a shortage of operational funds in carrying out the duties and responsibilities of the SATGAS team so that it can affect the performance of the SATGAS team in tackling street children. Where operational funds are a very important element in supporting work while in the field.

Furthermore, the Head of Rehabilitation stated that:

"And our vehicles, even our old vehicles have not met the standards, if the standard of the car must have warning signs such as sirens, we often bring MSMEs, there must be a sound, then there is a communication device, the shape is child-friendly and elderly-friendly, it must not be too high, there must be a ladder, far from the standard, it also costs money, the budget is not enough, we can't buy it yet, and maximize it" (Head of Social Rehabilitation, 2024)

Based on the results of the interview above, the consequences of insufficient funds can have an impact on inadequate infrastructure, operational vehicles that are still far from the standard in carrying out their duties in the field, so this can be a limitation of the Task Force team when dealing with street children.

Furthermore, the Head of Social Rehabilitation stated that:

"If the budget, we will not necessarily adjust it that much, but the funds provided by the city of Mataram are indeed all filled posts" (Head of Social Rehabilitation, 2024).

The results of further interviews with the Head of Social Rehabilitation in his statement can be concluded that the lack of funds is certainly one of the obstacles in carrying out duties optimally, but the lack of funds is not a reason not to carry out duties in handling street children. Despite the lack of funds provided in the city of Mataram, all posts are filled, maximized, and still adjusted.

Gambar 2. Amendments to the 2021 Performance Agreement for the Rehabilitation and Social Services Section, Children, and the Elderly at the Mataram City Social Service.

**PERUBAHAN PERJANJIAN KINERJA TAHUN 2021
SEKSI REHABILITASI DAN PELAYANAN SOSIAL ANAK DAN USIA LANJUT
PADA DINAS SOSIAL KOTA MATARAM**

Sasaran Sub Kegiatan	Indikator Kinerja	Target
Tersedianya bantuan permakanan bagi anak terlantar	Jumlah anak terlantar di luar panti sosial yang mendapatkan bantuan permakanan	200 orang
Tersedianya bantuan permakanan bagi lanjut usia terlantar	Jumlah lanjut usia terlantar di luar panti sosial yang mendapatkan bantuan permakanan	2.700 orang
Tersedianya alat bantu bagi lanjut usia terlantar	Jumlah lanjut usia terlantar di luar panti sosial yang mendapatkan alat bantu	29 orang
Terlaksananya layanan jangkauan bagi anak-anak terlantar	Jumlah anak-anak terlantar yang mendapatkan layanan jangkauan	5.503 orang

Kegiatan / Sub Kegiatan	Anggaran
1. Kegiatan Rehabilitasi Sosial Dasar Penyandang Disabilitas Terlantar, Anak Terlantar, Lanjut Usia Terlantar serta Gelandangan Pengemis di Luar Panti Sosial	Rp 763.867.625
a. Penyediaan permakanan	Rp. 685.868.000
b. Penyediaan alat bantu	Rp 77.999.625
2. Kegiatan Pemeliharaan Anak-Anak Terlantar	Rp 694.425.159
a. Penjangkauan anak-anak terlantar	Rp. 694.425.159



Mataram, Nopember 2021
KASI REHABILITASI DAN PELAYANAN
SOSIAL ANAK DAN USIA LANJUT

L.M. AULIA-HUSNURRIDO, SE
NIP. 19770506 200312 1 004

Source: Mataram City Social Service

The following is the Amendment to the 2021 Performance Agreement for the Rehabilitation and Social Services Section, Children, and the Elderly at the Mataram City Social Service. It can be seen that the activities or sub-activities attached are detailed with the budget in 2021.

"We can't mention 1 Billion, for example, because if we calculate, our cars are still lacking and not yet standard, we still need a lot, not to mention the calmness" (Head of the Mataram City Social Service, 2024).

The results of the interview above can be concluded that the budget needed cannot be mentioned in real terms because if it is accumulated, it must be calculated and according to the needs in the field, the Head of the Mataram City Social Service in his statement that the budget that has fallen is still very insufficient and there are still many improvements, and the upgrade of facilities and infrastructure as well as manpower that still needs to be improved.

In line with the statement from the Head of Social Rehabilitation stated that:

"The building, the calm is not yet in terms of quality, we also need to make efforts to improve it, the trainings" (Head of Rehabilitation, 2024).

Based on the results of the interview above, it can be concluded that funding is very important to pay attention to, because to maximize the team's performance in handling street children is very influential, there are still many shortcomings that

must be dealt with immediately, starting from development, calm down in terms of quality that must be considered through improvement efforts and trainings.

"The salary of the task force team is 1,500,000 per month, if they don't have pocket money in the middle of the road, that's just the salary, and they are bound by a work contract" (Head of Rehabilitation, 2024).

The results of the interview above can be withdrawn Conclusion that the salary system of the task force team mentioned is 1,500,000 every month, the task force team only receives a salary of the value mentioned above, there are no additional other variables, the salary value is standard and has been bound by the employment contract.

3. Characteristics of the Implementing Organization

The Mataram City Social Service, as the implementer of this policy, involves various implementing agencies. One of the routine activities of the Social Service is patrols carried out directly by the task force team. This team works in three shifts, namely the first shift at 08.00, the second shift at 14.00, and the third shift at 19.00. During patrols, if officers find street children begging or busking, they will be immediately secured. This is in line with the researcher's observations and strengthened by the statement of the Head of the Rehabilitation Division of the Social Service.

"Indeed, we in the task force team in the SOP are the number one humanitarian side, then they handle street children in a humane manner, we ask them to be friendly with children, sometimes they don't wear uniforms to approach children" (Head of Social Rehabilitation, 2024).

The results of the interview with the Head of the Social Rehabilitation Division of the Mataram City Social Service can be concluded that the task force team in carrying out its duties in accordance with the applicable SOPs, and the humanitarian side is number one in dealing with street children. In carrying out humanitarian duties, the task force team always adjusts and implements several strategies that are usually carried out, namely not wearing a task force uniform, the goal is to be one step closer to street children in handling and coaching.

It further states that:

"Sometimes if we don't have a uniform, it's also dangerous, we think we kidnap children later, by wearing uniforms in the community, but if we do invite the assessment to communicate on the street, we talk to them and then we give guidance on why we get off on the assessment road, one of them" (Head of Rehabilitation, 2024).

Based on the results of the interview above, it can be concluded that in carrying out the task force team's duties, it sometimes adjusts to street children and makes new patterns or ways to get closer to street children, namely by not using task force uniforms. In the results of the interview above, there are also concerns. Using ordinary clothes or uniforms can pose dangers such as being considered as a child abductee, as an informant or as a boss of street children who are being secured. So occasionally use a uniform, occasionally use a task force uniform.

In line with the expression of the Head of the Mataram City Social Service stated that:

"Child rehabilitation must also have the consent of parents and the consent of the child, yes, there are many characteristics of parents and children on the road,

sometimes there is also coercion if it is difficult to handle" (Head of the Mataram City Social Service, 2024).

The results of the interview above concluded that in the handling of street children, there is a term Rehabilitation. In the rehabilitation of street children, it is not arbitrary to rehabilitate, one of which is mandatory with the consent of both parents and the consent of the child to be rehabilitated. However, it does not rule out the possibility of forced rehabilitation with a note that if the child or the parent concerned is difficult to handle, then the method of coercion is the last option.

"We divide the task force team into three shifts, namely the first shift in the morning at 08.00-13.00, then the second shift at 13.00-18.00 and the third shift at 18.00-23.00, but it is possible that between 23.00 and the next hour there will be a permanent report from our task force that goes down" (Head of Social Rehabilitation, 2024).

Based on the results of the interview above, it can be concluded that in carrying out the task force in the field, it is divided into three shifts whose time is determined, namely the morning shift at 08.00 followed by the second shift at 13.00 then the last shift at 18.00 until

23.00. However, in carrying out their duties, the schedule has been directed, but it is possible that if there are reports from local residents beyond the task force hours, the task force team will continue to go down to handle it.

"If we raid a child on the street, of course we will assess and ask for his identity, where the rumh is, then we will give him understanding and guidance, then we will return him to his family" (Head of Social Rehabilitation, 2024).

The results of the interview above in conducting raids on street children there are several things that are considered by officers and several ways to deal with street children, one of which is communication about the identity of the child starting from the home address, providing understanding and direction and the last step is guidance and returned to the family of the child found on the street.

Furthermore, the Head of Social Rehabilitation stated that:

"Furthermore, if he goes down again, we coordinate with the head of the ward, to the RT, the Village Head to help us monitor the child, we also monitor his parents and that is also part of rehabilitation" (Head of Rehabilitation, 2024).

Based on the results of the interview above, it can be concluded that street children who have been secured by the task force team but still take to the streets to ask on the streets there are several efforts made by the task force team, namely in collaboration with the head of the neighborhood, RT. This effort was carried out in the hope of helping the task force team monitor the child. Not only the child concerned will be monitored, but the parents of the child will also be monitored by the task force team.

4. Position/Attitude of the Implementers

In the context of handling street children, the disposition or attitude of the organizers is very important to ensure the success of programs and interventions. It is important for implementers to be able to effectively support street children, build relationships of trust, and help them lead to a better life. In line with what was stated by the Head of Social Rehabilitation stated that:

"When street children are treated, we have tried to handle them to the maximum, but still take to the streets. Some have changed, but there are still those

who take to the streets because of their parents' orders" (Head of Social Rehabilitation, 2024)

Based on the results of the interview above, it can be concluded that in handling street children, the Mataram city social service task force team is trying its best. When there is a situation where street children continue to take to the streets to become street children to make a living, on the other hand, there are some street children who follow the rules and guidance carried out by the Mataram city social service so that they do not make a living on the streets. That: In line with what was conveyed by the Head of the Mataram City Social Service stated

"We have given fostering, but we still chuckle in the streets, there are also those who are successful because they want to be fostered" (Head of the Mataram City Social Service, 2024).

The results of the interview above can be concluded that the Mataram City Social Service has tried its best by providing guidance, but still street children take to the streets. The above statement states that there are also street children who follow the regulations and accept to be fostered so that there are street children who succeed from the results of the Mataram City Social Service's fostering.

"We have been orderly, but there are also people who feel annoyed because of humans, but still we return to prioritizing a humanist attitude, we give understanding, the point is that we are not bored of being orderly, we give them to think, well if they can't do it at all, we will offer an institution-based, enter the orphanage" (Head of the Mataram City Social Service. 2024).

Based on the results of the above interview with the Head of the Mataram City Social Service, it can be concluded that the Mataram City Social Service made control efforts even though there was a sense of disappointment regarding the behavior of street children that was difficult to foster and overcome, however, the Mataram City Social Service team again prioritized a humanist attitude in handling street children and provided understanding, always providing understanding, intense fostering. When street children are difficult to overcome by being obliged to follow the guidance of the orphanage.

5. Communication Between Related Organizations and Implementation Activities

In implementing a policy, several related elements are needed, and the elements that are intersected are the ones that play a very important role. Even though one element is the main focus or policy implementer, it certainly requires other elements to achieve the goals set previously. If coordination between related organizations is not optimal or optimal, then it is not enough to have an element of cooperation in implementing policies. Good communication must be built between organizations to implement policies in the best way. Various activities must be combined in the implementation of policies to reduce difficulties in the implementation process.

In this case, the Social Service is the main implementer of the street child development policy. Of course, social service cannot be done alone. For this reason, the Ministry of Social Affairs collaborates and provides assistance with Satpol PP, Polrestabes, Child Orphanages, and other Rehabilitation Homes. To ensure communication between social services and other agencies, the researcher interviewed the Head of Social Rehabilitation.

"We have coordinated with related organizations that handle children, such as involving child protection institutions, child care foundations, police, education offices, and the Ministry of Social Affairs, we have optimized the concept of working together as much as possible" (Head of Social Rehabilitation, 2024).

Based on the results of the interview above, it can be seen that in an effort to control street children, it has coordinated and collaborated with other institutions including Satpol PP,

The Police, Child Orphanages, and other Rehabilitation Homes are trying their best to implement the handling of street children so that the implementation of handling street children can be directed and cooperate with various elements who hold power.

In line with what was stated by the Head of the Mataram City Social Service stated that:

"There are also no problems in carrying out communication, we work hand in hand to solve the problem of street children in Mataram City" (Head of the Mataram City Social Service, 2024).

Based on the results of the interview above, it can be seen that the Mataram City Social Service in handling street children has collaborated to overcome street children in the city of Mataram, many institutions that are bound by collaborating with institutions related to handling can be done more easily because many teams work together in it.

6. Social, Economic and Political Environment

Last but not least, external environmental factors in the policy implementation process. The external environment has an impact on policy implementation. The external environment has an impact on policy implementation, both large and small. If the external environment is not supportive, it will be a factor in the failure of policy implementation. Therefore, we must also consider the advantages of the external environment and apply the right policies. When implementing marine development policies, the nearest external environment is the community itself. To what extent can the community participate in the implementation of local regulations and how the community responds to the implementation of the policy. Therefore, the researcher interviewed a road user named Mbak Kusmala, who said:

"I agree and agree with the policy, the problem is that it will be disturbed if it is at a red light, sometimes in the barge place often ask and do not know the time, pity that I am still a child late at night and still begging" (Mbak Kusmala, Society 2024).

The above statement can be seen that the community agrees with the policies implemented by the government in handling street children. Street children who often ask on the street, sometimes the community feels sorry for the condition of street children who ask until late at night, sometimes come to the location of the barge where the clock for children of their age is used to rest like children in general.

In line with the statement conveyed by the Head of the Rehabilitation Division of the Mataram City Social Service that:

"Indeed, certain people seem to be pushing too, happy to give on the street, they think that walking on the street is a practical thing, especially since the people

of Mataram city are religious, so it is quite difficult to change habits that have become behavior" (Head of Social Rehabilitation, 2024).

Based on the results of the interview above, it can be concluded that the habits of Mataram city residents who are one of the factors for street children to make a living are caused by the behavior of the community itself who often give alms on the streets, where the majority of the residents of Mataram city are religious. Mataram city residents choose to give alms on the streets so that this certainly causes street children to roam the streets more and more to change the behavior habits of Mataram city residents will be difficult and need a process.

Street Child Empowerment Pattern

The street child empowerment pattern is a strategic approach designed to help children who live or work on the streets to develop their potential, avoid exploitation, and get a more decent life. This empowerment program aims to provide protection, education, and skills training so that street children can reintegrate into society in a dignified and productive way. This pattern of empowerment often involves various parties, including the government, non-governmental organizations (NGOs), communities, and families.

"If we provide street children in accordance with Permensos No. 14 of 2018, there is food assistance, clothing assistance, assistive devices, family reunions, family tracing, then there is basic Education and Health Facilitation, facilitation for making *adminduk*" (Head of Social Rehabilitation, 2024).

Based on the results of the interview above, it can be concluded that the Mataram city social service government provides quite a lot of assistance to empower children on the streets of Mataram City such as food assistance, clothing assistance, assistive devices, family revitalization reunions, family tracing, then there is the facilitation of education and basic health.

Furthermore, in line with the statement of the Head of the Mataram City Social Service stated that:

"Well, for the empowerment of street children, we focus on empowering their families, their parents who we deceive" (Head of Social Rehabilitation, 2024).

Based on the results of the interview above, it can be concluded that the empowerment efforts carried out by the Mataram city social service government are by focusing on empowering the parents of street children, this is done because it is expected that parents can provide direction and control over street children who are raided by the task force team.

"And we provide social guidance for children, there is social guidance for parents, so we guide both. For example, we help with food assistance, yes, the children we provide, for distribution, we give them to children and families by going to our fields to their homes, then we convey them to the heads of neighborhoods and village heads" (Head of the Mataram City Social Service, 2024).

Based on the results of the interview above, it can be concluded that the guidance provided by the social service to street children in Mataram City also involves parents and is given briefing and guidance and assistance in the form of food assistance by directly providing and visiting the field, visiting the homes of street children and coordinating with the head of the neighborhood to carry out supervision.

CONCLUSION

The conclusion that can be drawn from this study is that the Mataram City Social Service implements a strategy for handling street children based on the theoretical framework put forward by Van Meter and Van Horn. There are three main policies implemented, namely preventive, restrictive, and rehabilitative policies. The main focus of the Social Service is preventive policies which include counseling, coaching, social assistance, as well as the fulfillment of housing and health improvement and education of street children. Meanwhile, repressive action is carried out against children caught on the streets, where after the action, they will undergo a rehabilitation process. However, significant challenges arise from the behavior of street children who are aware of the weaknesses of the Social Service task force team, so that they can easily avoid prosecution and still choose to beg on the streets because it is considered more profitable than formal education.

The resources available for the handling of street children in Mataram are still limited, especially in terms of the number of trained employees. The Social Service only has one Civil Servant in the field of rehabilitation, while the number of professional social workers is still lacking. However, collaborative efforts with other institutions, such as the Child Protection Institute and the Health Office, are being made to strengthen the treatment. From a financial point of view, even though the existing funds are sufficient, the procurement of rehabilitation houses and adequate vehicles is still a problem that needs to be addressed. These limitations hinder the effectiveness of rehabilitation programs, as well as affect the ability of teams to carry out their tasks optimally.

The characteristics of the implementing organization show that the Social Service is committed to handling street children with a humanist and friendly approach. The task force team tried to stay close to the children, even without wearing official uniforms to create a more intimate atmosphere. The attitude of the implementers also shows high dedication, with preparedness to go to the field whenever necessary, including outside working hours. Communication between organizations is also improved through cooperation with the Transportation Department and community involvement in efforts to handle street children. However, the social and economic environment that is conducive to beggars in Mataram City, such as the habit of people who like to give alms, is a factor that worsens the situation, so children are still interested in begging on the streets.

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