

ABSTRACT

THE COORDINATION AMONG RELATED STAKEHOLDERS IN THE COACHING OF PEOPLE WITH SOCIAL WELFARE PROBLEMS

(A Study on Handling of Street Children, Homeless People, and Beggars in Bandar Lampung)

By

Rico Fritz Dannerd S.

The coordination in the coaching of street children, homeless people, and beggars has been done by related stakeholders based on the local regulation number 3/2010 on the coaching of street children, homeless, and beggars, included: the Social Service of Bandar Lampung, Public Orders Enforcers of Bandar Lampung, Sinar Jati Lampung Agency, and Social Welfare Institutions Amanah Educator Insan Kamil Lampung. The coordination was done because there was an increasing number of street children, homeless people and beggars in the city of Bandar Lampung.

The purpose of this research is to identify the coordination of related stakeholders and to find out the obstacles in the coaching of street children, homeless people and beggars in Bandar Lampung. The method used in this research was qualitative approach. The data collection technique was completed through interviews, observation and documentation.

The coordination among the related stakeholders in the coaching of street children, homeless people and beggars in Bandar Lampung could be seen through seven coordination indicators: information, communication and information technology, awareness of importance of coordination, participant competence, agreement and commitment, agreement determination, coordination incentive and feedback. Based on these indicators, it revealed that the coordination carried out in coaching street children, homeless people, and beggars in the city of Bandar Lampung was not running well. This was due to five of those indicators have not been well implemented and also there were obstacles during the coaching, included: lack of human resources, rare coordination evaluation meetings and inadequate number of infrastructures. The researchers recommendation, included: making written regulations, adding the human resources, providing rewards and punishment to the coordination teams, and create a coordination meeting schedule.

Keywords: coordination, stakeholders, people with social welfare problems

ABSTRAK

KOORDINASI ANTAR *STAKEHOLDER* DALAM PEMBINAAN PENYANDANG MASALAH KESEJAHTERAAN SOSIAL (Studi pada Penanganan Anak Jalanan, Gelandangan, dan Pengemis di Kota Bandar Lampung)

Oleh

Rico Fritz Dannerd S.

Koordinasi dalam pembinaan anak jalanan, gelandangan, dan pengemis dilakukan oleh *stakeholder* yang terlibat berdasarkan Peraturan Daerah Nomor 3 Tahun 2010 tentang Pembinaan Anak Jalanan, Gelandangan, dan Pengemis, yaitu Dinas Sosial Kota Bandar Lampung, Satuan Polisi Pamong Praja Kota Bandar Lampung, Yayasan Sinar Jati Lampung, dan Lembaga Kesejahteraan Sosial Amanah Pendidik Insan Kamil Lampung. Koordinasi dilakukan karena permasalahan banyaknya jumlah anak jalanan, gelandangan, dan pengemis di Kota Bandar Lampung

Tujuan penelitian ini adalah mengidentifikasi antar *stakeholder* dan kendala-kendala yang dihadapi dalam pembinaan anak jalanan, gelandangan, dan pengemis di Kota Bandar Lampung. Metode yang digunakan dalam penelitian ini adalah pendekatan kualitatif. Teknik pengumpulan data yang digunakan adalah wawancara, observasi, dan dokumentasi.

Koordinasi antar *stakeholder* dalam pembinaan anak jalanan, gelandangan, dan pengemis di Kota Bandar Lampung dapat dilihat melalui tujuh indikator koordinasi, yaitu: informasi, komunikasi, dan teknologi informasi; kesadaran pentingnya koordinasi; kompetensi partisipan; kesepakatan dan komitmen; penetapan kesepakatan; insentif koordinasi; dan *feedback*. Berdasarkan indikator tersebut menunjukkan bahwa koordinasi yang dilaksanakan dalam pembinaan anak jalanan, gelandangan, dan pengemis di Kota Bandar Lampung belum baik. Hal tersebut dikarenakan dari tujuh indikator, lima diantaranya belum bisa dilaksanakan dengan baik dan juga terdapat kendala dalam pembinaan, yaitu kurangnya sumber daya manusia, rapat evaluasi koordinasi yang jarang dilakukan, dan kurangnya sarana dan prasarana. Rekomendasi yang peneliti berikan, yaitu membuat aturan tertulis, penambahan sumber daya manusia, memberikan *reward* dan *punishment* kepada pelaksana koordinasi, dan membuat jadwal rapat koordinasi.

Kata Kunci: Koordinasi, *Stakeholder*, Penyandang Masalah Kesejahteraan Sosial