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The Effectiveness of Public Service against the Handling of Homeless and Street Children in the City Of Makassar, South Sulawesi, INDONESIA

(Study of the Performance of Social Service City of Makassar)

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Abstract: The purpose of this research is to know the effectiveness of the service handling of street children and the homeless, to the effectiveness of public service against the handling of Homeless and street children study using qualitative research. This study used a Phenomenological approach to the data sources in this study include: 1) source of primary Data, Secondary Data source) 2. The results showed the question of homeless children and street children is a very crucial issue, the phenomenon of homeless children and street children are visible in some way strategy Makassar city since early morning until night give bad impression for development in an area, and there is still the question of the homeless children require special attention, variety of programs made by the Government have not been able to give change in significance , so that the necessary synergy among all stakeholders, the Government, employers, academics to unite to overcome the issue

Keywords: effectiveness, public service, poverty, Government and policy

I. INTRODUCTION

One of the social problems that are now plentiful and in need of serious handling problems, i.e. homeless, beggars and street children who crowded adorn the roads in major cities. Considering the population of Indonesia are high and all many problems, it is not surprising if the number of bums, beggars and street children in Indonesia is quite high.

Bums, beggars, street children and this can we encounter on nearly every corner of the country. Especially in large cities, for example, in the city of Makassar. A large number of bums, beggars and street children, who is often seen attending at every crossroad and sections of the main road is not only unsightly, but did not become a serious issue that needs to be resolved the way solving them together. The above conditions have not been coupled with the fact that most of the homeless, beggars and street children in the cities of Makassar and might even in some other major cities are the ones who in fact is not the locals.

In the Government regulations is the bums are people who live in a State does not comply with the norms of life in the local community, and have no place to live and work that remains in a specific area and life wanders in public places.

Beggars are people who earn income with meminta-minta in public with various ways and reasons to expect the mercy of others. While street children, according to the Social Department, RI (2005:5) child who spent most of his time to do activities of daily living in the streets, either to make a living or roam the streets and other public places. Street children have traits, aged between 5 and 18 years old, running errands or hanging around on the streets, his performances are mostly dull and clothing not groomed and its mobility is high.

II. A REVIEW OF THE LITERATURE

a) Effectiveness

Effectiveness (a noun) is derived from the basic effect (adjective). According to the great Indonesian Language Dictionary, Third Edition 2003, 284 pages compiled by the language Center (in Ibn Noe, 2009), the Ministry of national education, effective is:

- 1) 'Effect' (as a result, its influence, its effects);
- 2) 'Effective or efficacious' (of drugs);
- 3) 'Can bring results; managed to' (of venture, action); 'functionally';
- 4) 'Effective' (of laws, regulations).

1. Some definitions Or notions of "Effectiveness" according to Experts

Sondang p. Siagian: Effectiveness is the utilization of the resources, facilities and infrastructure within a certain amount of that consciously set out to produce a number of items of activities running. Abdurahmat: Effectiveness is the utilization of the resources, facilities and infrastructure within a certain amount of that consciously set out to produce a number of jobs just in time.

Hidayat: Effectiveness is a measure that States how far targets (quantity, quality and timing) has been reached. Where the greater percentage of targets achieved, the higher their effectiveness ". Schemerhon John r. Jr.: the effectiveness of the target output achievement is measured by means of comparing the output of the budget or should (OA) with the output of the realization or indeed (OS) if $(OA) > (OS)$ called effective ".

Joon Budi Saksono: Effectiveness is how big the output viscosity levels achieved with output expected from a number of input ". Richard m. Steers: Effectiveness is "the extent to which the organization carrying out the whole duty or reach all the targets". Gibson: Effectiveness is the achievement of the targets agreed upon a joint venture.

Hidayat: Effectiveness is a measure that States how far targets (quantity, quality and timing) has been reached. Pay attention to the opinion of the experts above, that the concept of effectiveness is a concept that is multidimensional, meaning that in defining effectiveness varies according to the basic science that owned although the ultimate purpose of effectiveness is the achievement of the objectives. The word effective is often mixed up with the word efficient even though the meaning is not the same, something done efficiently is not necessarily effective (Madhie, 2012).

The Public Service

According to Ndraha in Mulyono Yalia (2011), provides definitions and coverage of service as follows: Services (service) include the service and Ministry.

While the Government's perceived service cannot meet the demands and expectations of the community, then the community will also respond or react to government service as a feedback (feed back) from the output service. If the attitude and behavior of real people have a positive mean implementation of government services has achieved conformity, harmony and balance the needs and interests of the community. But if the attitude and behavior of society are negative, meaning the Ministry has yet to match the needs and interests of the Community (God Made Joni, 1999).

As Osborne and Gaebler put forward that: "The job of government is to steer not to row the boat delivering services is rowing". Based on that concept, the Organization of the Government not only rests on the authority of Government purely and function of the Government in providing service to the community is as the referrer that puts communities as customers should be served.

For the Government, the problem of service becomes more interesting to talk about because it comes one of the three essential functions of Government, besides the functions of empowerment and development (Sugiyono, Bambang, and Mardiyono, 2000). Poverty

In America some psychologists are aware of some of the weaknesses accompanying low income earners in America. But finding the process clearly the impact of poverty on children has focused almost exclusively on the psychosocial characteristics in the family, parents very negative (Bornstein & Bradley, 2003; G. h. Brody et al., 1994; Conger & Elder, 1994; Luthar, 1999; Mcloyd, 1998 in Gary w. Evans, 2004). Focus on the psychosocial processes is limited in two respects. First, psychological research on poverty have ignored the physical settings that low-income kids and families to inhabit. The family lives in both social and physical worlds (Bradley, 1999; Evans, Kliewer, & Martin, 1991; Parke, 1978; Wachs, 2000; Wohlwill & Heft, 1987 in Gary w. Evans, 2004), and each has a well-documented impact on human development. Second, poor children face a daunting array of psychosocial and physical conditions are suboptimal.

Relative poverty is a measure regarding the gap in income distribution, dalamØ can usually be defined in relation to the average level of the distribution in question. Absolute poverty is poverty degrees below, where the minimum needs for survival could not be fulfilled. If the change of income poverty and inequality are not moving at the same time, a separate set of policies may be needed to influence the outcome of poverty and distribution of environmental shocks in the j. Edward Taylor and Thomas Reardon (1996). Inequality is low would mean that the poor bear the greater part of the negative impact of the aggregate economic contraction. Inequality is low, then it would be a mixed blessing for the poor; help them share in the benefits of growth, but it also exposes them to the cost of a contraction in the Martin Ravallion (1997).

Types of Poverty

The magnitude of poverty can be measured with or without reference to the poverty line. The concept that refers to the poverty line is called relative poverty, while the measurement concept that is not based on a poverty line is called absolute poverty. Relative poverty is a measure regarding the gap in income distribution, dalamØ can usually be defined in relation to the average level of the distribution in question. Absolute poverty is poverty degrees below, where the minimum needs for survival could not be fulfilled. If the change of income poverty and inequality are not moving at the same time, a separate set of policies may be needed to influence the outcome of poverty and distribution of environmental shocks in the j. Edward Taylor and Thomas Reardon (1996). Inequality is low would mean that the poor bear the greater part of the negative impact of the aggregate economic contraction. Inequality is low, then it would be a mixed blessing for the poor; help them share in the benefits of growth, but it also exposes them to the cost of a contraction in the Martin Ravallion (1997).

1. Factors cause of poverty

The claim that economic growth will quickly reduce the ugliness of poverty has since 1970 in some places, while in others it has held great power). The Impact on poor communities are diverse; poverty on the rise in some countries and fell in others. How much of this can be attributed to the difference in the growth rate of average living standards in Martin Ravallion (1995).

b) Government Policy

Suharto (2007) in Susy Susilawati (2007) stated that the policy (policy) at its core is the decisions or actions which directly regulate the management and distribution of natural resources, human and financial, for the sake of public interest, namely the people's lot, population, society or citizens.

There are three groups of key stakeholders stakeholders i.e., primary, and secondary stakeholders (Suharto, 2007 in Yuli dkk, 2012). While the public policy process itself consists of three stages, namely the formulation, implementation, and evaluation (in Yuli dkk, 2012).

So the policy is a set of decisions taken by the perpetrator-perpetrators of the politics in order to choose your goals and how to achieve it. Wisdom or policy (policy) can be defined, either by theoretical or practical. In theoretical policy (policy) can be construed widely (board) or narrowly (narrow).

Of the libraries we can know that policy in the broad sense (board) is, "... a general pattern of decision and action by governmental authorities that are told together by a common and general goal to which all of the decisions and action are directed". While "policy" in the narrow sense ("narrow") is, "... is a body of principles to guide action. It consists of decisions about the future. It is an authoritative declaration of prescription consisting of: Statutes, An appropriation, A set of rule, An executive order, or A judicial decision reacted by the political process.

In addition, discretion or policy ("policy") practically closely related to positive law, i.e. the theory of positive law which has the object in the form of symptoms from the law in force in the Community (at certain times, on certain issues, and in the environment of the Community (country) that provide a specific rationale about the soul of the law).

III. RESEARCH METHODS

This type of research approach through phenomenology while qualitative sources of data in this study include: the primary Data Source. And Secondary Data sources.

DISCUSSION

Beggar making the lively City of Makassar. They are begging not only parents, children of school age are also involved. Men as well as women. Location of begging any more widespread. They are just pitiful in an intersection or at a road intersection in the city. Houses of worship, restaurants, government offices, markets, and private houses to residents ever arriving. Even the tourist sites, public hospitals, health centers, coffee stalls, campus, to GAS STATIONS-GAS STATIONS ever invaded the beggar. Their activity since early morning until late at night.

Please give us a little bit of money, "said a little boy to a couple visitors a warkop on Jl Veteran South. It's not just a beggar boy a. But instead of five. Each plastic pouches that arouse enabled for awarding money menadah benefactors who didatanginya. "Beggar to warkop was already frequently. Although several times prohibited, still they came, "said Rian, visitors are accosted warkop beggars.

To the existence of the peminta-ask for it, some people confess to fret. Not only that, the presence of beggars operating in an intersection or Junction Road was concerned about harm to their salvation. Such as being a victim of a collision. Let alone beggars operating in near-near red lights that are typically among children. Even some among the child beggars were ' desperate ' holding a baby.

This view can be found among others around the Mall Panakkukang, around the overpass (fly over) or quarter Jl Urip Sumoharjo Jl-Pettarani, t-Jl Jl Sultan Alauddin Pettarani AP, and in front of the Hasanuddin University campus on JL. Perintis Kemerdekaan. From observations of the Tribune, presumably there is rarely a place in this sterile Makassar city of beggars. Only the offices of the police and military in the city who still doubt accosted the beggar.

Whereas, the Government of the city of Makassar has published local regulations (Perda) Makassar city number 2 in 2008 About the construction of the street children, the Homeless, beggars, Buskers and in the city of Makassar. This Perda prohibits any person or street children, homeless and beggars, begging or vagrancy is prohibited in public places (article 46).

On article 48 perda also asserts that any person or group of people doing activities prohibited begging the mengatas call social institutions or orphanages and pauper who use tools in public places that can threaten the safety, security and the smooth use of public facilities.

Whereas in article 49 of the same perda asserted that any person or group of people are not allowed to give money and/or goods to street children, the homeless, beggars and buskers and beggars who on behalf of social institutions or orphanages and pauper who uses tools that are in public places. Breaking these rules there are certainly sanksinya.

The beginning of this perda socialized, the beggar had 'disappeared' in the streets. Let alone an accused of exploiting the beggar was briefly arrested and tried in Makassar District Court. But now, the social agency of Makassar city and Satpol PP Makassar city presumably overwhelmed enforce perda.

Whereas this change made because based on the thinking that the street children, the homeless, beggars and buskers on the city of Makassar during this time are likely to harm himself or others. Also disturbing the peace in a public place and allows them to become targets of exploitation and violence.

The development of social welfare problems in Makassar city tend to increase marked by a variety of specific social phenomenon either sourced from within the community as well as due to the influence of globalization, industrialization and new information flows and urbanization, while social issues into conventional still continues including the existence of street children, the homeless, beggars, Buskers, as well as the existence of perpetrators of exploitation, is a burden to the Government town of Makassar. That problem is the fact of social development caused by various factors such as poverty, ignorance, urbanization, absence of field work, the difficulty of getting the Ministry of education, health and so on.

The problem of homeless, beggars and buskers is the social phenomena that cannot be avoided of its existence especially in Makassar city, it is influenced by factors of poverty, limited employment available, limited knowledge and skills, the issue of urbanization and the problem of disability cause many of them for the sake of sustaining his life with was forced to become street children, the homeless, beggars and buskers on the streets.

There are several places that often serve as the location of the actors beggar and homeless in the city of Makassar, namely Street Shelter, Hertasning, Andi Pangeran Pettarani, Saddang River, and the Somba Opu, Jalan Masjid Raya, Mount Bawakaraeng, the river Saddang and a few other places. Indeed there are many factors that lead to the emergence of bums and beggars in several major cities, such as financial difficulties or pressures of poverty, family discord household parents, and special issues menyangkut relations with children and parents. The combination of these factors setringkali forcing the perpetrators took the initiative to earn a living or independent living. Sometimes the influence of friends or relatives participate determine the decision to live on the streets. On a certain boundaries is indeed the pressure of poverty is a condition that drives a person to live on the streets.

To reduce the number of homeless and beggars, one of the Government's efforts to offer the city of Makassar is doing coaching against the actors Tramp and beggar. The construction of the bums, beggars are not limited to the age of the child and adult only but including elderly nursing, either as perpetrators or as victims of the consequences of welfare are not met. Coaching against bums, beggars, as well as the perpetrators of the exploitation in Makassar city, include:

1. Make to identity, origin of vagrant, beggar preventative basis to coaching, coaching and social rehabilitation continued.
2. Classify the criteria of the construction of the bums, beggars.
3. Build the same thingking in doing coaching against street children, homeless, beggars by various parties, both from Government, communities, families and individuals.
4. Maintains better facilities and infrastructure in order to be bums, beggars get mentoring in quantity as well as quality.
5. Building synergies between the related Department or by the institution of a social institution,

Logging has been done previously by the escort team PKSA region Adiyaksa completed record beneficiaries for the year 2013. As many as 50 children from families not capable with the everyday activity is the beggar has originated with a neat, they

have opened the book savings account at the State Savings Bank (BTN). The parents of the beneficiaries this year include a portion of the funds from the child's mother last year but there are many parents and children who will be joined in receiving this benefit, they go to team companion for can get help.

Opportunities that are considered beneficial this has given a magnet for mother and child that beum ever join the mentoring. As if the things that made the effort desperately to be able to get help, but the team still gather data PKSA escort them and selecting strictly for mentoring this year. There are many ways the mother and newborn child could affect team companion in order to get help, there is a pitiful condition family who delivered in very old, there is also a stickler and emotions in a way say intention and purpose get support to qualify for selection.

Meetings and submission for this week in the way of New Adiyaksa LR 7 in front of the home of Mr. RT next will provide guidance in the selection of beneficiaries. Delivery and direction by tim's Companion at the time it was the mechanism of mentoring for young beneficiaries, withdrawal suggest mechanisms that have been saved and sanctions will be awarded to beneficiaries if it violates the rules and agreements that have been made of the team escort, local regulations, and also a crime. Enthusiastic beneficiaries who were present at the meeting so high to listen directives carefully. With this landing the beneficiaries many are asked to state the next, whether there is still an opportunity to get help. Escort teams conveying the remains there are opportunities to help beneficiaries next but will be applied to the waiting system and selection of age and status of the school.

In the last three years, beggars and street performance at a number of red light (traffic light) in Makassar city thrives. A street busker and pauper existence often make road users fret because there are some buskers and beggars impressed force when asked to road users. However, the city government closed eyes seeming to Makassar over this social reality. Whereas, DPRD Makassar city has set the rules of the area number 2 in 2008 about coaching street kids (anak jalanan), Bums, beggars and street performance. Even Government accused of not enforcing this regulation

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Social service doing raids, we have also established a 10 point posko handling street children in Makassar. In fact, we continue to make good socialization through print and electronic media so that users vehicles pass does not give money to them. We ask road users to stop giving money to anak jalanan, bums, beggars and street performance. If you want to donate, we recommend to donate through the designated official of the institution. In doing so, we believe the number of street children and troubadours in Makassar can be reduced. "Burhanuddin"

This post aims not to reform, but rather to nurture street children and other related impacts of their activities on the road. We want them to have no accidents like the crash as well as disturbing traffic. There are 100 more points of potential activities street children and troubadours in Makassar, but our initial step to newly established 10 posts. 10 posts is still our surveys anywhere the impact of their activities.

Post it will be assigned to an integrated team that came from their own Police Units, Dinsos teachers ' Praja (Pol-PP) as well as a number of NGOS. They will provide coaching in the form of an understanding of the impact when the street children work on the road and looking for solutions to their problems. We will also do overcoming through the Overcomingteam which consists of the Satpol PP-and Tripika each subdistrict. Overcoming we will do if the persuasive approach we do not braver fruit.

Reserved quantities are fluctuating Street children in Makassar, but from the last data we record year 2012 there are 418 street children who work in some of the main roads. But this number is always changing due to "newcomers" who are mostly coming from other areas outside of Makassar.

We can't mention if the budget allocated every year for handling street children still less or more. Can't we say big or lack of budget allocated for anak jalanan. However, I think the most important is how the existing budget can be optimized very well. This handling of budget year 2013 street children, we manage as much as Rp 225 million. These funds are to finance the operational needs of our integrated team form, socializing while procurement means such as command post tents and chairs.

The presence of the troubadours from among students is not to earn money, but just want to explain what they have. But whatever it is, the activity of busking or ask for donations on the street is not a good move. Because the consequences of their activities, could have an impact on their safety and comfort to other road users.

To address the question of poverty which impact on the presence of the homeless, street children, then needed the right policy objectives, coaching is done in the form of a grant of skills has not been fruitful, they don't want to follow the program that is considered less profits for them, they have income from activities is nestling begging is considered promising or menguntungkan, when referring to the poverty issue in developed countries, there is in the developed countries However, thanks to the Government support that developed countries provide subsidies and assistance so that they can get out of the poverty line, for which the Government of the city of Makassar need to build relationships with entrepreneurs, academics, officials, to be with the same resolve the question of the large number of homeless and street children scattered in remote corners of streets in the city of Makassar

IV. CONCLUSION

The question of street children and the homeless are still a hard thing to be addressed by the Government of the city of Makassar due to various limitations and political conditions are constantly changing from time to time, so it is necessary in the wake of togetherness and mutual support among all stakeholders, entrepreneurs, community leaders, academics to tackle the issue together.

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