

## Government Coordination in Data Synchronization of the Family Harapan Program (PKH) In Pujud District, Rokan Hilir Regency

Putri Azzahara<sup>1</sup>, Muhammad Adnan<sup>2</sup>, Teguh Yuwono<sup>3</sup>

<sup>1,2,3</sup> Universitas Diponogoro, Indonesia

[puputzahra70@gmail.com](mailto:puputzahra70@gmail.com)

### Abstract

*The Family Hope Program aims to develop social protection for the poor in Indonesia. The PKH program helps reduce the burden of responsibility and change the lifestyle of poor families by providing cash assistance to meet their needs for Very Poor Households (RTSM) by providing conditional cash transfers as recipients of assistance provided in the health and education fields to non-healthy families who can meet their needs. daily. Similar to Rokan Hilir Regency, errors occurred in Pujud Regency due to the district government's lack of prudence in handling the problem, so that many recipients were not properly targeted. The purpose of this research is to find out how the government coordinates poverty data in the Central Statistics Agency of Rokan Hilir Regency and what are the obstacles to government coordination related to the PKH program in Pujud Regency. The theory used is Inu Kenchana Shafee's Government Coordination Theory on Coordination Elements: Regulation, Synchronization, Cooperation and the Common Good. The research methodology used is descriptive and qualitative to provide a clear picture of the management that occurs in the context of coordinating the Family Hope Program. Data collection techniques were carried out using interviews and documentation. The result of this study is that state coordination in synchronizing PKH data is still not optimal. This can be seen from the coordination between the village government and the district government where communication is still not running. In addition, the government's obstacle in coordinating PKH is the lack of human resources and government coordination.*

### Keywords

coordination; family hope program (PKH)



## I. Introduction

Poverty has long been a problem for Indonesians, and so far, there is no sign of poverty going away. Statistics continue to provide information that the number of poor people is still high. The poverty rate was 9.41% in March 2019, down 0.25% in September 2018, and fell to 0.41% in March 2018. The number of poor people was 25.14 million in March 2019, decreased to 530,000 in September 2018, and further decreased by 800,000 in March 2018 (BPS, 2021). The problem of poverty is a very complicated problem so that the State cannot eradicate poverty alone. The problem of poverty is a relevant national problem that must be studied continuously (Syamsir, 2014) the economy is a factor that becomes a benchmark in life because there are many mismatches in people's incomes which are still relatively low to meet basic needs.

The problem of poverty occurs in many parts of the world, namely generally in developing countries, due to the lack of ability and per capita income of the country to meet the needs of its people. This problem has existed for a long time in several countries developed in general and is still ongoing today. One of the countries, namely Indonesia, where public welfare is the ideal of the Indonesian nation, is stated in the preamble to the 1945 Constitution in paragraph IV and is detailed in the body articles and their elaborations. In Article 1 paragraph 1 of Law Number 11 of 2009 concerning Social Welfare, "Social Welfare is a condition of meeting the material, spiritual, and social needs of citizens in order to live properly and be able to develop themselves so that they can carry out social functions" (Law Number 11 of 2009, Social Welfare). Development is a systematic and continuous effort made to realize something that is aspired. Development is a change towards improvement. Changes towards improvement require the mobilization of all human resources and reason to realize what is aspired. In addition, development is also very dependent on the availability of natural resource wealth. The availability of natural resources is one of the keys to economic growth in an area. (Shah, M. et al. 2020)

Meanwhile, in Law Number 23 of 2014 Article 31 which reads: "Improving the welfare of the community is meant by increasing the human development index. This is indicated by an increase in health, education, and people's income" (Law Number 23 of 2014, Local Government). The Indonesian government's obligation to solve poverty is stated in the 1945 Constitution, Article 34 paragraphs 1 and 2 explain about social security to the community and Article 34 paragraph 3 explains that the government is obliged to provide health service facilities and public facilities (Article 34 of the 1945 Constitution verses 1-3). The articles above explain the rights of every citizen and how the state's obligations to its people.

This program is carried out in 7 provinces, 48 regencies/cities and serves 387,928 RTSM in Indonesia and then expanded in 2011 to 25 provinces, 118 regencies/cities and serves 1.1 million RTSM. One of them is Riau Province which carries out the PKH program, both in the City and District, one of the districts that receive this program is Rokan Hilir Regency, especially Pujud District, which has received this program since 2014 until now. RTSM data totaled 2,357 in 8 subdistricts out of 16 subdistricts of Rokan Hilir Regency receiving PKH funding from the Ministry of Social Affairs (Kemensos) in the fourth quarter of 2014 (Rokan Hilir Regency Government, 2019).

Data from the Central Statistics Agency (BPS) shows that the number of poor people in Pujud District from 2017 was 1886 people and increased again in 2018 to 2864 people and in 2019 it reached 2924 people (BPS, 2021). And in 2017 there were 936 PKH recipients per family card, and in 2018 it rose to 995 and in 2019 it fell to 966. The number of beneficiaries from year to year has decreased slightly, as in 2018 to 2019 it only decreased by 29 people/per family card.

The problem that often occurs in the PKH Program is that it is not well targeted in collecting data on recipients of assistance from the PKH Program. The out of sync data makes people complain a lot against the Social Service. There are 995 families who received PKH assistance in Pujud sub-district, but there are still complaints from the community against the field coordinator because it is not right on target so that many poor people do not get PKH assistance. Such as Law Number 14 of 2008 concerning Openness of Public Information, while citizens who can afford still receive PKH assistance where Coordination balances and moves the team by providing suitable work activities locations for each and ensuring that these activities are carried out in proper harmony with each other. between the members themselves (Sugihartatmo, 2015) things like this must be

corrected so that no more invalid problems are accepted. This problem makes the local community often comment or submit their complaints to the nearest government such as to the village head which aims for the community to be able to receive social assistance from the community PKH program as well as informing village assistants of the inappropriateness of the recipients so that the facilitators are able to reconsider.

## **II. Research Method**

In this study, the research used a qualitative approach. Qualitative research is intended as a type of research whose findings are not obtained through statistical procedures or other forms of calculation (Strauss Anselem & Juliet Corbin, 2003). This qualitative method is the choice in conducting this research because the author wants to explore this study more deeply to see the reality and phenomena that exist in this study. This study seeks to see the phenomena that occur in the field and then analyze them by comparing the theories put forward.

## **III. Result and Discussion**

### **3.1. Government Coordination in Synchronizing Data on Acceptance of the Family Hope Program (PKH) in Pujud District**

Regulation of the Social Materials of the Republic of Indonesia Number 1 of 2018 concerning the Program which has been implemented since 2007 and entered the Rokan Hilir Regency since 2014 has a purpose as stated in article 2 and the coordination of PKH is contained in Chapter IV Kelambangaan. Coordination of this research, researchers want to know the Government Coordination in synchronizing the data for the Family Hope Program (PKH) in Pujud District, Rokan Hilir Regency in 2019. However, the authority for data on PKH program recipients was transferred to the Social Service for Social Welfare Integrated Data (DTKS) and BPS did not follow PKH program activities since 2015.

The problem of collecting data or receiving social assistance is a problem that is quite difficult to say, because many people still do not want to be released or receive assistance even though they are able even though the community has the appropriate criteria, such as people who have infants/toddlers, pregnant women and the elderly. However, in reality there are still many people who have a good economy but are reluctant to leave or leave the PKH program. Therefore, a village assistant is needed who is able to coordinate well with the village head or sub-district head on issues like this and provide understanding to the community about the programs issued by the Ministry of Social Affairs.

Prevention of inaccurate targets in Rokan Hilir Regency, especially Pujud District, then data validation was carried out by village assistants in each village which he was responsible for to the sub-district coordinator. This is in accordance with an interview with Mr. Delfika, S.H as the coordinator of Pujud District as follows: "Our job is only to validate the data that comes out of the Social Welfare Integrated Data (DTKS), many people report to us about data that is not released or names that do not come out in the community. DTKS. Therefore, we cooperate with the DTKS so that the community can fulfill the required data or the requirements of the existing PKH program (interview 12 December 2020).

This validation activity aims to improve good data collection so that there are no more or reduce the number of people who should not receive or even should receive

assistance from this PKH program. And according to an interview with Mr. Dahnia, S.Pd as a village assistant in Pujud District, Rokan Hilir Regency as follows:

*"Our validation activities are carried out to meet the SOPs that have been determined by the Ministry of Social Affairs and we only carry out our duties as village assistants, such as checking data directly in the field whether the recipient has predetermined criteria or not. If not, it can be said that the prospective recipient is excluded from the data or DTKS because it does not have predetermined criteria, but there are still many people who are economically viable or capable enough to still receive assistance from the PKH program"(interview 14 December 2020)*

This validation activity is indeed not effective because there are still many population data that do not deserve assistance from the PKH program as happened in Sungai Pinang Village, Pujud District, because there are still many village assistants who let the community or recipients receive assistance even though they do not have the criteria set has been determined in the PKH program.

Together with government agencies, the PKH program has carried out validations such as going down to the field (checking immediately), consulting with village or sub-district heads, giving stickers or signs of people receiving social assistance. The coordination carried out by government agencies for the PKH program only focuses on the underprivileged or Very Poor Households (RTSM). This action is the main point of the PKH program carried out by the government against the criteria that have been determined in determining the acceptance of assistance from the PKH program through data from DTKS.

However, the process of realizing data collection actions by the government on people who receive assistance from the government, then to get PKH program assistance is realized by means of inter-institutional cooperation. Therefore, of course, it requires deeper coordination with the implementation of the PKH program in an effort to ensure that someone is entitled to PKH program assistance or vice versa. According to an interview with Mr. Ziful Alam Jaya Putra, SKM as the head of the program PKH in Rokan Hilir Regency as follows:

*"The PKH program always cooperates with the government and we as the implementers of the PKH program coordinate well, because the PKH program has the goal of prospering the community without other implementation assistance, this will not be realized so that the main goal of this program can fail if our communication not enough. Alhamdulillah, until now, I and the implementation of other PKH programs have helped each other in realizing the welfare of the community, especially in Rokan Hilir Regency" (interview December 3, 2020)*

Communication between the government of Rokan Hilir Regency and the PKH program is going well, working hard to realize the goals of the PKH program, in addition to good communication, they also carry out their duties well so they can get good results. The interview with the sub-district coordinator with Mr. Delfika, S.H is as follows:

*"Coordination between the government, both at the head of the field to the assistants, we all have good coordination, we also often discuss if there are difficulties in dealing with problems in the field, such as the community does not accept it. Moreover, I am part of the coordinator in Pujud District, we often communicate well to find a way if there are obstacles. But until now,*

*Alhamdulillah, the problems can still be overcome by each implementing member (interview 12 December 2020)*

Coordination of village facilitators with members of the PKH program implementation went well and had pretty good communication and they all had the same goal, namely wanting to prosper the poor, and an interview with one of the PKH program beneficiaries in Pujud District with Ibuk Erlina as follows:

*"Communication with the companion went well, we also followed orders according to the conditions set in the PKH program. However, as a community, I still see that there are some recipient members who do not deserve assistance, even though the data does not come out, this incident was caused by one of the members of the PKH implementation or one of the village officials who were in it, so there was no courage to report it to the village/kelurahan head. " (interview 14 December 2020).*

There are still some communities who do not deserve assistance from the PKH program and there are some people who are entitled to receive assistance from the PKH program, this incident occurred because of the closeness between the implementation and the recipients of PKH assistance so that they were reluctant to issue or even reluctant to exclude themselves from the PKH program. PKH participants are required to meet the requirements related to efforts to improve the quality of Human Resources (HR), namely education and health. The general objectives of PKH are to reduce the number and break the chain of poverty, increase human resources, and change the behavior of RTSM which are relatively less supportive of improving welfare, especially for the poor.

**Table 1.** Family Hope Program Assistance (PKH)

No	Help	Per Stage
1	Children aged 0-6 years	750.000,-
2	Pregnant/breastfeeding women	750.000.-
3	Elementary School student	225.000,-
4	Junior High School student	375.000,-
5	Senior High School student	500.000,-

*Source: Rokan Hilir District Social Service Data in 2020*

**Table 2.** PKH Education Participant Requirements

Sasaran	Persyaratan
Age 6-12 years who have not completed basic education (SD, SMP, SMA)	1. Enrolled in an equivalency school/education 2. Minimum 85% attendance in class

*Source: Rokan Hilir District Social Service Data in 2020*

### 3.2 PKH Social Health Services

The components of social welfare are divided into 2, namely:

- Severe Stability, Caring and ensuring and health checks for people with severe stability at least once a year
- Elderly 60 years and over, Ensure health checks; As well as the use of health care services for elderly compensation; Homecare services for the caretaker, bathing and

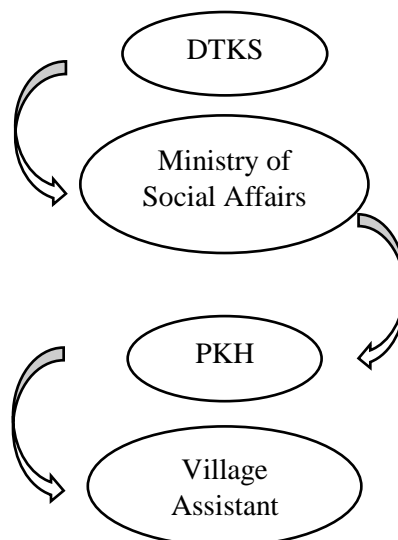
taking care of the elderly PKH program families and; Day care (participating in social activities in the right environment, jogging in the morning, healthy exercise and so on) (Rokan Hilir Regency in 2020).

The PKH program is very helpful for the community in their economy, both in terms of children's education and health problems for pregnant women and so on. So that the community does not worry about the problem of children's education or health problems, while the interview with Mr. Azri Putra as a village assistant in Pujud District is as follows:

"It is true that the PKH program really helps the community both in the fields of health and education, but apart from that there are also some of the recipients who use the money not in accordance with what was suggested by the facilitator" (interview 14 January 2021)

Government coordination, there is a theory that discusses regulation, which is a process or effort to achieve goals. The existence of unclear overlaps in work assignments is a sign of lack of coordination in the PKH program, if this arrangement goes well it will make it easier for a number of individuals who work together in the PKH program so that can see opportunities or obstacles that occur in this setting.

While the derivative of the coordination theory is synchronization. This data synchronization step is carried out directly by the Ministry of Social Affairs and the data issued by DTKS is directly in sent to the Ministry of Social Affairs and selected after that it was announced through the DTKS again which was managed by the PKH program and confirmed by the village supervisor whether the participants were entitled to receive social assistance or PKH, as shown in the chart below:



Source: Rokan Hilir District Social Service Data in 2020

**Figure 1.** *Langkah Sinkronisasi data*

Mutual interest is a joint decision that produces useful results for the group or the people. Common interests are interests that must be decided because in this social program the minister pays attention to common interests in registering recipients of social assistance or the PKH program. The common goals in this PKH program are:

Common interest because the purpose of the PKH program has a good impact on RTSM both in the health and education fields, monthly meetings also provide material that



will be a provision for PKH program participants so as to be able to create a more independent society, if at any time participants are expelled, they have able to live life independently. Based on the results of the author's interview with dr. H. M. Junaidi Saleh, M.kes as chairman of the Social Service Office of Rokan Hilir Regency interviewed as follows:

*"The purpose of the PKH program is to improve the economy of the people in Rokan Hilir Regency, so that the poverty rate decreases because of the PKH program as well as the death rate decreases due to lack of nutritional intake, poor health and ignorance in taking policies due to not attending school and so on. " (interview 3 December 2020).*

### **3.3 Barriers and Constraints Faced in Coordination of the Government to Synchronize Data**

The obstacles that occur in the coordination of the PKH program experienced by the Social Service of Rokan Hilir Regency are caused by the formulation of the duties, authorities and responsibilities of each the unit is not clear, in addition, the relationship and work procedures and procedures are not understood by the parties concerned and sometimes doubts arise between them. The results of the interview with Mr. Zaiful Alam Jaya Putra, SKM as the head of the Family Hope Program in Rokan Hilir Regency are as follows:

"In coordinating data issues, there are still difficulties in data collection because not all communities have the requirements to receive assistance from the PKH program. (Interview December 3, 2020)

The lack of fulfillment of data as recipients of PKH program assistance is one of the obstacles in the PKH program. If the data is not able or the RTSM is incomplete, then cash assistance cannot be given by participants even though their names are listed, it is because the conditions are not met. Requirements for the data needed must be in accordance with those specified in the PKH program. Obstacles such as data collection problems that are unclear or not in accordance with what have been determined have become obstacles to the implementation of the PKH program in Rokan Hilir Regency. It is clear that the data is not complete, the participant is removed from the PKH program participants and asked to meet the requirements that are less quickly.

Barriers found by PKH program implementers are incomplete community data such as ID cards or Family Cards, because many in Pujud Sub-district do not have ID cards with the reason that the length of time for making ID cards makes people lazy to make or even hampered by the absence of Family Cards, this occurs because of inactivity. The Family Card is unusable and can no longer be used, that is the limiting factor for PKH program implementers.

## **IV. Conclusion**

Based on the results of the research and discussion above, the following conclusions can be drawn:

1. Government coordination in synchronizing PKH data carried out by implementing Family Hope Program members consisting of the head of the PKH program field, field coordinator, sub-district coordinator to assistants. The coordination carried out in synchronizing the data for the recipients of the PKH Program assistance is: Data from the Ministry of Social Affairs is directly issued by the DTKS and directly verified

- (verified and validated) by the sub-district coordinator together with the village assistant of Pujud District.
2. Obstacles in coordinating data synchronization of the PKH Program in Pujud District, Rokan Hilir Regency, in carrying out their duties has obstacles in data collection such as incomplete requirements so that they are not fulfilled such as an ID card or that of a Family Card, in addition to the lack of knowledge about this information, many poor people do not receive assistance from the Family Hope Program.

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