

## **The Effectiveness of the Integrated Service and Referral System of "SabalongSamalewa" in the Social Department of Sumbawa, Indonesia**

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**ABSTRACT:** *This study aims to find answers to the questions why there are still many poverty reductions programs that are partial and not integrated, while the Integrated Service and Referral System (SLRT) policy continues to be developed and implemented. This study uses a qualitative-descriptive approach with triangulation data collection techniques, with informants consisting of managers, supervisors, facilitators, and program beneficiaries. With the data validity test technique and Mile & Huberman analysis model, the results of the study show that the Sumbawa Regency SLRT, which was initiated in 2017, is now able to provide services in accordance with the Implementation Guidelines issued by the Ministry of Social Affairs. Officers have been able to verify and validate poverty data. SLRT has also contributed by reducing poverty to 14.08% in 2018 from the previous year of 15.31%. SabalongSamalewa SLRT Sumbawa Regency even won an SLRT award from the Indonesian Ministry of Social Affairs. The Sumbawa Regency SLRT has regulations, a secretariat office and a place of service accompanied by facilities and equipment, management, human resources, and organizations down to the village level.*

**KEYWORDS:** *SLRT, Beneficiaries, Social Service, Sumbawa*

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### **I. INTRODUCTION**

Efforts of the Indonesian government to reduce poverty, the government created a program of social protection and poverty reduction. Plans to reduce poverty and create employment opportunities have been carried out by the government together with the community through the development and implementation of various poverty reduction programs. The program includes efforts through providing food, health, and education services, expanding employment opportunities, agricultural development, providing revolving funds as business capital, building basic facilities and infrastructure as well as business assistance.

To support this, the Ministry of Social Affairs of the Republic of Indonesia through the Directorate General of Social Empowerment, developed an Integrated Service and Referral System (SLRT) for Social Protection and Poverty Alleviation to support the improvement of the quality of comprehensive and integrative social protection services. SLRT has four main functions, namely: integration of services and information; identification of complaints, referrals, and complaints handling; recording membership and program needs; and updating the Integrated DT-PPFM dynamically and periodically in the regions. SLRT is implemented in 50 districts/cities throughout Indonesia [1]. One of the districts implementing SLRT is Sumbawa Regency. The Social Service in building social empowerment as SLRT manager in charge of providing social protection and poverty reduction services. This system has implementing actors such as Manager, Supervisor and Facilitator. According to data from the Central Statistics Agency, Sumbawa Regency, the population in 2019 is 457,671 inhabitants. The number of poor people included in the BDT (Integrated Database) in Sumbawa Regency in 2018 was 63,076 people out of the total population. SLRT was socialized in 2017 by the Social Service to all communities in Sumbawa Regency. This system has been running for more than four years, but SLRT still many people who do not know. Though this system is quite good because it can help meet the needs of the poor. Uneven socialization results in not many people understanding about SLRT.

Thus, this study intends to see the effectiveness of the implementation of the Integrated Referral Service System policy in the Social Service Office of the Regency of Sumbawa. The extent to which the policy can support the Government's efforts to realize Social Protection and Poverty Reduction to improve the quality of comprehensive and integrative social protection services.

## II. METHOD

### Place and Time of Study

The location of the researcher is the government agency in the Sumbawa Regency Social Service. This location was chosen by researchers because it runs the Integrated Service and Referral System (SLRT). The time of the study was conducted for one month, from July to August 2020.

## III. DATA COLLECTION

In this study, researchers used a descriptive research type with a qualitative approach. This research approach was chosen because the researcher wants to solve the problem by describing the current state of the object of the researcher based on the facts that exist and is described in the form of words and language obtained from observations, interviews and documents. The description study itself is a non-experimental research because it is not intended to determine the effects of a treatment. Thus, in determining the design of research in this study, it will be processed based on facts in accordance with the object under study, the situation cannot be manipulated by researchers because the results must be adjusted to the facts that take place. So, the results of this study are in the form of a description and description of what will be examined.

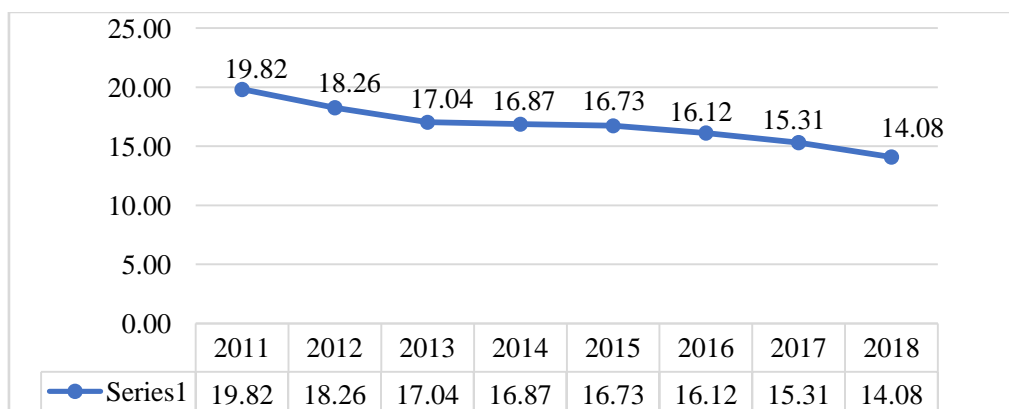
The main data to be searched are: (1) Conditions of poor families, (2) poverty alleviation programs, (3) SLRT profiles, (4) SLRT developments, (5) Implementation of SLRT service delivery, and (6) Results achieved by SLRT. The informants: managers, supervisors, facilitators, and beneficiaries. Data obtained through technical triangulation (in-depth interviews, participatory observation, and documentation study) [2].

## IV. DATA ANALYSIS

Data analysis is the process of identifying data which is then arranged in an idea contained in the data obtained during the research process. Data analysis technique used by researchers in processing data is to use. [3] activities in qualitative data analysis are carried out interactively and take place continuously until finished, so that the data is already saturated. Activities in data analysis, namely: data reduction, data display, and conclusion verification. Wetness test data in research, usually only emphasizes the test of validity and reliability.

## V. RESULTS AND DISCUSSION

Research data shows that the SabalongSamalewa Integrated Service and Referral System (SLRT) at the Sumbawa Regency Social Service has been implemented well in providing integrated services to beneficiaries. The "SabalongSamalewa" SLRT was formed in October 2016. At that time, it was the only Mandiri SLRT in Indonesia. Based on the results of interviews and observations conducted, related to the socialization that has been delivered by the implementing party to the community is good. For this reason, it is not surprising that after the SLRT was available, the poverty rate in Sumbawa regency declined. This can be seen in Figure 1.



**Figure 1.** Graph of percentage of poor people in Sumbawa 2011 - 2018  
(Source: BPS Sumbawa Regency, 2018)

The Integrated Referral Service System (SLRT) is a program from the government at the Social Service agencies in order to provide services through four main functions, namely: (1) Identification of complaints, referrals, and complaint handling; (2) Recording membership and program needs; (3) Integration of information, data and services; and (4) Contribution to dynamically updating the Integrated Poor Handling Program in the regions. With SLRT it is hoped that there will be changes in access from beneficiaries initially faced with multi-bureaucracy, it will turn out to be enough to come to the SLRT to access social services.

To find out whether the integrated referral service system implemented by the Sumbawa Regency Social Service has been effective and in accordance with the objectives, it can be seen through the assessment of

several dimensions of the effectiveness of public services. In this study, effectiveness is seen from the aspects of the accuracy of program targets, program socialization, program objectives, and program monitoring. The explanation of indicator dimensions to measure the effectiveness of SLRT is as follows:

### **1. Target accuracy**

The success of the target The success of the target is the determination of the accuracy in taking the target that is made in determining the achievement of certain criteria, so that in achieving the accuracy of the target should use the specific criteria to be achieved, realistic in accordance with the resources. From the interview results above, the accuracy of the program's targets in the public service process can be resolved properly. Electronic media-based services can be a weapon of program socialization because access is timeless, relatively lower costs and does not require large resources to operate. [4] determining the right targets both individually and organizationally determines the success of organizational activities. Vice versa, if the target set is not right, it will hamper various activities themselves. The target of implementing the Integrated Referral Service System program is to support the efforts of the Sumbawa Regency government in providing facilities for the community. So, the main target of the SLRT is aimed at the community so that it can accelerate access to assistance for social protection programs and poverty reduction for poor families, vulnerable people and People with Social Welfare Problems (PMKS), ease of service and transparency of the management process. Furthermore, in relation to the community organizing to get assistance from the Sumbawa Regency Social Service program for the support and commitment of the Sumbawa Regency Government, in the middle of 2017 the SabalongSamalewa SLRT building was built as a representative.

### **2. Program Socialization**

Program socialization according to the large Indonesian dictionary means efforts to socialize something so that it becomes known, understood, internalized by the community or prisons. Socialization itself is very important, because if there is no socialization, we can be sure that whatever goals we intend for ourselves or others will not be achieved. If seen from the interview description above, it can be concluded that the socialization process carried out by the agency is effective in the context of the introduction of the Integrated Referral Service System (SLRT) to the wider community. Because based on research results obtained through interviews with the community with village deliberations by the SLRT team consisting of Managers, Supervisors and Facilitators. The obstacles that researchers obtained in the process of implementing the Integrated Referral Service System (SLRT) for the community, namely the lack of professional / expert human resources in the field of Information and Communication Technology so that there are still obstacles in the implementation process (SLRT). This is consistent with the explanation [5] that the efficiency and effectiveness of the organization,: "The factors that influence it are the effectiveness of human resources influenced by the ability, expertise, and knowledge of individuals, formal educational background, it is not always that way, but most not based on an educational background that is in accordance with their technicalities will affect the way they behave, motivation, which in the end if they cannot meet psychological demands or as expected, can cause stress. For this reason, the technical team that has been formed must be given special training in advance about this Service System, so that later it can provide excellent service to the people of Sumbawa Regency. Like the implementation of the Integrated Referral Service System (SLRT) implemented by the government in the hope that it can help government services and facilitate the public in terms of accessing and obtaining assistance programs. Besides the problems above.

Based on the results of interviews and observations researchers see that the facilities provided in the form of a tab in which there is an application to input data on residents who make complaints is not going well. The system in the tab often experiences errors, so when the facilitator wants to enter data the citizens who make the complaint are often constrained due to an error system. The community also considered that the system used by the facilitator was not going well, evidenced by the occurrence of problems when the community made a complaint after two weeks of not getting an answer and after reviewing it turned out that the data entered by the facilitator had not yet entered the supervisor. Supporting facilities provided by the Social Service as the SLRT implementer in the form of tabs and laptops are good enough because with this facility it is able to facilitate the implementing parties in entering the data of poor people who make complaints. However, the system in the tab is not working well, it is still often an error that can hamper the complaint process. Therefore, it is necessary to improve the system so that it does not hamper the process or the course of the implementation.

### **3. Program Objectives**

Achievement of goals is the result to be achieved by individuals or groups who carry out a particular. Achieving goals is a guideline used to measure program effectiveness and efficiency. Commitment from individuals will greatly affect the achievement of the program.

Sumbawa Regency has so far been maximizing the utilization of Information and Communication Technology in supporting regional programs towards Smart City. To realize this, the Government has held various programs using Information and Communication Technology (ICT) to maximize excellent service to the community and support sustainable development. Associated with this research, the Integrated Referral Service System (SLRT) is one of the programs in the utilization of Information and Communication Technology from the Government, especially those in the Social Service Agencies in order to support the vision of Sumbawa Regency as well as facilitate services provided by the government to the community so that people no longer need to come all the way from home to office just to access and get help social programs have reached where and to what extent, enough from home alone. Using assistance and assistance from the SLRT team in each village can access the Integrated Referral Service System (SLRT).

The results of the SabalongSamalewa SLRT implementation in Sumbawa Regency in 2018 received an SLRT award from the Indonesian Ministry of Social Affairs. One indicator is because the poverty level in Sumbawa Regency has decreased from 68,690 people (15.31%) in 2017 to 63,765 people (14.08%) in 2018 this means a decrease of 4,925 people. But the poverty line is increasing because of the Corona earthquake and pandemic. Therefore, to recover in 2019, Sumbawa Regency received assistance from the Central Government in collaboration with the Japanese Embassy, through the Kartika Soekarno Foundation (KSF) to carry out a Posyandu revitalization program in three earthquake-affected districts namely Alas Barat, Alas and Buer Districts covering six The villages include: Kalabeso Village, Jurumapin, Labuhan Alas, Baru, UsarMapin and Lekong.

#### **4. Program Monitoring**

The monitoring function (Monitoring) places more emphasis on monitoring the implementation process. The purpose of monitoring is to collect data and information, provide input on needs, get an overview of the achievement of objectives, provide information about appropriate methods, get information about difficulties and obstacles, provide feedback for assessments, provide statements in the form of facts and values. The principle of program monitoring is that it must be carried out continuously, monitoring must be a feed towards improving SLRT program activities, monitoring must provide benefits to beneficiaries, monitoring must be able to motivate staff and other resources to excel, monitoring must be oriented to applicable regulations, monitoring must be objective, monitoring must be oriented towards program objectives. Associated with this research, regarding the monitoring of the Integrated Referral Service System (SLRT) program according to the research results obtained by the author after conducting research in the Sumbawa Regency Social Service for the program monitoring process there and the program is monitored directly by the Supervisor of the facilitator through evaluation meetings held, in addition there is also monitoring done directly by the admin of this server, namely SLRT Manager.

## **VI. CONCLUSION**

1. The accuracy of the objectives of the SabalongSamalewa Integrated Referral Service System (SLRT) program according to the writer is right on target. This is conveyed by the authors based on data obtained in the field from the results of interviews conducted with employees/operators of the SLRT team in the Sumbawa Regency Social Service, that the target is right with the existence of an official application from the government so that the community will arrange social assistance. directly accessible through the website with the assistance of the facilitator.
2. The socialization of the SabalongSamalewa Integrated Referral Service System (SLRT) program conducted by the district government, especially the Social Service agencies, was less effective. This can be seen from the results of interviews with employees and a number of people in the office that the socialization was only carried out to people who had already come to receive assistance in the service while for the wider community there was no intensive socialization. Other constraints include the lack of professional or expert human resources in the field of Information and Communication Technology.
3. The objectives of the SabalongSamalewa Integrated Referral Service System (SLRT) program is considered to have been able to achieve the program objectives to be able to provide services in accordance with the Implementation Guidelines issued by the Ministry of Social Affairs. Officers have been able to verify and validate poverty data. SLRT has also contributed by reducing poverty to 14.08% in 2018 from the previous year of 15.31%. SabalongSamalewa SLRT Sumbawa Regency even won an SLRT award from the Indonesian Ministry of Social Affairs.
4. For monitoring the SabalongSamalewa Integrated Referral Service System (SLRT) program based on the results obtained by researchers there was an evaluation conducted and carried out by superiors based on interviews conducted by researchers with Sumbawa Regency Social Service employees.

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