



PERFORMANCE OF THE SOCIAL SERVICE IN REDUCING THE NUMBER OF PEOPLE WITH SOCIAL WELFARE PROBLEMS (PMKS) FOR ABANDONED ELDERLY IN JAMBI CITY, JAMBI PROVINCE

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Abstract

The number of displaced elderly people in Jambi City is still quite high so this research has an urgency to examine the performance of social services in dealing with these problems. The purpose of this study was to determine and analyze the performance of social services in reducing the number of Persons with Social Welfare Problems (PMKS) for neglected elderly in Jambi City, Jambi Province. The purpose of this study is to determine and analyze the performance of the Social Service in reducing the number of Persons with Social Welfare Problems (PMKS) for the Neglected Elderly in Jambi City. The research method employed was qualitative. The results show that the Jambi City Social Service shows varying aspects of productivity, with challenges in HR competence and implementation of training programs, while facilities and infrastructure are considered good. The service quality aspect of the Jambi City Social Service is classified as good, with punctuality and adequate attitude of officers, although there are challenges in the comfort of the place and certainty of costs. The responsiveness aspect of the Jambi City Social Service in meeting community needs is quite good, but there are obstacles to community satisfaction related to the availability of assistance and the fulfillment of complaint reports. The internal supervision of the Jambi City Social Service is considered quite effective with good coordination with various related parties to deal with the Displaced Elderly. In conclusion, the Performance of the Social Service in Reducing the Number of Persons with Social Welfare Problems (PMKS) for the Neglected Elderly in Jambi City, Jambi Province is quite good.

Keywords: Performance, Social Welfare, People with Social Welfare Problems

INTRODUCTION

Social welfare problems are increasing, along with the rapid flow of globalization that has hit the world, one of which is Indonesia. In fact, the demands of society for social services continue to increase and are comparable to the needs of their rights as citizens. Therefore, various positive and negative impacts of social problems have emerged. By Law Number 11 of 2009 concerning social welfare, including social security and social protection. This is carried out to improve the level of welfare, quality, and survival. According to Government Regulation Number 39 of 2012 concerning the Implementation of Social Welfare, which is an effort carried out in a directed, integrated, and sustainable manner by the Government and the community in the form of social services to meet the basic needs of every citizen, which includes social rehabilitation, social empowerment, social security, and social protection.

According to the Regulation of the Minister of Social Affairs of the Republic of Indonesia Number 8 of 2012 concerning Guidelines for Data Collection and Management of Social Welfare Problem Sufferers and Social Welfare Potential and Sources, it states that Social Welfare Problem Sufferers, hereinafter referred to as PMKS, are individuals, families, groups and communities who, due to a disorder, obstacles or difficulties, unable to carry out their social functions so their physical, spiritual, and social needs cannot be met acceptably.

In reality, there are still many problems regarding social welfare that occur in Indonesia, one of which is Jambi City. The suboptimal service for PMKS also affects the number of PMKS increases in recent years.

Table 1. Data on the Development of People with Social Welfare Problems (PMKS) in Jambi City 2018-2022

NO	TYPES OF PMKS	YEAR				
		2018	2019	2020	2021	2022
1.	Abandoned Toddler	2	3	3	-	2
2.	Abandoned Children	215	262	105	99	15
3.	Bad Boy in Trouble with the Law	28	27	42	-	32
4.	Street Children	139	76	107	74	117
5.	Children with Disabilities	506	359	359	359	200

6.	Children who are Victims of Violence/Mistreatment	-	-	5	3	-
7.	Children who Require Special Protection	1	11	5	0	4
8.	Abandoned Elderly	628	686	791	788	788
9.	Persons with Disabilities	1531	1531	1383	517	1070
10.	Prostitutes (CSW)	625	-	-	27	-
11.	Homeless/ Psychotic Homeless	15	15	-	116	110
12.	Beggar	23	51	27	221	-
13.	Scavenger	10	10	9	15	2
14.	Former Community Institution Residents	-	-	7	-	-
15.	People with HIV/AIDS (PLWHA)	1707	89	89	85	92
16.	Victims of Drug Abuse/Psychotropic Substances and Addictive Substances	280	20	20	18	135
17.	Victims of Trafficking	-	-	-	-	-
18.	Victims of Violence	-	-	-	-	-
19.	Immigrant Workers with Social Problems	-	-	53	-	45
20.	Socio-Economically Vulnerable Women	-	-	-	1	792
21.	Minority Group	-	-	-	-	-
22.	Problematic Family Social Psychology	-	-	1	-	-
AMOUNT		5.105	2.434	3.006	6,691	3.404

Source: Social Rehabilitation Sector, Social Security Protection Sector and Handling of the Poor in Jambi City 2018-2023

Based on Table 1, the number of Social Welfare Problem Sufferers (PMKS) from 2018-2022 is unstable. One of the problems regarding PMKS is the Neglected Elderly with a figure of 788 in 2022. The elderly are someone who reaches the age of 60 years and over, both men and women. The human aging process has various impacts and problems because the need for services, opportunities, and more facilities for the elderly will increase.

Every human being experiences the aging process according to time and their life history. Old age is the final stage of the human life cycle, where individuals will experience many changes physically and mentally. Changes in the elderly are generally a decline in various physical functions and abilities that they once had.

The elderly will be given guidance and training to do business, this guidance is a form of government attention to the elderly. In addition, the neglected elderly are elderly who live alone and are residents of Jambi City. The elderly are neglected due to several things, such as economic conditions or the absence of family. This was stated by Maulana as Deputy Mayor of Jambi (Hanapi, 2020).

Neglect in furtherance occurs due to various factors such as the absence of family to take care of them, limited family capacity to take care of them, and the unfulfilled needs of their lives so the elderly cannot carry out their social functions properly. This is combined with the fading of family values and the increasing demands of activities for potential elderly people so the elderly do not get attention and care from those closest to them such as family which results in the neglect of the elderly being neglected.

Jambi City Social Service is one of the Regional Apparatus (PD) handling social welfare issues, one of which is People with Social Welfare Problems (PMKS). One of the performances of Social Service in overcoming social welfare problems is at the level of individuals, families, or communities. Social services for PMKS carried out by families and communities are the cheapest. Therefore, the potential and sources of social welfare in question need to be identified continuously explored, and utilized by social welfare implementers. The potential and sources of social welfare have an important role in implementing an activity in the Jambi City Social Service Regional Apparatus. The unity and competence of potential sources and sources of social welfare are the main capacities in answering development problems and the quality of social welfare and employment, therefore there needs to be the ability to mobilize these resources.

As stated in the Jambi City Social Service Strategic Plan (Renstra) for 2018-2023, the current human resource condition is 79 people. The detailed information is described below. m

Table 2. Number of Employees by Education Level and Gender of the Jambi City Social Service in 2021

No	Level of Education	Gender		
		Man	Woman	Amount
1.	Postgraduate (S.2)	6	2	8
2.	Bachelor (S.1) / Diploma IV	19	22	41
3.	Diploma III	2	1	3
4.	High School Level	20	6	26
5.	Junior High School Level	1	-	1
6.	Elementary School Level	-	-	-
Amount		48	31	79

Source: Jambi City Social Service Personnel Sub-Division 2021 processed by researchers.

Based on Table 2 above, the Jambi City Social Service Strategic Plan 2018-2023, the number of employees in the Jambi City Social Service is 79 people consisting of 8 Postgraduate, 41 Bachelor (S1) / Diploma (IV), 3 Diploma III, 26 High School Level, and 1 Junior High School Level. Based on these data and facts, the performance of the Social Service in reducing the number of PMKS for neglected elderly is needed so that neglected elderly are fit, useful, and independent and can be preceded by a healthy lifestyle and preparing for a superior neglected elderly life. The problems that arise regarding social welfare in Social Welfare Problems for Neglected Elderly are in accordance with the context of the Social Service Function, namely the suboptimal policy in handling. This is because the handling of PMKS for Neglected Elderly in Jambi City has not been implemented properly based on the data in Table 1 which still has a large number of Neglected Elderly. Then, the less-than-optimal synchronization in handling PMKS for the Abandoned Elderly is due to the limited Human Resources (HR) of the Jambi City Social Service in reducing the number of PMKS for the Abandoned Elderly.

The background of this problem focuses on the lack of performance of the Jambi City Social Service in handling Social Welfare Problems (PMKS) for the Abandoned Elderly. Based on the data, the limited number of employees, especially in terms of educational qualifications and skills, has hampered the effectiveness of handling the problem. Synchronization of policies and implementation of social programs is still not optimal, which results in the still high number of abandoned elderly in Jambi City. This situation emphasizes the urgency of research to

evaluate and improve efforts to handle PMKS to be more effective and sustainable. The purpose of this study is to determine and analyze the performance of the Social Service in reducing the number of Social Welfare Problems (PMKS) for Abandoned Elderly in Jambi City. The plan to solve the problem includes increasing human resource capacity through training, education, and strengthening coordination between related institutions to ensure a systematic reduction in the number of abandoned elderly.

This study focuses on the performance of the Jambi City Social Service in reducing the number of people with social welfare problems. Previous studies examining the performance of social services have been carried out quite a lot. Throughout this study, there has been no research that specifically discusses the reduction in the number of people with social welfare problems. Several previous studies examined the performance of social services from the aspect of handling street children.(Latifah et al., 2021), handling of vagrants and beggars(Chitrasari et al., 2012), and distribution of social assistance(Pangaribuan, 2021). Other research examines employee performance in social services using quantitative methods.(Adha et al., 2019; Athar, 2020; Hidayat et al., 2020; Marlius & Sari, 2023; Pasaribu & Indrawati, 2016; Verasvera, 2016).

Based on the description above, it is known that this research has never been done before and has differences from previous research in the aspects studied, theories, and methods used. This research focuses on handling social welfare problems, the theory used is the performance theory as conveyed by Dwiyanto(2008). The indicators are used to measure performance, namely productivity, responsiveness, service quality, responsibility, and accountability. Performance measurement can be used as a basis for assessing the improvements that have been achieved compared to the goals that have been set, as well as a communication tool and management tool to improve organizational performance. The purpose of this study is to determine and analyze the performance of the social service in Reducing the Number of People with Social Welfare Problems (PMKS) for Abandoned Elderly in Jambi City, Jambi Province.

LITERATURE REVIEW

Mahsun as quoted by Hardiyanti & Subowo (2019) defines organizational performance as the level of achievement of the implementation of policies, programs, or activities that are in line with the vision, mission, goals, and objectives of the organization in accordance with strategic planning. Performance indicators are quantitative and/or qualitative measures used by stakeholders to measure the level of achievement of an organization's goals or objectives (Kristiyanti, 2012). Performance theory as conveyed by Dwiyanto(2008)that there are several indicators used to measure performance, namely productivity, responsiveness, and quality of service.

Organizational performance is an important element in ensuring that policies, programs, and activities designed can achieve the vision, mission, and objectives that have been set. A deep understanding of performance and its indicators allows stakeholders to conduct proper evaluations of the effectiveness and efficiency of the organization. Indicators such as productivity, responsiveness, and service quality, as described by Dwiyanto (2008), provide a comprehensive framework for assessing organizational performance holistically. Thus, good performance management not only supports the achievement of strategic goals but also increases accountability and public trust in the organization.

METHOD

The researcher used a qualitative descriptive method. Based on the opinion of Creswell(2014), qualitative research is a way to find out social problems in an organization. Simangunsong(2017)argues that “Qualitative research uses a natural environment, where research is conducted in a natural situation and a wholeness so the data sources obtained directly are naturalistic, non-manipulative and open to anything that will arise in the future”. The researcher determined the informants using a purposive technique assuming that informants were people who understand and are able to provide the information. The informants for this study were the Head of the Jambi City Social Service, the Head of the Planning and Program Sub-section, the Head of the Finance and Regional Property Sub-section, the Head of the General and Personnel Sub-section, the Head of the Social Rehabilitation Division, Head of the Social Rehabilitation Section for Neglected Social Welfare Problems, and the Elderly

community. Data collection techniques were carried out using semi-structured interviews, observation, and documentation. The data analysis technique was carried out using reduction, display, and conclusion drawing techniques (Miles & Huberman, 2005).

RESULTS AND DISCUSSION

In this section, the researcher discusses the performance of Social Services in reducing the number of people with social welfare problems for the elderly abandoned age in Jambi City, Jambi Province. The measures used to assess performance in this study are productivity, responsiveness, service quality, responsibility, and accountability.

1. Productivity

Productivity measurement is one of the important roles to know whether a work productivity is in accordance with the target. Productivity indicators consist of human resource competency, facilities and infrastructure, employee quality improvement programs, and socialization. With productivity, it can be seen whether productivity is decreasing or increasing, then the Government determines the right policy if productivity decreases and conversely provides awards if productivity increases intensively.

a. Human Resources Competence

Based on the 2018-2023 Social Service Strategic Plan, the educational background of employees at the Jambi City Social Service according to education level and gender can be seen in the following table:

Table 3. Number of Employees by Education Level and Gender of the Jambi City Social Service in 2021

No	Level of Education	Gender		
		Man	Woman	Amount
1.	Postgraduate (S.2)	6	2	8
2.	Bachelor (S.1) / Diploma IV	19	22	41
3.	Diploma III	2	1	3
4.	High School Level	20	6	26
5.	Junior High School Level	1	-	1
6.	Elementary School Level	-	-	-
Amount		48 People	31 People	79 People

Source: Sub-Division of Personnel, Jambi City Social Service 2021

Based on Table 3, the educational background of the Jambi City Social Service employees can be said to be quite good. Out of 79 people, 49 have postgraduate and undergraduate/diploma IV education and none have elementary school education.

The researcher interviewed the Head of the General and Personnel Sub-Division, Mrs. Siti Arafah Siregar, SH on January 9, 2023. She said: “The educational background of the Jambi City Social Service employees can be said to be quite good but does not meet the standards because of the 14 people who specialize in the social field, only 2 people meet the standards because the 2 people have social sciences while the other 12 people are general”.

Researchers also interviewed the Head of the Jambi City Social Service, Noviarman, on Monday, January 9, 2023. He said: “The Jambi City Social Service utilizes the existing HR competencies by assisting the Abandoned Elderly who are outside the shelter. In addition, the social assistance provided is also in the form of food, assistive devices, and others and the Abandoned Elderly are recorded administratively by the Social Service in the Integrated Social Welfare Data (DTKS)”.

Social Service employees in this case are related to improving the competence of Human Resources (HR), one of which is by participating in Education and Training (Diklat) in Jambi City and accordance with the handling of Abandoned Elderly. The researcher also interviewed the Head of the General and Personnel Sub-Section, Siti Arafah Siregar on Monday, January 9, 2023, she said: “For now, there has been no Social Service of Jambi City holding/participating in education and training (Diklat) related to the handling of Abandoned Elderly. Currently, our party is proposing a training program that can be realized.”

Based on the three results of interviews and observations, the researcher concluded that the Jambi City Social Service has not met the Human Resource Competency indicators because there are still 2 obstacles, namely there are still employees whose placements are not in accordance with their qualifications, and the Education and Training (Diklat) for employees in handling Abandoned Elderly has not been implemented, thus hampering the implementation of tasks and responsibilities in the Jambi City Social Service. In line with this, increasing skills for the community is also considered important for the local government as a facilitator regarding increasing workforce productivity (Suharman & Pabisa, 2023).

b. Facilities and infrastructure

Based on data from the Jambi City Social Service Strategic Plan for 2018-2023, the facilities and infrastructure at the Jambi City Social Service office can be said to be in good condition. In this regard, the researcher interviewed the Head of the Jambi City Social Service, Noviarman, on Monday, January 9, 2023. He said: “The existing facilities and infrastructure, especially at the Social Service.” Jambi City can be said “In good condition, such as the existence of a shelter for the elderly, which is a facility prepared as an intermediary between neglected elderly people and social parties who will help neglected elderly people in carrying out their daily activities. In addition, there are ambulances and health clinics that can be used when there are neglected elderly people who are sick to be taken to the hospital and those who want treatment.”

The researcher also conducted an interview session with the Head of Social Rehabilitation, M. Toyib, on Monday, January 9, 2023. He said: “The Jambi City Social Service also patrols neglected elderly people and based on reports from the community if there is a sick ambulance can come to the location.” In addition, the existing facilities and infrastructure have been maintained if damaged, for example, the ambulance can be taken to the workshop so it is well maintained and accommodated.”

Based on interviews with 2 informants and observation results, the researcher concluded that the facilities and infrastructure at the Jambi City Social Service can be said to be in good condition, such as shelters, clinics, and ambulances so maintenance of the facilities and infrastructure can be maintained and accommodated properly.

c. Officer Quality Improvement Program

The researcher interviewed the Head of the General and Personnel Sub-Section, Siti Arafah Siregar, on Monday, January 9, 2023. She said: “The program carried out by the Social Service to improve the quality of the workforce includes guidance technical (*bimtek*) and participate in sub-activities of employee education and training based on the tasks, main and functions (*tupoksi*) of developing the competence of the apparatus at the Jambi City level and outside Jambi City”. Similar to the statement above, the researcher also interviewed with the Head of Social Rehabilitation Division, M. Toyib, He said: “The program carried out is to provide regular meetings between social workers and social counselors with Neglected Elderly

and technical handling of Neglected Elderly. It is hoped that officers can improve and optimize the existing Human Resources”.

Researchers also interviewed the Head of the Social Rehabilitation Section, Apunhayati, who said:

The Jambi City Social Service is implementing a program to improve the quality of the workforce, namely assisting neglected elderly people in 11 sub-districts consisting of 1 Sub-district Social Welfare Worker (TKSK) per sub-district, assisting in the Sub-district handled by Faskel (Sub-district Facilitator) spread across 62 sub-districts in Jambi City with the hope that the program created can also provide professional quality workers.

Based on the above interview with 3 informants and the results of observations, the researcher can conclude that the program was carried out to improve the quality of this workforce in various ways, for example providing regular meetings between social workers and social counselors with Neglected Elderly and technical handling of Neglected Elderly, assistance to neglected elderly in 11 sub-districts consisting of 1 Sub-district Social Welfare Worker (TKSK) per sub-district, assistance in the Village handled by Faskel (Village Facilitator) which is spread across 62 villages in Jambi City, and including technical guidance (*bimtek*) and participating in sub-activities of employee education and training based on the duties and functions of developing the competence of the apparatus at the Jambi City level and outside Jambi City with the hope that the program mentioned can improve the quality of the workforce itself.

d. Socialization

Socialization is one of the efforts to disseminate information and increase the capacity of public knowledge, building the same perception between the Government and the community to handle Abandoned Elderly. Based on an interview with the Head of Social Rehabilitation, M. Toyib on Monday, January 9, 2023, he said: “There has been no socialization provided by the Social Service regarding the handling of Abandoned Elderly. However, in each Sub-district there is one Sub-district Facilitator or Faskel who can assist in handling Abandoned Elderly and can make complaints via the 112-call center”. Based on the interview above and the results of observations, the researcher can conclude that not all people know the 112-call center well so it is not uncommon for the handling of Abandoned Elderly to be hampered. The

relationship between socialization and this research is that if socialization is good, the delivery of information regarding the handling of Abandoned Elderly can be conveyed properly.

2. Quality of Service

The target of the development of the Social Service is individuals, families, and community groups who have experienced less fortunate fates or have experienced physical or social obstacles, which are called Social Welfare Problem Sufferers (PMKS), especially Neglected Elderly. Service Quality is one of the important aspects that must be seen in public services.

a. Punctuality

The timeliness in providing services and handling has been good and responsive by the Jambi City Social Service, especially the Social Rehabilitation Sector. Then, the timeliness in handling depends on the case itself, such as requiring direct handling, for example, if there are Neglected Elderly who are sick and urgent. In addition, requests for assistance can also be made through filling in administration and from the center (APBD). The researcher also interviewed the Head of the Social Rehabilitation Sector, M. Toyib on Monday, January 9, 2023, he said:

The punctuality of employees in handling neglected elderly people depends on the welfare of the sufferers. Social (PMKS). For example, social workers and social counselors pick up neglected elderly people at their homes, take them to the hospital, and take care of the elderly's administration. The Abandoned Age, and observation from the hospital on the illness suffered by the Neglected Elderly. Unlike the condition of healthy Neglected Elderly with PLWHA, PLWGJ can be treated at Panti Budi Luhur, Jambi City.

In line with this statement, the researcher interviewed the Head of the Social Rehabilitation Section, Apunhayati, on Monday, January 9, 2023. He said:

Several things cause delays in handling neglected elderly people, such as neglected elderly people entering institutions where the conditions are... The orphanage is in a state of disrepair the Social Service referred the neglected elderly to Ayatama Central, which is owned by the UPTD Ministry of Social Affairs, which is located in Talang Bakung for 3 months. In addition, if there is an event that could disrupt the journey to the location of the Abandoned Elderly and the distance traveled to get to the location Elderly Abandoned far away.

Based on interviews with the 2 informants and the results of observations, the researcher concluded that the employees of the Jambi City Social Service in carrying out

handling, especially in timeliness, depend on the PMKS case itself and are carried out in stages if they are sick and want treatment. In addition, the late handling carried out by the Jambi City Social Service itself if there is an event and a long distance hinders the process of handling the Abandoned Elderly.

b. Cost Certainty

Cost is one of the important factors in the process of organizing an activity. The Jambi City Social Service handles Social Welfare Problem Sufferers (PMKS), especially Continued Abandoned Age also requires costs to be able to provide good and optimal services.

Sources of funding for social welfare services for PMKS in particular ContinueThis Neglected Age is one of the main factors in the implementation of the program. The management of the social welfare service budget for the Neglected Elderly is also determined by considering the operational costs of the service to obtain effective results. Sources of Funding in PMKS social welfare services from the following table:

Table 4. Budget and Realization of Direct Expenditure in 2022

No	Program/Activity/Sub-activity	Budget	Realization	%
Social Rehabilitation Program		1,408,676,746	1,209,629,775	85.57%
1.	Basic Social Rehabilitation for Abandoned Disabled People, Abandoned Children, Abandoned Elderly People, and Homeless Beggars Outside Social Institutions	920,752,615	848.137.945	92.11
1.	Food Provision	116,084,910	97.274.910	83.80
2.	Provision of Clothing	18,839,700	18,013,200	95.61
3.	Provision of Assistive Devices	153,599,578	122,505,822	79.76
4.	Provision of Family Reunification Services	44,850,000	44,850,000	100
5.	Providing Physical, Mental, Spiritual and Social Guidance	291,178,000	289,588,000	99.45
6.	Providing Social Guidance to Abandoned Families of Disabled People, Abandoned Elderly People, as well as Beggars and the Community	83,599,907	83,598,407	100

7.	Providing Access to Basic Education and Health Services	71,285,896	71,285,896	100
8.	Provision of Data and Complaint Services	89,914,624	70,471,710	73.38
9.	Emergency Service Provision	51,400,000	50,550,000	98.35

Source: Performance Report of the Jambi City Social Service Government Agency 2022

Based on Table 4, the available budget comes from the Regional Revenue and Expenditure Budget (APBD) available for Social Welfare activities for PMKS in the 2022 budget year is IDR 1,408,676,746. The funds are divided for handling and service activities for 22 PMKS in Jambi City. The budget for handling and servicing for Abandoned Elderly itself is ± IDR 60,000,000.

Researchers interviewed the Head of the Finance and Regional Property Sub-Division, Yulia Puspita Hayat, on Monday, January 9, 2023. She said:

In service activities for the Abandoned Elderly, there must be collaboration from the APBN, APBD, and CSR (Corporate Social Responsibility/social responsibility company). However, due to budget rationalization this year, the allocation of funds is only limited to the APBD. The limited funds are maximized for activities to handle Abandoned Elderly. In this case, the budget provided is ± Rp. 60,000,000 which is used for Social Guidance and Spiritual Guidance. For budget management from the Sector, a Service Note is submitted which is then submitted to the Head of the Service for the disbursement of the intended activity. The incoming funds are disbursed if there is an activity related to Abandoned Elderly.

Based on the interview and the results of observations, the researcher can conclude that the service and handling of Abandoned Elderly Outside the Institution in this case the process of utilization and financing of services sourced from the APBN, APBD, and CSR (Corporate Social Responsibility) ± Rp. 60,000,000 which is used for Social Guidance, Spiritual Guidance for 2022, and funds disbursed for handling Abandoned Elderly if there are activities taking place.

c. Officer Attitude

Services and handling of Social Welfare Problem Sufferers (PMKS) in this case, Abandoned Elderly needs must be applied to the attitude or attitude of Jambi City Social Service employees when meeting the community. Friendly, attentive, polite, healthy-minded, and

positive attitudes are the foundation in providing services to the community, especially Abandoned Elderly so that there is community satisfaction.

Researchers interviewed the Head of the Jambi City Social Service, Noviarman, on Monday, January 9, 2023. He said:

The attitude of Jambi City Social Service employees in responding to public complaints about Abandoned Elderly is responsive and open. In this case, the services and handling provided can be through complaints, direct reports, and by contacting the 112-call center, one of the applications in Jambi City for Complaints with the name Sikesal, and SP4N-Lapor one of the applications from the APBN that has so it can provide optimal services and handling.

Based on the interview session, the researcher concluded that the attitude of the Jambi City Social Service employees can be said to be good because of the attitude shown and the service and handling consisting of several methods such as complaints, direct reports, and contacting the 112-call center. One of the applications in Jambi City for Complaints is called Sikesal, and SP4N Lapor, one of the applications from the APBN that has so it is expected to reduce the number of Social Welfare Problem Sufferers (PMKS) for Abandoned Elderly.

The researcher also interviewed the Head of the Social Rehabilitation Division, M. Toyib on Monday, January 9, 2023, he stated that: The attitude of the Jambi City Social Service employees when related to the quality of service can be said to be good so that the desires of the community, both services and assistance that are expected can meet the expectations and satisfaction of the community. The researcher also interviewed the Saliyah Neglected Elderly Community on Monday, January 9, 2023, he said: “The attitude of the Jambi City Social Service employees in this case in responding to the complaints we are currently facing is fast and responsive so that our desires as Neglected Elderly Communities can be sufficiently fulfilled”.

Based on the interview above and the results of observations, the researcher can conclude that the quality of services provided by the Jambi City Social Service employees can be said to be good, which means that the wishes of the community to the employees are expected to meet the expectations and satisfaction of the community itself.

d. Comfort of Place

The comfort of place is one of the main reasons that make employees feel at home working and can provide a conducive atmosphere in handling and providing services to the Next

Abandoned Age. A good place of comfort will create good thoughts and become reluctant to go home immediately. Fulfillment in the comfort of the place allows employees to be more productive.

Researchers also conducted interviews with the Elderly Community Halijah's Abandoned Age on Monday, January 9, 2023, he said:

The comfort of the place provided by the Jambi City Social Service is good and makes it comfortable. In the waiting room, there is also air conditioning and seating so the public does not feel comfortable and does not feel bored if they have to wait until the service is finished. This shows that providing comfort to the public who have interests, is good.

Based on the interview session and the results of the observation, the researcher can conclude that the comfort of the place provided by the Jambi City Social Service is good and makes the community who will be given services and handling so that it is expected to provide optimal results.

3. Responsiveness

Responsiveness refers to the alignment between service activities and programs with community aspirations and needs. Responsiveness is included as one of the performance indicators because responsiveness describes the ability of a public organization to carry out its mission and objectives, especially to meet community needs. Low responsiveness is indicated by an imbalance between services and community needs. This clearly shows the failure of the organization to realize the mission and objectives of the public organization. Organizations that have low responsiveness also have poor performance.

a. Community Satisfaction

Public Satisfaction is the result of the opinions and assessments of the community itself regarding the performance of services provided by the Social Service in providing services and handling of Abandoned Elderly in Jambi City. The researcher also interviewed the Head of Social Rehabilitation M. Toyib on Monday, January 9, 2023. He stated: "The services provided by the Jambi City Social Service employees are in accordance with the targets and targets of the Social Service because each activity already has a Standard Operating Procedure (SOP) in terms of initial to final handling techniques for Abandoned Elderly. In addition, the target carried out by the Social Service is Abandoned Elderly who are outside the Institution".

The researcher also conducted an interview with Mr. Kasiman, a Neglected Elderly Community on Monday, January 9, 2023. He said: “In terms of community satisfaction with the handling of Neglected Elderly, the community's opinion and assessment of the service performance provided by the Jambi City Social Service employees is good. This is because the assistance provided by us outside this shelter helps in meeting needs every day even though it's still difficult.”

The researcher conducted an interview session with the Head of the Social Rehabilitation Section, Apunhayati, on Monday, January 9, 2023. She stated that:

Obstacles in realizing community satisfaction are because to get assistance, the recipient must take turns according to the existing budget and also the assistance provided is not continuous so it must take turns to get assistance. In addition, responding to reports in Sikesal and also the Community Satisfaction Index that has not been running and neglected elderly people who claim to be neglected. In this case, several examples that have been mentioned are obstacles to community satisfaction.

Based on the 3 interview results and the observation results, the researcher can conclude that the community satisfaction obtained in the service and handling of the Abandoned Elderly is good with the provision of assistance outside the shelter and the obstacles in realizing this community satisfaction are problems that must be resolved and overcome so the community can feel the assistance evenly and the complaints that have been reported can be resolved and handled properly.

4. Responsibility

Responsibility is internal supervision in being responsible for the tasks and authorities given by the leadership. Supervision in an organization is very much needed so that what has been implemented is in accordance with the standards that have been set.

a. Supervision

Supervision is one the important things as a form of monitoring behavior, activities, or information to direct and collect and shelter the Abandoned Elderly community itself.

Researchers interviewed the Head of the Jambi City Social Service, Noviarman, on Monday, January 9, 2023. He said:

The Jambi City Social Service in carrying out its duties related to services and handling of Abandoned Elderly coordinates with several parties, namely, Sub-districts and Villages, Social Institutions, Population and Civil Registration Service, Civil Service Police Unit (SatPol PP), BKKBN, DPMPPA, Health Service, and Police. With coordination with various parties, services, and handling of Abandoned Elderly can be carried out optimally.

Based on the results of interviews and observations, researchers can conclude that the services and handling carried out by the Jambi City Social Service for Abandoned Elderly cannot run well if they are not coordinated with various parties who support and assist in this work.

5. Accountability

Accountability is supervision carried out externally in the provision of public services to the community. Therefore, Standard Operating Procedures (SOP) are needed, which can be said to be service standards, which are benchmarks used as references for organizing services and guidelines for assessing service quality as a commitment from service providers to the community.

a. Standard Operating Procedure (SOP)

Standard Operating Procedure (SOP) is a guide used to ensure that operational activities or organizations run smoothly. In addition to being a guide, this SOP is also used as a measuring tool in carrying out an activity. The researcher interviewed the Head of Social Rehabilitation, M. Toyib on Monday, January 9, 2023, he said: "In providing services and handling for the Abandoned Elderly, the Social Service has carried out the appropriate SOP if the SOP is not carried out properly, the stated goals will not be achieved". Based on the interview session and observation results, the researcher concluded that this Standard Operating Procedure (SOP) is an important factor in providing services and handling the Abandoned Elderly themselves. The performance carried out by the Jambi City Social Service is in accordance with the programs, policies, targets, and objectives that have been set in realizing the vision and mission, and with the performance of the Jambi City Social Service, the necessary actions can be taken to evaluate and correct the programs or activities carried out.

CONCLUSION

The performance of the Jambi City Social Service in reducing the number of Social Welfare Problems (PMKS) for neglected elderly people has been quite good, but there are still several indicators supporting services and handling that have not been met. In terms of human resources, it is known that the Jambi City Social Service has not yet participated in education and training (*Diklat*) activities for handling neglected elderly people, and employees whose placement is not in accordance with qualifications. In terms of socialization, it is known that there has been no socialization carried out by the Jambi City Social Service regarding the handling of neglected elderly people. Therefore, the researcher recommends that the Jambi City Social Service can expand socialization related to programs and activities related to PMKS, and can compile a map of training needs for related human resources who handle PMKS.

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