



Coordination of Agencies in the Implementation of the Social Rehabilitation Program for Uninhabitable Houses in Surabaya City

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ABSTRACT

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Social Rehabilitation of Uninhabitable Houses is a program to build houses that are no longer habitable based on community participation. The implementation of the Social Rehabilitation of Uninhabitable Houses program is carried out by the Surabaya City Social Service and the Poor Family Development Unit.

The purpose of this research is to describe and analyze the coordination of institutions in the implementation of the Social Rehabilitation of Uninhabitable Houses program. The theory used in this research is the theory of coordination from Inu Kencana (2011: 35) which includes, namely Regulation, Synchronization, Common Interests and Common Goals. The research method used is descriptive qualitative. The data collection techniques used are observation, interview and documentation.

The results of this study have found that the implementation of Social Rehabilitation of Non-Habitable Houses in North Perak based on indicators of Arrangement, Synchronization and Common Goals has been carried out well, while the Common Interest indicator is not well implemented. This needs to be evaluated regarding the disbursement of funds for the implementation of Social Rehabilitation of Uninhabitable Homes.

KEYWORDS:

coordination, Social Rehabilitation, Uninhabitable House

INTRODUCTION

Poverty does not only occur in cities but also mostly in rural areas. Poverty is a condition that describes the lack of income to fulfill basic needs (Emil Salim, 2003: 344). The high unemployment rate in this country can lead to the loss of the community economy which takes place in a reciprocal and interrelated manner, which in turn can weaken the poor. Problems like this must be addressed immediately because they can worsen the condition of the poor, which can have an impact on the weakness of bad habits that they are forced to do and then do various ways to maintain their lives. If this situation continues, it will lead to a culture of poverty that is difficult to eradicate. To overcome the problem of poverty, one of them is through a housing assistance program for the poor.

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According to Article 1 Paragraph (7) of Law No.1 of 2011 concerning housing, a house is a building that functions as a livable residence, a means of family development, a reflection of the dignity of its occupants, and an asset for its owner. The house has a very large function for individuals and families, not only covering physical, but also mental and social aspects.

To support the function of the house as a shelter, mentally fulfill a sense of comfort and socially can maintain the privacy of each family member, become a medium for the implementation of family guidance and education. With the fulfillment of one of the basic needs in the form of a livable house, it is hoped that family resilience will be achieved.

One of the cities that implements the livable house program is the city of Surabaya. The livable house program in Surabaya city started in 2003. The livable house program in Surabaya city is known as Slum Area Social Rehabilitation

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(RSDK), which is an empowerment program for local communities to improve their socio-economic and environmental conditions independently and sustainably. The Social Rehabilitation of Slum Areas program in Surabaya city started in 2003 which has now changed its name to Social Rehabilitation of Uninhabitable Homes.

The Social Rehabilitation of Uninhabitable Homes (Resos Rutilahu) program is formulated and implemented with the help of community aspirations. Starting with planning activities, implementation, up to supervision in the implementation of development. The community itself has a very important role and is required to be actively involved in the implementation of this activity. The success of the implementation of this activity is determined by the participation of the community itself.

The Rutilahu Resos program provides assistance in the form of construction of livable housing built on land owned by the poor. The livable housing program has funds sourced from the Surabaya city budget of IDR 15-30 million per unit. The implementation of the program for the construction or procurement of livable houses is carried out by the Ministry of Public Housing of the Republic of Indonesia. And at the city level, which is precisely at the Social Service Agency (DINSOS) of Surabaya city.

Based on the initial research conducted by the author, the Rutilahu Resos program in the Perak Utara sub-district is already running, with 11 households receiving assistance. The recipients of the Rutilahu Resos program assistance are native residents of Surabaya City whose house conditions need improvement, one of which is Mr. Sugimartyo Santoso.

In its implementation, the Resos Rutilahu program is carried out with a tri-power pattern, namely, human power, business power, and environmental power. There are also several principles in the implementation of the Rutilahu Resos program so that its implementation runs effectively and provides maximum benefits, including acceptability, transparency, accountability, integration, partnership, sustainability, solidarity, justice, usefulness, participation, and professionalism.

The Social Affairs Office is the technical executor in charge of providing socialization about the preparation of the list of activity plans and assisting in the disbursement of funds for housing assistance that is no longer suitable for habitation. Lurah also has an important role in determining the formation of self-management implementers called the Poor Family Development Unit (UPKM). Funding for the Rutilahu Resos activities comes from the Surabaya City APBD. The funds will then be managed by the Poor Family Development Unit (UPKM) properly and all funds are managed indeed for the poor who need financial assistance in repairing uninhabitable houses in Surabaya City.

According to Perwali Surabaya No. 6/2019 on the Implementation of this program, the UPKM personnel are 6 people, consisting of 2 women, 2 community leaders, and 2

poor families. The UPKM management structure consists of a chairperson, a secretary and a treasurer, all of whom double as members along with three other people. All six must be domiciled and reside in the local kelurahan. In carrying out its duties, the UPKM needs to coordinate or cooperate with other relevant institutions in the kelurahan. To increase the effectiveness and capacity of UPKM in fostering poor families, both in social, economic and physical aspects. UPKM as a community group can enter into cooperation agreements or work contracts with government or private agencies that refer to the provisions of the laws and regulations mentioned in Surabaya Mayor Regulation Number 6 of 2019.

Implementation in the distribution of the Rutilahu Resos program in North Perak is certainly not an easy thing. Coordination is needed between the Surabaya City Social Service and the North Perak UPKM because it greatly affects the success or failure of the implementation of the Rutilahu Resos program. In Yudha Perwira's thesis, it is stated that the non-optimal socialization activities in the implementation of the Rutilahu Resos program are a problem for the Social Service and UPKM in delivering information to the community or beneficiaries.

RESEARCH METHOD

This research uses descriptive research with a qualitative approach, namely the results of the data collected are in the form of words, pictures, and not numbers (statistics). The research conducted by the author has the aim of revealing events or facts, circumstances, phenomena and variables that occur when the research process is taking place in the field by providing what actually happens. This research interprets and describes data related to the current situation, attitudes and views that occur in a society, conflicts between two or more conditions, relationships between variables that arise, differences between existing facts and their influence on a condition, and so on.

The purpose of this descriptive research is to make a description, description, or painting systematically, factually and accurately about the facts, characteristics and relationships between the phenomena being investigated. In this study the authors tried to obtain a concrete picture of the coordination of the Surabaya City Social Service with UPKM Perak Utara in the implementation of the Social Rehabilitation of Non-Habitable Homes (Resos Rutilahu) program, by trying to explore the facts, analyzing them objectively based on theoretical principles.

RESULTS AND DISCUSSION

Data Findings, Analysis, and Interpretation

Information and data that have been obtained in the research are presented by collecting techniques from various information through interviews. The data obtained is presented qualitatively which has the aim of being easier to

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understand and describing clear conditions at the research location. Researchers in this case use the coordination theory of Inu Kencana with four indicators including: 1. arrangement, 2. synchronization, 3. common interests, 4. common goals.

The following is the stage where the discussion of interviews to get answers to the formulation of research problems:

1. Organization

Arrangement is the determination of the right and regular time in a directed manner in the implementation of activities. Arrangement is an indicator part of coordination where time can be arranged by both parties, namely the Surabaya City Social Service and the Poor Family Development Unit of Perak Utara Village before implementing the program. The preparation of the time itself

must be carried out using the predetermined SOP (Standard Operating Procedure).

Based on this, it is clear that in terms of time setting, DINSOS said there was no time setting because there was already an SOP that had been their reference. In this case, DINSOS is correct that after the determination of the beneficiaries within one week, they are already directly in the process of preparing administrative and technical files, which include location surveys, work plan drawings, preparation of RAB, preparation of technical specifications, and preparation of time.

This shows that the results of the analysis of regulatory indicators in the implementation of Social Rehabilitation of Non-Habitable Houses in the Perak Utara urban village have been carried out properly in accordance with Surabaya Mayor Regulation Number 6 of 2019.

Table 1. Analysis of Settings indicators

Indicator	Condition	Data Analysis	Data Result
Settings	In the implementation of the activities of the Surabaya City Social Service and the Poor Family Development Unit in accordance with the stipulation of time in the implementation of the Rutilahu Resos.	The Surabaya City Social Service and the Poor Family Development Unit have set the time in accordance with the predetermined rules.	It is said that the arrangements in this case related to the timing carried out by the Surabaya City Social Service and the Poor Family Development Unit are in accordance with the description of the Rutilahu Resos activities.

Source: Processed by the author, (2022)

This shows that the results of the analysis of regulatory indicators in the implementation of Social Rehabilitation of Uninhabitable Houses in the Perak Utara urban village have been carried out properly in accordance with Surabaya Mayor Regulation Number 6 of 2019 CHAPTER IV STAGES OF ACTIVITIES article 7.

2. Synchronization

Synchronization is the alignment of individuals or groups in the implementation of activities. Synchronization is an indicator part of coordination by means of self-adjustment in both parties, namely the Surabaya City Social Service and the Poor Family Development Unit of Perak Utara Village. This synchronization is very important to do when coordinating considering the ways that both parties complete their tasks properly.

The SOP of Dinsos explains that the earliest activity is the socialization of the Rutilahu Resos program to the Lurah.

Then there is daily to monthly monitoring to be given to Dinsos. With the report, Dinsos provides guidance to UPKM.

Based on the results of interviews with the three parties, namely Mr. Zamroni, Mrs. Ida, Mr. Sugi, and Mr. Raka, it can be seen that there is interaction between the Surabaya City Social Service and the Poor Family Development Unit in implementing the Social Rehabilitation of Uninhabitable Houses program to provide and receive information in accordance with the description of activities in the existing SOP. The emergence of interaction between groups in terms of implementing the Rutilahu Resos program is in accordance with existing regulations, namely Surabaya Mayor Regulation Number 6 of 2019 concerning Social Rehabilitation of Uninhabitable Houses Chapter II article 3 part d. which contains integration, meaning that in the implementation of activities must integrate various related components so that they can run in a coordinated and synergistic manner.

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Table 2. Synchronisation Analysis

Indicators	Condition	Data Analysis	Data Results
Synchronisation	The activities carried out by the Surabaya City Social Service and the North Perak Poor Family Development Unit in delivering or providing information and communication are quite harmonised.	The Surabaya City Social Service and the North Perak Poor Family Development Unit have synergised in accordance with applicable regulations.	The implementation of the Rutilahu Resos programme between the Surabaya City Social Service and the North Perak Poor Family Development Unit is in accordance with applicable regulations.

Source: Processed by the author, (2022)

This shows that the results of the analysis of regulatory indicators in the implementation of Social Rehabilitation of Non-Habitable Houses in the Perak Utara sub-district have been carried out properly in accordance with Surabaya Mayor Regulation Number 6 of 2019 CHAPTER II PURPOSE AND PRINCIPLES Article 3 section d.

3. Common Interest

Common interests are the rights and authority of the group in taking action that does not interfere with other interests. Common interests are part of the indicator of coordination of how the agreement of the implementers of activities who are entitled and authorized in the implementation of the Rutilahu Resos program. This agreement in coordinating is done so that it does not become a misunderstanding by both parties.

By knowing what agreements are in coordination, mutual understanding arises. In this way, each task will be easier to do. "In accordance with the SOP, Dinsos provides a statement of availability to the head of UPKM followed by an MOU, then UPKM continues to make a complete technical plan given to Dinsos and then contracts with PPK (Commitment Making Official) Dinsos then the money can

be launched per Termin continues until the last Termin. There is a BOP (Operational Cost) because this is not a non-profit oriented activity this is social work but we reward them with BOP just for transportation and communication costs per unit multiplied by Rp 155,000 per person there is no difference between the chairman and members of UPKM but if in the middle of the year they finish they can open the next contract." The coordination agreement between Dinsos and UPKM is carried out with an MOU which is clearly written in the activity description in the SOP.

Based on the results of the interview above, it can be seen that there are common interests carried out in the implementation of the activities of the Social Rehabilitation of Uninhabitable Houses programme in North Perak, an agreement consisting of the Social Service which is the owner of the Social Rehabilitation of Uninhabitable Houses programme, then there is also the Poor Family Development Unit as the manager or implementation. Behind the implementation of the Rutilahu Resos programme, there is something interesting about the seriousness of UPKM Perak Utara, which took the initiative to seek bailout funds in advance for construction workers in the absence of assistance from any party.

Table 3. Co-interest Analysis

Indicators	Condition	Data Analysis	Data Results
Common Interests	The implementation of the North Perak Rutilahu Resos programme is all carried out by the North Perak Poor Family Development Unit using its own budget to cover the cost of the builders first.	In accordance with the applicable SOP, funds will be disbursed per term but the activities do not match the reality in the implementation of the Rutilahu Resos programme.	It is said to be not good because here the implementer of activities in the field, namely the North Perak Poor Family Development Unit related to bailout funds that are not in accordance with the SOP, ends up being the responsibility of the UPKM which covers it because the budget has not been disbursed from the Surabaya City Social Service, so this is not in accordance with the SOP.

Source: Processed by the author, (2022)

This shows that the results of the analysis of regulatory indicators in the implementation of Social Rehabilitation of

Uninhabitable Houses in the Perak Utara urban village have not been carried out properly in accordance with Standard

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Operating Procedures due to the Poor Family Development Unit covering the budget that has not been disbursed from the Surabaya City Social Service.

4. Common goal

A common goal is the purpose of implementing activities that have been held and have been organised as expected. The purpose of the implementation of the Rutilahu Resos programme itself is to restore social functioning and improve the quality of housing for the poor through improving housing conditions to become livable, healthy and safe homes. Common goals are an indicator of coordination where the results of the implementation of the Rutilahu Resos programme can be achieved in accordance with applicable regulations and on target.

Based on the results of an interview with Mr Zamroni as the Surabaya City Social Service as follows : "In the implementation of the Rutilahu Resos, there are rules, so we are in accordance with the existing rules to get beneficiary families who are really in economic distress, yes we conduct surveys directly at the homes of prospective beneficiary families to see if they are in accordance with the criteria and requirements that have been determined".

Based on the results of the interview, the results obtained from the implementation of the Social Rehabilitation of Uninhabitable Houses programme in Perak Utara urban village are in accordance with the objectives and criteria determined in the Surabaya mayor's regulation number 6 of 2019 concerning Social Rehabilitation of Uninhabitable Houses in Surabaya city.

Tabel 4. Analisis Tujuan Bersama

Indicators	Condition	Data Analysis	Data Results
Common Purpose	The Surabaya City Social Service and the North Perak Poor Family Development Unit have carried out the Rutilahu Resos activity by looking for prospective beneficiaries who are truly in economic difficulty to be assisted with building repairs.	The Surabaya City Social Service and the North Perak Poor Family Development Unit implement the Rutilahu Resos programme in accordance with the objective of improving the physical condition of the house.	It is said to be good in the implementation of the Rutilahu Resos programme carried out by the Surabaya City Social Service with the North Perak Poor Family Development Unit by considering the goal of improving the physical condition of the house which is in accordance with existing regulations.

Source: Processed by the author, (2022)

This shows that the results of the analysis of regulatory indicators in the implementation of Social Rehabilitation of Uninhabitable Houses in the Perak Utara

urban village have been carried out properly in accordance with Surabaya Mayor Regulation Number 6 of 2019 CHAPTER II PURPOSE AND PRINCIPLES article 2.

Table 5. Results of the Matrix for the Implementation of Social Rehabilitation of Non-Habitable Houses

No.	Indicators	Analysis Result	Assessment
1.	Settings	Results of data analysis: it is said to be good in terms of arrangements in this case related to the timing carried out by the Surabaya City Social Service and the Poor Family Development Unit in accordance with the description of the Rutilahu Resos activities.	+
2.	Synchronisation	Results of data analysis: it is said to be good seen from the implementation of the Rutilahu Resos programme between the Surabaya City Social Service and the North Perak Poor Family Development Unit in accordance with applicable regulations.	+
3.	Common Interests	The results of data analysis: It is said that it is not good because here the implementer of activities in the field, namely the North Perak Poor Family Development Unit related to bailout funds that are not in accordance with the SOP, finally becomes the responsibility of the UPKM which covers it because the budget has not been disbursed	-

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		from the Surabaya City Social Service, so this is not in accordance with the SOP.	
4.	Common Purpose	Results of data analysis: it is said to be good in the implementation of the Rutilahu Resos programme carried out by the Surabaya City Social Service with the North Perak Poor Family Development Unit by considering the goal of improving the physical condition of the house which is in accordance with existing regulations.	+

Source: Processed by the author, (2022)

This research has novelty in terms of theory, researchers use the theory of coordination from Inu Kencana (2011: 35) which according to the author has not been used by previous researchers. Then the focus of the author's research uses theory and refers to Surabaya Mayor Regulation No.6 of 2019 concerning Social Rehabilitation of Uninhabitable Houses to see the activities carried out by the Surabaya City Social Service with the North Perak Poor Family Development Unit. As well as the location of the author's research conducted in the North Perak village, which according to the author, there is no previous research that has conducted research related to agency coordination in the implementation of the Social Rehabilitation of Uninhabitable Houses programme in the city of Surabaya.

CONCLUSION

Based on the findings found in the field, the author can draw conclusions to see the coordination between agencies related to the implementation of the social rehabilitation programme for uninhabitable houses at the Surabaya City Social Service. Based on the research data, it can be concluded that the concept of coordination between agencies in the implementation of the Social Rehabilitation of Uninhabitable Houses programme by looking at the coordination mechanism through applicable regulations, which can determine every activity that will be carried out. The implementation of coordination according to applicable rules is an effort made for more effective coordination.

The following are some conclusions that the author can draw from research in the field, namely:

1. Arrangements, carried out by the Surabaya City Social Service and the Poor Family Development Unit in terms of determining the right time to handle the programme in accordance with the description of activities that have been listed in the Standard Operating Procedure.
2. Synchronisation, in this case the Surabaya City Social Service and the Poor Family Development Unit align groups according to their respective stages which are integrated and coordinated in accordance with Surabaya Mayor Regulation Number 6 of 2019, namely regarding integration, which means that the implementation of activities must integrate various related components so that they can run in a coordinated and synergistic manner.

3. common interests, in this case the rights and authority of the group in taking action do not interfere with other interests in carrying out building repairs in accordance with the existing Standard Operating Procedures, but the blocking of funds carried out by the North Perak Poor Family Development Unit to cover workers' costs is still ongoing because the funds per first term only drop 40%, while for the continuation of the contract with workers must wait for funds to drop from the next term.
4. Shared Objectives, in this case aiming to improve the physical condition of the house for beneficiary families with the right target, is in accordance with the objectives set out in the Surabaya Mayor's regulation concerning Social Rehabilitation of Uninhabitable Houses in Surabaya City Number 6 of 2019.

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