



## Role Central-Local Governance in Stakeholder Analysis of Social Protection Policy in Tanjungpinang City

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### Article Info

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**Abstract:** The Government continues to focus on handling Indonesia's pandemic and social protection programs. Limiting activities has succeeded in suppressing people's mobility, so daily Covid-19 cases are starting to decline. Various policy adjustments through the APBN instrument have also been carried out quickly to protect the public, handle the spread of Covid-19 and protect the community from a social and economic perspective. A research method is a qualitative approach using existing secondary data that the researcher considers relevant and essential to be studied and analyzed in depth. Secondary data has been processed first and only obtained by researchers from other sources as additional information. Some secondary data sources are books, journals, government publications, websites, or other supporting sources. The data analysis technique is analyzed using logic triangulation and investigator triangulation methods. The study results show that in Indonesia's social protection policies during the COVID-19 pandemic, there is a gap between the central Government and local governments. In addition, stakeholders focus on long-term programs prepared to overcome the social inequality in the people of Tanjungpinang city. In addition, researchers also found that the social protection policy programs carried out by stakeholders in the city of Tanjungpinang have met the community's needs during the covid 19 pandemic. Several innovations evidence this, and social protection policies are carried out by the central Government to local governments so that each stakeholder can implement these programs in the future.

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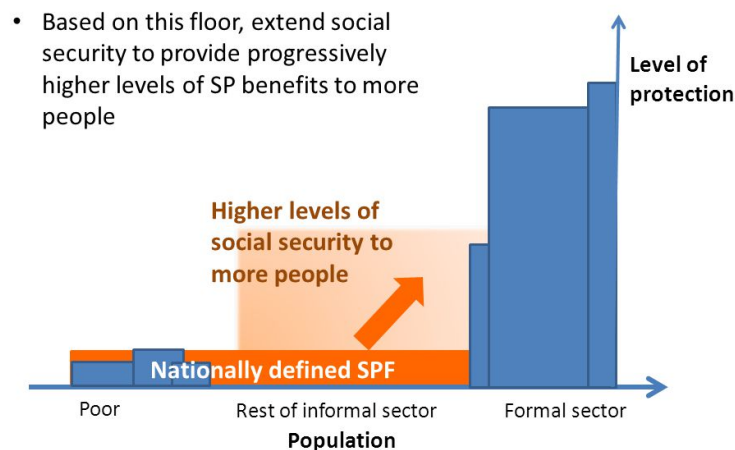
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## INTRODUCTION

Social protection programs, in essence, have a noble goal of overcoming poverty and social vulnerability through efforts to increase and improve the population's capacity to protect themselves from disasters and loss of income (Holzmann & Jørgensen, 2001). Indonesia

already has various social protection programs, ranging from the Smart Indonesia Card (KIP), Child Social Welfare Program (PKSA), Pre-Employment Card, Bidikmisi Program for School-Age Children, Family Hope Program (PKH), National Health Insurance (JKN), Food Social Assistance (BSP), Rice Program for Prosperous Families (Rastra), Non-Cash Food Assistance (BPNT), People's Business Credit (KUR), Working Age/Productive Business Assistance for Joint Business Groups (KUBE), MSME Training, Electrical energy subsidies and 3 kg of gas, BPJS Employment, Assistance and Rehabilitation for the Elderly, Uninhabitable Houses/Stimulant Assistance for Self-Help Housing (RTLH/BSPS) and so on (Barrientos & Hulme, 2008)

However, despite many social protection programs, the target and accuracy, as well as the coverage, are still shallow, especially in the informal sector, and have the potential to overlap (Drury et al., 2006). The vital role of social protection is also reflected in the Government's policy on the National Economic Recovery (PEN) program, where the PEN program, which is a comprehensive policy program to save lives and the economy, is the social protection program. In addition, social protection played a very crucial role during the Covid-19 pandemic in maintaining consumption levels, especially for low-income people (Barua, 2020; Setiawan & Mahadiansar, 2020).



**Figure 1. Social Protection Floor**  
Source : Research, 2022

Data to the Ministry of Finance. In 2020 the Government budgeted IDR 203.9T, consisting of IDR 37.4T PKH, IDR 43.6T for basic food cards, IDR 6.8T for Jabodetabek social assistance, IDR 32.4T non-Jabodetabek social assistance, IDR 20T pre-employment, discounted electricity tariffs IDR 6,9T, logistics/food/groceries IDR 25T, and village fund BLT IDR 31.8T. Social protection consists of social assistance and security (Avato et al., 2010). Social assistance is the transfer of money, goods, and services from the Government to the poor/vulnerable to the poor without requiring specific contributions. Meanwhile, social security is protected by an insurance scheme that requires a certain amount of contributions from its participants (Ishiwatari et al., 2020).

Some of the problems of social assistance include very low accuracy, different targets for each program, unintegrated sectoral data updating, data ownership and access to population documents for the poor/vulnerable poor that are still limited, slow distribution and not well targeted, and there is still overlapping target recipients, ineffective emergency communication and coordination, elderly and disabled demographic groups that have not received attention, and less than optimal socialization and education to prospective beneficiaries (Kurnianingsih et al., 2020).

Based on Bappenas data for 2020 on the accuracy rate of program distribution in 2019, it shows several problems related to lack of accuracy; for example, many families should not be eligible to receive BPNT/Rastra and KUBE, the accuracy rate of BPNT/Rastra which is only

44%, PKH 42.6%, KIP 46.4%, KUBE 45%, and PBI 57.7%. In addition, only 50 out of 514 regencies/cities have updated data on the Integrated Social Welfare Data (DTKS) above 50%. Of the 50 regencies/cities that update the DTKS data, even though it has been updated two to four times in one year, it turns out that the level of accuracy of socio-economic data is still low (Barrientos & Hulme, 2008). For this reason, it is necessary to update the DTKS data as a whole for the Central Government, and it is very urgent to increase the Regional Government's capacity to update and collect data on the number of poor people (Nugroho & Negara, 2020).

The problems related to social security include non-compliance with participants registering and paying contributions, premiums that are not following the economical price, filing claims that are still considered complex, defined benefit schemes and early withdrawal of old-age insurance risks being unsustainable for the long term, social security that is not sustainable in the long term (Xenia, 2014). Furthermore, it has not optimally reached the informal sector, the creation of new programs that have the potential to overlap, the distribution of health facilities and workers is not evenly distributed, and there is still resistance from PT. Taspen and PT. ASABRI regarding the integration of social security programs.

Social protection refers to the protection of social vulnerabilities to meet their daily needs. The findings of the researcher's observations show that many social protections in the Tanjungpinang Community have not been able to overcome economic difficulties and protection from violent criminal acts committed by individuals in social life. The researchers' secondary data showed that the bottom 20 percent of society could enjoy only 7-8 percent development. Even the poor, namely those in the bottom 10 percent, only enjoy the "cake" of development by 3 percent; of course, they only enjoy small pieces.

The importance of Social Protection Policy in Covid-19 as a form of social protection that aims to guarantee the fulfillment of the basic needs of a decent life for every participant and family member in times of crisis. This study aims to identify the role of stakeholders, both the central government and local governments, in policy strategies that will be carried out in the future.

## **RESEARCH METHOD**

The research uses a qualitative method with a case study approach in Tanjungpinang City. The data used in qualitative research is secondary data. Secondary data collection sources are government publications, websites, books, journal articles, and other documents deemed relevant by researchers related to the research topic (Johnston, 2014). Secondary data is taken through intermediaries or parties who have collected the data previously. In other words, researchers do not directly take their data into the field. The data analysis technique uses a triangulation approach (Olsen, 2004). The Triangulation Approach is focused on the Case Study of the Role of the Central Government and Local Government in Social Protection Policy in Tanjungpinang City.

## **RESULT AND DISCUSSION**

### **The Role of Stakeholders in Social Protection Policies in Covid-19.**

#### *Central Governance in Indonesia*

The Government continues to focus on handling the pandemic and social protection programs and support for Micro, Small, and Medium Enterprises (MSMEs) amid the implementation of activity restrictions (Suparman, 2021). Limiting activities has succeeded in suppressing people's mobility, so daily Covid-19 cases are starting to decline (Askitas et al., 2021). Various policy adjustments through the APBN instrument have also been carried out quickly to protect the public, handle the spread of Covid-19 and protect the community from a social and economic perspective. However, flexibility must exist because, in one fiscal year, many things can affect our health and economic condition. Therefore, on many occasions, the budget must also respond, protecting households in need, protection to businesses, especially micro-enterprises, street vendors, and informal ones that need it".

For healthcare information, the Government has borne the costs of treating Covid-19 patients, providing free vaccinations, providing medicines, providing incentives to health workers, and so on. With the limitation of activities, policy adjustments are made by adding to

the increase in patient claims, providing drugs and oxygen, Emergency Hospitals, Accelerating Vaccinations, and Thickening the Enforcement of Restrictions on Community Activities (PPKM). Meanwhile, for social protection, there are additional Cash Social Assistance, Additional Food Cards, Rice Assistance, Extension of Electricity Discounts, Extension of Quota Subsidies, Additional Pre-Employment, and Wage Subsidy Assistance (BSU). This social protection will provide an economic cushion for the poorest groups of people and restrain the increase in poverty levels by maintaining the consumption level of the poorest groups as a supporter of economic growth.

As for MSME support, the Government has prepared additional BPUM, PKL assistance, an extension of minimum account exemption, expense fees, and subscriptions. It is hoped that the intervention of the MSME support program will enable the support recipients to survive during the pandemic and activity restrictions. All government policies prepared in the face of Covid-19 are very dynamic and responsive and continue to be evaluated.

#### *Local Governance Tanjungpinang City*

One of the goals of national development is to improve people's welfare. For this reason, concrete steps are needed to achieve these goals (Schorr, 2013). These concrete steps are reflected in the Regulation of the Minister of Social Affairs of the Republic of Indonesia Number 129/HUK/2008 concerning Minimum Service Standards (SPM) for the Social Sector of Provinces and Regencies/Cities. Obligatory for regions entitled to the maximum extent possible for Persons with Social Welfare Problems (PMKS). PMKS are individuals, families, or communities who experience physical, psychological, economic, social, or cultural dysfunction, so they cannot carry out their social functions properly.

Although the Government has a central role in the implementation of social welfare, the Government cannot work alone without the support and active participation of the community (Marinetta, 2016). Potential and Sources of Social Welfare (PSKS) are individuals, families, groups, and communities who can participate in supporting and strengthening the implementation of social welfare. In the Social Protection Policy Minimum Service Standards, the services and performance indicators must be achieved by the Office/Agency at the Regency/City level, including the Tanjungpinang City Social Service.

A challenge is a situation that is a threat to the organization that comes from outside the organization (external) and can threaten the existence of the organization in the future. The challenges of the Social Service Development Service are as follows:

1. The increasing demands of the community towards improving the service quality of the Tanjungpinang City Social Service Office;
2. The number and complexity of PMKS problems (26 components) that must be handled;
3. The pillars of social welfare development participants, such as community social workers, community organizations, youth organizations, WKSBM, and TKSM, have not been able to demonstrate their roles and functions in real terms in the context of handling PMKS;
4. The stipulation of Tanjungpinang City as the capital of the Riau Islands province makes Tanjungpinang City a destination for migrants who have the expertise and those who do not have the expertise to seek their fortune in Tanjungpinang City, so it will cause social problems if the migrants' goals are not achieved;
5. The low ability of PMKS to face business competition and its survival power; 6. There are still PMKS who have the mentality to remain poor, so the motivation of PMKS to improve their living conditions is still low.

An opportunity is a situation or condition that is an opportunity from outside the organization (external) and provides development opportunities for the organization in the future. Opportunities in the development of Social Service services are as follows:

1. The existence of Regional Autonomy so that the regions have the authority to plan and regulate regional finances for development;
2. The number of laws and regulations that strengthen the implementation of the operationalization of the implementation of tasks;
3. There is an integration of programs and activities across OPDs that are concerned with handling PMKS;

4. The existence of programs and activities from the central Government through the state budget to overcome social problems;
5. There is a Decree of the Minister of Social Affairs Number 9/HUK/2018 concerning Minimum Service Standards (SPM) for Social Sector Provinces and Regency/City Regions;
6. The existence of partners and institutions engaged in the social sector who care about social problems.

The direction of the Social Protection Policy is taking action to implement the chosen strategy so that it is more focused on achieving the goals and objectives. The policies taken by the Social Service in the context of implementing the strategy are as follows:

1. Increasing the participation of PSKS in the implementation of social welfare, which is directed at increasing and expanding social counseling and skills of PSKS officers in the implementation of social welfare;
2. Social and Poor Empowerment, which is focused on education and business skills, business assistance through Kube, individual business assistance through UEP, and development of existing businesses of the poor;
3. Improving the quality of social rehabilitation focused on efforts to assist victims;
4. Improving the quality of social rehabilitation focused on efforts to assist victims after social rehabilitation;
5. Expansion of the coverage of social protection and security, which is prioritized on the results of verification and validation of data on the poor who have not been captured through the PBI APBN to be included in the PBI of the City APBD.

### **Stakeholder Strategy on Social Protection Policy in Tanjungpinang City**

#### *Synchronization and Data Transformation*

Transformation of data towards social registration through the discipline of data improvement and the development of an integrated data collection system that can cover 100% of the population through a single, up-to-date database, as well as comprehensive and continuous data updates/updates through the synergy of related parties such as the Ministry of Social Affairs, Ministry of Home Affairs, BPS, and Local Governments in order to increase their role and capacity in updating poverty data and data collection, minimizing inclusion errors (deletion of data on people who have died, have switched to being able/not eligible for assistance), and minimize exclusion errors (addition of non-DTKS community data) who should be entitled to receive assistance, and additional data on recipients based on public complaints).

In addition, it is necessary to have a prior diagnosis related to data accuracy, whether the chosen design can reduce poverty, how sustainable it is and needs to be juxtaposed with the various mandates of existing laws, and, if necessary, reform the regulatory framework of the social protection system or through mechanisms omnibus law. Therefore, this data transformation must focus on immediate, confident/credible, and valid data.

#### *Digitizing Social Assistance Distribution.*

It is necessary to digitize the distribution of social assistance through digital platforms through integrated data, opening a social assistance account, and distributing payments through Fintech or online motorcycle taxis. Alternative distribution of social assistance can be done through collaboration with Fintech, which is fully electronic money-based and biometric-based identification, through the mechanism of

1. The public registers or is registered as a candidate for social assistance recipients.
2. Verification of recipient data to the Population and Civil Registration Office (Dukcapil)
3. Creation of an online account connected to Fintech
4. SPP/SPM/SP2D issued to Bank Himbara dealer account
5. Himbara top up Fintech balance
6. Recipient of shopping assistance to e-Warung by simply mentioning Number Population Parent (NIK)

7. e-Warung opens Fintech application for data verification
8. Social assistance is given to recipients of social assistance. Registration for social assistance recipients is independent (on demand) to the Ministry of Social Affairs system and technical assistance from Fintech.



Figure 2. Platform to Digitising Social Assistance Distribution.  
Source: Kemenkoinfo RI, 2022

For example, linkAja. The payment is still made from the state treasury to the channeling account, but the recipient's detailed data is attached as the basis for the channeling bank to top up the balance. At the time of registration, KPM will hit the Dukcapil system to verify the recorded data. The NIK verification is only done during registration. During the transaction, linkAja will hit the Ministry of Social Affairs system to confirm KPM data. As for the availability of infrastructure itself, based on information from the Directorate General of Treasury, it is ready; however, the main challenge lies more with the role of the Ministry of Social Affairs to create a system and build supporting infrastructure to realize the concept.

#### *Strengthening Stakeholder Governance*

it is necessary to increase coordination, and regular discussions with related parties, in analyzing the effectiveness of social protection programs by utilizing information technology through virtual meetings. In discussing this, it is necessary to use the same data. For example, in the distribution of social assistance, whether the scheme for providing subsidies for electricity, LPG, cash, necessities, and various other types of social assistance is one of the best ways, complementing each other or not, or is there a specific type of social assistance that is considered the most ideal and can be used as a proxy for this type of social assistance? Other social assistance.

In budgeting for data improvement, according to the principle of national budgeting, it is necessary to adhere to the principle of money following the program, so it must be clear beforehand what program will be carried out to improve social assistance data and who is the lead or responsible for the program. Fifth, it is necessary to develop social protection schemes that adapt to various social schemes, whether due to natural, socio-economic, or health disasters such as the Covid-19 pandemic.

Regarding security constraints in the distribution of Cash Social Assistance (BST) in the form of cash in vulnerable areas, it can involve and cooperate with relevant officials (TNI/Polri), and in the future, it can involve Fintech such as linkAja, Gojek, Grab, OVO, etc. Seventh, reforming the financing scheme by developing innovative, expansive, and sustainable social assistance financing schemes, for example, by cooperating with national zakat distribution institutions or national social institutions, such as Baznas, Dompot Dhuafa, Dompot Peduli, Peduli Kasih, Tali Kasih, etc.

Then form a call center and social assistance complaint service that is ready to serve 1x24 hours supported by a responsive, quick reaction unit and provided with adequate budget facilities in handling community problems/complaints, as well as taking adequate corrective

and mitigation steps so that the social assistance problem not repeated. Ninth, for the distribution of social assistance at the end of the fiscal year, it is necessary to prepare an exceptional SOP / formulate provisions for special policy measures distribution of social assistance at the end of the year. Tenth, the distribution of essential food packages should be replaced with a direct transfer mechanism from the channeling bank to the beneficiary's account or Fintech.

## CONCLUSION

Stakeholders, in general, need to improve education and more intense socialization in the community and establish a centralized social assistance PR, as is the case with the Covid-19 Task Force, which regularly informs various new policies/changes to existing social protection programs. The thirteenth is increasing social assistance coverage to the elderly and disabled and simplifying program implementation. The importance of simplifying social protection programs that have identical goals and objectives so that there is no overlap. Fifteenth, refocusing programs that do not have the primary goal of supporting social protection; for example, fertilizer subsidies should ideally be included in the food security program, and housing-related programs should be included in the Tapera program. Sixteenth, the fulfillment of the community's need for social security must be pursued in the right portion so that the entire community can be provided with basic health needs, but the benefits are not too excessive, and the amount of contributions is appropriate so that it does not burden the community.

It is hoped that these various strategies can be used as alternative solutions and become innovative steps in overcoming problems and optimizing the implementation of social protection programs in the future. Progress in 2045 will still be achieved. Therefore, based on the right strategy, all of us must be optimistic that through a suitable social protection scheme, we will support Indonesia's economic recovery to bounce back, be more independent, and be ready to face the potential threats of crises in the future, so that Indonesia's long-term target is to become a developing country.

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