THE ROLE OF SOCIAL SERVICE IN EMPOWERING THE STREET CHILDREN THROUGH CHILDREN SOCIAL WELFARE PROGRAM (PKSA) IN BANDUNG WEST JAVA PROVINCE

1 Tantri Lisdiawati, 2 Erik Polim Sinurat, 3 Asyifa Fauzia Rahma
1, 2 Doctoral Degree Government Sciences Programs Institute of Government Sciences, Indonesia
3 Public Administration Institute Jatinangor West Java Province, Indonesia

Abstract

The title of this research is “THE ROLE OF SOCIAL SERVICE IN EMPOWERING THE STREET CHILDREN THROUGH CHILDREN SOCIAL WELFARE PROGRAM (PKSA) IN BANDUNG WEST JAVA PROVINCE”. Starting from the author’s interest in the problem of street children in Bandung City. The problems discussed in this research is the role of social service in empowerment of the street children, how to empower the street children, inhibiting factors in this empowerment process, and the efforts to solve these inhibiting factor.

The Method used in this internship is descriptive method with inductive approach. The Data collecting techniques is done with the interview, observation and documentation. The data analysis techniques with data reduction, data presentation and conclusion.

From these research results, it can be concluded that the role of social service in empowerment of the street children is good enough in accordance with the stages of the flow of handling street children in the city of Bandung. Social Service acts as a government organization whose duties and functions have been prescribed based on the legislation that is, the implementation of the children and adolescents social insecurity guidance.

The results of this research are recommended to the Government of Bandung to quickly build Puskesos, Social Welfare Centre as a means to empower street children activities such as implementing family empowering programs and establish a transition place for street children to continue their education into the formal school.

I. INTRODUCTION

1.1. Background

Problem of People with Social Welfare Problems (PMKS) is a crucial issue. In many large cities in Indonesia, the number of people with social welfare problems continues to increase. Even in a city of high economic growth characterized by an increase in income per capita, or can also be seen from the increasing Human development Index, but in reality the problems of People with Social Welfare Problems (PMKS) are still pretty many among the community. Even the number continues increasing in various cities. One of the problems is street children.

Marginal, vulnerable, and exploitative are terms that are very appropriate to describe the conditions and lives of the street children. It is marginal because they do the kind of work that does not have clear career path, underappreciated, and generally no promising future prospects. Vulnerable, because of the risk due to long working hours. It is very prone in terms of health and social matter. Whereas exploitative, because they are usually in bargaining position, very weak, subordinate, and tend to be the object of arbitrary treatment of the act of thugs or irresponsible apparatus. (Bagong Suyanto, 2013: 200)

Children are part of the towns people. The UN estimates that 60 percent of children live in the city in 2025. According to David Sucher, children are like canaries in the coal mine. They are small, vulnerable and in need of protection. However, most of the millions of children who live in the city do not feel secured and comfortable to do everyday activities such as going to school, playing, and being creative, especially those who live in slum area and packed and crowded illegal settlements, unhealthy housing and lack of public health services such as clean water, sanitation and waste disposal facilities. (Hamid Patalima, 2011: 31)
Quality of life and general welfare of Bandung City which is characterized by a relatively high Human Development Index (in this case education and health), does not necessarily release Bandung City from a variety of social issues at the micro level. The varieties of social issues grown in the community in 2008 are among other: neglected infants (360 cases), waif (6643 cases), children as victims of violence (19 cases), street children (4,821 cases), children with disabilities (484 cases), susceptible socio-economic women (5868 cases), prostitutes (116 cases), beggars (4126 cases), the homeless (948 cases), victims of drug (363 cases), family with uninhabitable home (27 041 families), people living with HIV-AIDS (1,268 cases), etc. (Strategic Social Service Bandung 2009-2013). Some of the things that stand out, among others:

1. Increasing number of abandoned children, poor families, families with uninhabitable home, and HIV-Aids;
2. Decreasing number of street children, juvenile delinquents, prostitutes, beggars, the homeless, and people living in disaster-prone areas;

From the data, it can be seen that the phenomenon of street children is regarded as a social problem because according to the Regulation, this can disturb public order. As described in Bandung Regional Regulation No. 10 Year 2011 concerning General Provisions of Order, Health And Beauty Article 2, it is the local government’s duty to enforce public order in the area, including:

1. Road Order, public facilities and open green spaces;
2. Environment Order;
3. Building occupant Order;
4. Unsocial and street children Order.

The pretty much number of street children raises issues and concerns of all parties, both government and society due to the many negative impacts arising from the existence of these street children. They commit acts improperly, which can harm and disturb others. In addition, street children are also highly vulnerable to physical violence, psychological violence, sexual violence, sexually transmitted diseases, as well as the suppression of the dangers of drugs. What even needs more concern is that there is possibility that the effect of street children will also affect other children who are not street children.

Law No. 23 year 2002 on Child Protection Article 9 Paragraph (1) states that, “Every child has the right for education and training in term of self-personal development and the level of intelligence in accordance with his/her interests and talents”. These street children have the right for protection and formal and informal education such as religious education, science education and mental education. But in reality they do not get it, because they live on the streets. So it is not surprising that street children are often labeled as delinquents who often do mischief and make people less concerned about their existence.

If this condition continues, it will be difficult for the street children to get a bright future. They will continue being trapped in a vicious circle of poverty if no action of empowerment and building taken by the government, private or public. Therefore empowerment needs to be done in order to make the street children capable and powerful.

Empowerment of street children is an effort made to provide basic rights as a child, so that street children can have a better life and not go back to the streets because in general street children live in poor and unfit condition. Empowerment of street children is an effort to realize the objectives of the Indonesian state public welfare. Furthermore CST Kansil, (2008: 14) explains that “The goal of this country is to realize common prosperity. In this case the country’s goal is seen as a mere tool formed by man to achieve a common goal, prosperity and social justice for all citizens of the country. Welfare state (welfare state = social service state).

Street children have the same right to live, grow and develop their potential to the fullest. By layers, starting from the circle of the family and relatives, communities, local to the center government, until the international community are obliged to respect, protect and seek the fulfillment of the rights of the street children. If each layer of the stakeholders can function properly and be able to perform their duties and responsibilities, the street children will be able to have a quality life and be like other children in general.

Many efforts have been taken by the government to deal with street children, but there are still many street children in the city of Bandung that have to live in a variety of difficult situations that make the quality of growth and survival is threatened. Communities and governments of various levels have
been doing a variety of services and programs that continuously are developed with the intensity and quality that are meant to be increasing from year to year. But the fact is that there are still many street children untouched by social welfare services due to limited resources. Limitations of this service coverage is also accompanied by a lack of integration of the planning and management of resources and services among social service agencies. So to overcome this problem, it requires a solution and concrete steps to empower and educate street children by Social Service through Children Social Welfare Programs (PSKA):

"To realize Street Children Free Bandung, we have implemented the Children Social Welfare Program (PSKA) involving 20 layover Homes and 30 units of Social Worker Services, and as many as 70% of children have been reached by PSKA. The Children Social Welfare Program (PSKA) seeks to realize the basic rights of children and to protect children from neglects, exploitation, and discrimination, so that they can grow and develop, have a decent life, and participate actively." (Rehsos.kemsos.go.id, Saturday, October 25th, 2014)

It is important to empower the street children due to the fulfillment of children's rights in accordance with Law No. 4 year 1979 about Children Welfare Children Rights, article 2, namely:
1. Children are entitled to welfare, nurture, care and guidance based on affection both in the family and in the special care to grow and develop naturally.
2. Children are entitled to services to develop their abilities and social life, in accordance with the cultural and national identity, to become good and useful citizens.
3. Children are entitled to nurture and protection, both during in utero or after birth.
4. Children are entitled to protection of the environment that may harm or inhibit their natural growth and development.

Regulation of Bandung City No. 24 year 2012 on the Implementation and Management of Social Welfare states that:

"Implementation of Social Welfare is the effort directed, integrated, and sustained by the Government, Local Government, and the public in the form of social services in order to meet the basic needs of every citizen, which include social rehabilitation, social security, social empowerment, and social protection."

Through the Children Welfare program that is consistent with Presidential Instruction No. 3 of 2010 on Equitable Development Program, then PKSA is set as a priority national program, one of which is the Social Welfare Program for Street Children (PKSA). This program is developed with a long-term perspective while emphasizing the Ministry of Social Affairs commitment to respond to the challenges and efforts to achieve right-based children social welfare and which is also the embodiment of the Ministry of Social’s seriousness to encourage a paradigm shift in parenting, raising public awareness, strengthening the responsibility of parents / family and children protection that relies on family and community, as well as the mechanism of children basic needs fulfillment that can respond to the diversity of needs through savings. Therefore, PKSA is a systemic response in children protection, including giving emphasis on preventive actions. (Guidelines PKSA, 2011).

The role of Social Service in empowering street children through PKSA is as an implementation unit of children social welfare program (P-PKSA) at district / city level, in which the Social Service is as a work unit that deals with children in Office / social agencies at district / city level. Chairman of the management is the Head of Department / Social Institution, with secretaries and members designated by the officials in the Department / local social agencies. Section dealing with children in the Social Service serves as the operational unit of PKSA.

1.2 Problems
1.2.1 Problem’s Identification

Based on the above background, there are several issues, namely:
1. A number of street children who live and work on the streets of Bandung city, causes problems and concerns of all parties, both government and society
2. A number of street children in Bandung city have to live in a variety of difficult situations that make the quality of growth and survival is threatened
3. A number of street children have not been touched by the social welfare services due to limited resources
4. Lack of effort from the government and society to empower street children
5. Lack of socialization of Children Welfare Program causing many street children have not received PKSA
6. No integration between the planning and resource management and service among social service agencies.

1.2.2 Problem Formulation
Based on the problems disclosed, then the problem formulation is prepared as follows:
1. Has the role of Social Service in empowering the street children through The Children Welfare Program in Bandung City been implemented properly?
2. What are the inhibiting and supporting factors in the implementation of the Children Social Welfare Program (PKSA) by Bandung Social Service?
3. What are the efforts to overcome the barriers in the implementation of the Children Social Welfare Program (PKSA)?

1.3 Aim and Purpose
1.3.1 Purpose
The purposes of the research performed are as follows:
1. To determine the role of Social Service in implementing the Children Social Welfare Program;
2. To determine the inhibiting and supporting factors in the implementation of the Children Social Welfare Program by Bandung Social Service;
3. To identify and analyze the efforts undertaken by the Social Service Bandung in overcoming barriers to the implementation of the Children Social Welfare Program.

1.4.1 Practical Pertinence
By having the internship activity carried out in Bandung Social Service, it is expected to be useful as a consideration input for the formulation of programs that relates to the empowerment of street children in Bandung City.

1.5 Concept Definition
1.5.1 The Role of Social Service
Role is behavior, act. In the Big Indonesian Dictionary, role is the expected behavior owned by a person who is a resident in the community.
In E.St. Harahap, et al, (2007: 854) it is explained that: "The meaning of role defined in the status, position and role in society, can be explained in several ways, the first historical explanation. According to historical explanation, a role concept is borrowed from the circle which had a close relationship with the drama or theater that thrived in Ancient Greece or Rome. In this case, the role means character that is performed or delivered by an actor in a scene of a certain play. The second is the meaning of role in the social sciences. The role in the social sciences means a function that is carried out by a person when occupying a particular position, one can play his function due to the position he occupies."

Bandung Social Service is formed based on the Local Regulation No. 6 year 2008 as a follow-up to the Government Regulation No. 41 year 2007, it is one institution that has the authority in the social field. Pursuant to the Regulation of Bandung Mayor No 475 year 2008 on the Main Duties details and Organizational Unit Functions at the Regional Services in Bandung. Main Tasks and Functions of Bandung Social Service with regard to the issues of
Street Children are namely: Social Rehabilitation Division and Prone Social Building Division in Bandung Social Service that one of its principle tasks is working on empowerment programs of People with Social Welfare Problems (PMKS) in Bandung City, including street children issues.

The role of Social Service in empowering street children through PKSA is as the implementation unit of the Children Social Welfare Program (P-PKSA) at district / city level. Social Service as a work unit deals with children at Department / social institutions at district / city level. Chairman of the management is the Head of Department / Social Institutions, with secretary and members designated by the officials within the Department / local social institutions. The section dealing with children in the Social Service serves as the operational unit of PKSA.

Pursuant to Bandung Mayor Regulation No. 475 year 2008 on the details of Main Duties and Functions of Organizational Unit at the Regional Service of Bandung City, Main Duties and Functions of Bandung Social Service with regard to the issues of street children, are namely: Social Rehabilitation Division of Bandung Social Service outlines some duties, one of which is preparing the material for development technical guidelines for the implementation of the Children Welfare Efforts, adolescents and elderly in / outside the Home, independent young families, women prone to socio-economic and social security. Besides that, Social Prone Development Division in Bandung Social Service also has functions to carry out empowerment programs for People with Social Welfare Problems (PMKS) in Bandung City, including street children.

1.5.2 Street Children Empowerment

The essence of the empowerment theories according to I Nyoman Sumaryadi in the Autonomous Local Development Planning and Community Empowerment (2005: 94) is, "The idea is that people will work harder when they are treated as human beings than when they are driven by fear and punishment".

I Nyoman Sumaryadi in the Autonomous Local Development Planning and Community Empowerment (2005: 94), explains that there are five basic principles of the community empowerment concept:

1. In order to maintain its existence, community empowerment requires a break-even in any activities that are managed. However, different from business organizations, although the fee collection has been taken into consideration in community empowerment, the benefits can be distributed back to the community in the form of programs or other development activities.
2. The concept of community empowerment always involves community participation in the planning and implementation (empowerment encourages community members to share in the self-esteem that occurs as a neighborhood that orders have abandoned takes on a new life)
3. In implementing community development programs, training and physical development activities (including business development activities) are an inseparable unity (doing empowerment activities involves link in service and training programs together with the physical construction projects)
4. Implementation of the empowerment concept should be able to maximize resources, especially other resources, such as donations and sponsorship of social development (to accomplish their agenda of economic empowerment for those in need, the empowerment must bring together resources from government, charities, and private investors)

Regulation of Bandung City No. 24 year 2012 on the Implementation and Management of Social Welfare defines "Social Empowerment is an effort directed to make the people who undergo social problems have power, so as to meet their basic needs.” An empowerment, in addition to having good planning, community participation, physical development, as well as the resources needs sustainability and program evaluation. It is intended to control the success of empowerment.

Social Affairs Department of the Republic of Indonesia defines street children as children who spend most of their time to perform activities of daily life on the streets either for a living or roam the streets and other public places. According to UNICEF, street children are 16 –year old -children, breaking away from the family, school and their closest community environment and absorbed in
nomadic life on the streets. (ejurnal.sos.fisip-Unmul, Saturday, October 25, 2014).

Based on field studies according to Surbakti in Bagong Suyanto (2010.200), in general, street children are divided into three groups:

First, children on the street, the children who have strong activity with their parents. Some of their income is used to help support the families economic due to the burden or poverty pressure to bear that cannot be resolved by the parents.

Second, children of the street, the children who participate fully on the streets, both socially and economically. Some of them still have a relationship with their parents, but the frequency of their meetings is erratic. Many of them are children who for some reasons, are usually violent or run away from home. Various studies show that children in this category are very vulnerable to be abused socially, emotionally, physically or sexually.

Third, children from families of the street, the children who come from families who live on the streets. Although these children have strong family ties, but their lives oscillate from one place to another with all the risks (Blanc & Associates, Irvanto et al, Taylor & Veale). One of the important characteristics of this category is the exposure of street life since infancy, even since they are in the womb. In Indonesia, this category is easily found under various bridges, illegal houses along the rail way and riverbanks.

Empowerment of street children is an effort made to provide basic rights as a child, so that street children can have a better life and not go back to the streets because in general street children are living in poor and unfit condition.

1.5.3 Child Social Welfare Program (PKSA)

Decree of the Social Affairs Minister of the Indonesia Republic Number: 15 A / Huk / 2010 on General Guidelines for Children Social Welfare Program, the Children Social Welfare program (PKSA) is a directed, integrated and sustained effort conducted by the government, local government and the community in the form of social services in order to meet the basic needs of children.

PKSA includes assistance / fulfillment of basic needs subsidy, accessibility of basic social services, strengthening the parent / family and strengthening children social welfare agencies. The purpose of PKSA is to realize the fulfillment of children's rights and protection from neglect, exploitation and discrimination, so that the growth and development, survival and participation of children can be realized.

II. METHODOLOGY

The Method used in this internship is descriptive method with inductive approach. The Data collecting techniques is done with the interview, observation and documentation. The data analysis techniques with data reduction.

III. ANALYSIS

3.1. Analysis

3.1.1. Role as Function

The results of the author’s interview with Mr. Medi Mahendra, AP, S. Sos, M.Si. as the Secretary of Social Service Bandung at the time of the internship, on January 17, 2015 in Social Service Bandung submitted that, "Basically, the role of social services as the regional device is as one agency that has the authority in the social field. The problem of street children is one of the social problems that we handle. In terms of empowering street children, social services have a working unit handling the children problem which is the Social Insecurity Guidance Division that has Children and Adolescent Social Insecurity Guidance Section. When associated with the children social welfare programs, the Social Service’s role is as the implementation unit at the central level. PKSA is a center program so Social Service serves to ensure that PKSA in Bandung runs according to the established PKSA guidelines. In this case, Social Service does not directly implement PKSA to the street children, but rather through the RPA as the Institution for Children Social welfare (LKSA) which are now listed as many as 21 RPA in Bandung ".

Based on the results of these interviews, the author conclude that, the function of the role of Social Service in empowering street children in the city of Bandung, is as a government organization whose duties and functions have been prescribed based on the legislation. Function of the role of
Social Service in empowering street children is in accordance with the Social Service work plan in 2014 which is the implementation in the scope of children and adolescents social insecurity guidance that includes coaching and facilitation of social insecurity countermeasures for abandoned children, street children, the homeless, and teenage dropouts.

### a. Functions on Regulation

The results of the author’s interview with Mr. Medi Mahendra, AP, S. Sos, M.Si. as the Secretary of Social Service Bandung at the time of the internship, on January 17, 2015 in Social Service Bandung submitted that, "There are two rules governing the role of the Social Service namely the Regional Regulation of Bandung City Number 13 Year 2007 on the Establishment and Organization Structure of City Regional Service then elaborated in Bandung Mayor Regulation No. 475 year 2008 on the details of Main Duties and Functions of Organizational Unit at the Regional Service of Bandung City. The role of Social Service in empowering street children through the Children Welfare Program is as implementation unit at the city level.

Based on the interviews above, the author analyzed the regulation supporting the role of Social Service in empowering street children that regulation is the legal basis used to carry out the duties and functions of Social Service. The regulation is a reference in the manufacture of work plan containing detailed duties and functions of the Social Service in empowering street children that are conducted by the working unit of the PRS, to be exact the Children and Adolescent Social Insecurity Guidance Section, as follows:

1. The data collection and analysis in the scope of children and adolescent social insecurity guidance;
2. The arrangement of technical guidance material in the scope of children and adolescent social insecurity guidance;
3. The implementation in the scope of children and adolescent social insecurity guidance that includes coaching and facilitation of social insecurity countermeasures for abandoned children, street children, the homeless, and teenage dropouts;
4. The evaluation and reporting of the implementation of children and adolescent social insecurity guidance.

### b. The Performed Functions

The author’s interviews with Mr. Medi Mahendra, AP, S. Sos, M.Si. as the Secretary of Social Service Bandung at the time of the internship, on January 17, 2015 in Social Service Bandung stated that, "Social Service carries out all its duties in accordance with the regulations, regarding the problem of the street children, Social Service formed a special section dealing with children, the Children and Adolescent Social Insecurity Guidance Section (PRSA) ".

Based on the author’s observations at the time of the internship and an explanation of the interview results, the author conclude that the task of street children guidance is important to be carried out by the Social Service itself, because if there is no Children Protection Home, Social Service will be difficult to conduct guidance for the street children. The outreach activities are done more by the RPA. As the Children Welfare Institution (LKSA), RPA has played many roles in the guidance of the street children directly, even the outreach is not only to the street children but also the parents of street children.

#### 3.1.2 Roles as Self-Adjustment

**a. The Performed Roles**

Based on the interviews with the Secretary of Social Service Bandung, Mr Medi Mahendra, AP, S. Sos, M.Si on February 14, 2014 at 01:00 pm, held at the Social Service Office Bandung explained that, "Social Service carries out all duties in accordance with the existing regulations, regarding the problem of the street children, Social Service formed a special section dealing with the problem of street children, the Children and Adolescent Social Insecurity Guidance Section ". As for the relation with PKSA, Social Service is as an implementation unit at the
local level. PKSA operational unit apart from the related section which is the Children and Adolescent Social Insecurity Guidance Section also involves cross-unit / sector as a member of the PKSA organizer, which is the Children Protection Home (RPA), which is officially registered in the Social Service as the Children Social Welfare Institution (LKSA). The roles performed by the Social Service in accordance with the guidelines of PKSA are through the following activities:

Manage the PKSA budget from the State budget, Regional budget and other funding sources. Based on interviews with the Secretary of Social Service Bandung, Mr Medi Mahendra, AP, S. Sos, M.Si on February 2, 2014 At 01:00 pm that the PKSA budget management is entirely on the Children Protection Home which directly accommodates the street children. Each RPA proposes the number of street children who will get PKSA program accompanied by a companion in each RPA. Social Service is just as a supervisor at the local level.

Hold coordination meetings across units and facilitate the discussion of the case (case conference). Cross-unit coordination meetings are conducted every month with Police Force Municipal Police and related agencies as well as with the Chairman of the RPA registered in Social Service

Conduct guidance, supervision and monitoring on the implementation of PKSA, including the management of Local UP- PKSA. Guidance, supervision and monitoring are carried out by the Social Service, especially to the social workers who are the companions in every children protection home in the city of Bandung. Based on the interview with the Head of Children and Adolescent Social Insecurity Guidance Section, Ms. Ecih Sukaesih on February 2014 in the office room of Division Head of the Social Insecurity Guidance, explained that it is important to conduct guidance by Social Service so that the social workers who are directly standing by the street children, are educated and trained to guide the street children so that the provision of teaching, guidance and motivation can be delivered well to the street children. Moreover, this guidance also serves to equalize the perception and patterns of education that will be given to the street children in the city of Bandung so the nursery standards of the social workers are reached.

Make PKSA implementation report in accordance with its duties and authority. PKSA implementation is reported by the responsible of each children protection home (PKSA) accompanied by a companion from the center, and then reported to Social Service Bandung. (Source: excerpt on the interview can be seen in appendix page 162)

b. As Organization

The author’s interview results with Mr. Ir.Mugiyatno, M.Si as the Head of Social Service Bandung at the time of the internship, on February 17, 2014 at the Social Service Office Bandung stated that, "Regarding the street children, Social Service is in charge of implementing guidance to street children but apart from the main task, the Social Service is assisted by the cross-sectorial, it means that Social Service builds a relationship of cooperation or coordination with other agencies some of which are RPA, Municipal Police Force, Department of Education, Department of Health, Department of Employment etc. Coordination is important to do in order to optimize the role of Social Service itself. In an organization, especially organization that exist within government, whatever the success or failure of the activities undertaken by an organization will be depicted from the organization's level of involvement in running the activity.

In 2013, Social Service has been able to conduct big event involving Children Protection Home as participants of the activities where the nurtured street children of the children protection home can actively follow the creative works and arts performance activity. The training activities given by the Social Service have become a capital for street children to demonstrate their expertise. This creative work and art performance activity will continue to be the annual program of the children and adolescents social insecurity guidance section. However, the issue arose when the observer conducted a survey
and outreach to one of the children protection homes, it was known that Saudara Sejiwa RPA addressed in Ujungberung has not been visited by the Social Service officer, while the existence of children protection homes is very helpful in achieving empowerment programs of street children which should be done by Social Service Bandung. Outreach / raid operation of the street people with social welfare problems (PMKS) also involves the relevant agencies, among others, the Regional Office of Religion Department Bandung, Municipal Police Force, the Department of Education, Department of Health, Department of Labor, Population Office, Welfare Section Bandung, Bandung Regional Police Community Partnership, and areal elements, Youth Organization, TKSK, Non-Governmental Organizations (NGOs) etc. However, although the coordination has been carried out, there is still incoordination. For example, between the municipal police force in putting the homeless beggar and the street children in order, often do not report to Social Service so that there is no follow-up from the Social Service to deal with the street PMKS.

Based on the above explanation, the author analyzed, that there was interaction between local organizations in Bandung with the neighborhood either in the organization itself or outside the organization, which means there were interactions between the head office with the head section and the staff at the Social Service Office Bandung. In addition, the external neighborhood of the organization, namely the area of interaction between the Social Service Office with other institutions in the city of Bandung. In this case the author concluded that the role of Social Service as an organization of the region, namely as a technical institution in Bandung area is being involved in the direct guidance of street children in the city of Bandung.

3.1.3 Role as Process

The author analyzes that from the interview above, the Social Service Bandung has a role in carrying out the process which means running the activities of duties and responsibilities that have been given to organize and complete the planning program in empowering street children in Bandung, West Java Province. The process consists of how the implementation of the role and the process improvements of the role. So how to implement the role of the Social Service Bandung to empower street children in the city of Bandung as well as how to improve its role in order to promote its involvement in the empowerment of street children in Bandung, West Java Province.

a. Implementation Process

Regarding the process of the street children empowerment by the Social Service if it is associated with the good Empowerment of the street children Theory, it should include some elements of empowerment expressed by Suharto in his book Building the Society Empowering the People, which are: Enabling, Empowering, Protecting, Supporting, and Maintaining. The author's interview with Mr. Medi Mahendra, AP, S. Sos, M.Si.as the Secretary of Social Service Bandung at the time of the internship, on January 17, 2015 in Social Service Bandung submitted that, the process of empowerment of street children conducted by Social Service is in conformity with the following good stages as follows:

<table>
<thead>
<tr>
<th>Enabling</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Poverty (Family Economics)</td>
</tr>
<tr>
<td>b. Parents who do not work</td>
</tr>
<tr>
<td>c. Violence in the family</td>
</tr>
<tr>
<td>d. Solicitation from friends</td>
</tr>
<tr>
<td>e. Cultural Origins of the Children</td>
</tr>
<tr>
<td>f. Family disharmony</td>
</tr>
<tr>
<td>g. Neglected, abandoned family</td>
</tr>
<tr>
<td>h. Urbanization</td>
</tr>
</tbody>
</table>

There are three characteristics of children in the Children Protection Home of Saudara Sejiwa namely:

1) Children living on the streets (Homeless), The characteristics are:
   a. No contact or long time not meet the parents for at least 1 year.
   b. Be on the road all day and spend 8-10 hours to work
   c. Vagrancy / sleep.
d. Living on the streets and sleeping in any places such as: stores’ patio, parks, terminals, stations.
e. Not going to school
f. The jobs are busking, begging, scavenging, and others which the results are for themselves.

2) Children working on the streets, The characteristics are:
   a. Have irregular contact with their parents by going home periodically for example: once a week or once a month.
b. Generally come from out of town who work in the streets
c. Living by renting a room alone or with friends from the same town, with parents or relatives or at their work place on the road. Their place to live is usually slump.
d. Do not go to school anymore.
e. Working is the main activity after dropping out of school, even more some of them should help their parents because they are poor, disabled or unable.
f. The jobs are generally selling newspapers, street vendor, washing vehicles, scavengers, polishing shoes and others.
g. Being on the road for 8-12 hours to work

3) Children who are vulnerable to become street children, The characteristics are:
   a. Every day they meet their parents on a regular basis
b. Being on the road for 4-6 hours to work.
c. Living and sleeping with their parents / proxy.
d. Some go to school and some don’t.
e. Jobs: selling newspapers, food, plastic bags, singing, polishing shoes and others.
f. Fulfill their own and the parents’ needs.
g. Some of the money is saved / collected.

2) Empowering
Based on the interview with Mr Medi Mahendra, AP, S. Sos, M.Si on January 14, 2014 At 01:00 pm, at the Social Service Office Bandung explained that, there are needs identified from the street children that include aspects such as Psychological aspects including affection, attention, protection; Sociological aspects, including the need for a friend / best friend to confide or adult who understands them; Biological aspects include, Meals, Clothing, Places to stay, Health and Development Aspects of self (self-actualization), including skills and venture capital assistance.

The interview with the Head of Children and Adolescent Social Insecurity Guidance Section, Mrs. Ecih Sukaresih on January 18, 2015 held at the Social Service Office said that "the empowering efforts undertaken by the Social Services are in accordance with the second stage in the guidance of street children

3) Protecting
Based on the interview with Mr Medi Mahendra, AP, S. Sos, M.Si on January 14, 2014 At 01:00 pm, at the Social Service Office Bandung explained that, "Protecting efforts done by the Social Service one of them is through the Children Protection Home (RPA) which is as a partner of Social Service, RPA conducts the protecting efforts directly to the street children. A few weeks ago, there was a case of street children violated by thugs who accommodated them for begging and busking on the streets, therefore, the street children who are still very vulnerable to community groups of thugs should be protected. Children Protection Home (RPA) becomes the solution to protect the street children. Because of the limited infrastructure, the Social Service is unable to facilitate a place for street children guidance activities. Protecting efforts are important to be done by the Social Service in the future to protect the street children, avoid unbalanced competition (especially unhealthy) between the strong and the weak, and to prevent exploitation of the strong against the weak group. Empowerment of street children should be directed at the elimination of all kinds of discrimination and domination. So in the future PUSKESOS is important to be built for the smooth process of street children empowerment."
4) Supporting

Based on the interview with Mr Medi Mahendra, AP, S. Sos, M.Si on January 14, 2014 At 01:00 pm, at the Social Service Office Bandung explained that the role of Social Service in supporting effort is to provide guidance and support to street children so that street children are capable of running role and tasks of life. As in the third stage of street children guidance patterns done by the Social Service.

5) Maintaining

Based on the interview with Mr Medi Mahendra, AP, S. Sos, M.Si on January 14, 2014 At 01:00 pm, at the Social Service Office Bandung explained that the role of the Social Service in the maintaining effort is to maintain conducive conditions to keep a balance of authority distribution. Empowerment of street children should be able to ensure harmony and balance that allows each child to obtain his rights”

The results of the interview with the Head of Children and Adolescent Social Insecurity Guidance Section, Mrs. Eciih Sukaesih on January 18, 2015 held at the Social Service Office stated that maintaining efforts undertaken by Social Service are in accordance with the fifth and sixth stages in the street children guidance patterns.

3.1.4 Inhibiting Factors in Street Children Empowerment Process

a. Supporting Factors

Supporting factors for the Role of Social Service in empowering street children in the city of Bandung that the author get based on interviews conducted by the author with related parties, namely the Section Head of Children and Adolescent Social Insecurity Guidance Section, Mrs. Eciih Sukaesih on January 18, 2015 in the Office of Social Service Bandung.

1) Internal Factors

Results of the interview with Ms. Eciih Sukaesih on February 18, 2014 in Social Service Bandung, said that supporting internal factors that affect the role of Social Service are "already exist patterns or handling of the street children set in the Social Service Bandung as a reference for the street children empowerment activities and standards for RPA in Bandung City."

Figure 5.1
Street Children Handling Flow in Bandung City

From the figure above, in conducting guidance for street children, Social Service does some first steps, identifying the street children’s characteristics whether they have family or separated from the family, if they have family, empowering stage will be done to the street children as well as to their families. For the street children separated from their families will be provided temporary shelters then later separated in foster families or their own family to empower the child's family. The next is child empowering stage. The children are given education, skills, vocational, health, legal protection, reintegration, and placed in the activity home. After the empowering of the family, empowering the public as a part of prevention programs for insecure children."

b. External Factors

In addition to the internal supporting factors, there are also some external supporting factors that affect the role of Social Service in empowering street children in the city of Bandung, based on the results of the author’s interviews with related parties, Mrs. Eciih Sukaesih as PRSA section head on February 18, 2014 in Social Service Bandung, that the external factors that support the role of Social Service
Bandung in street children empowerment are "the existence of a strong work partner from the Children Social Welfare Institution (LKSA) or RPA which directly reach and guide the street children". In addition, other supporting factors are the existence of good coordination between the Social Service with institutions or cross-sectorial like Municipal Police Force, Department of Education, Employment Agencies etc. (Source: excerpt on the interview can be seen in appendix page 167)

3.1.5 Inhibiting Factors
a. Internal Factors

Based on the interview with the Section Head of Children and Adolescent Social Insecurity Guidance Section Bandung, Mrs. Ecih Sukaesih on January 14, 2014 at 02:00 pm at the Office of Social Service Bandung, explained that, there are some internal factors that impede the process of empowerment to street children. Infrastructures Condition Factor

The results of the interview with the Head of Children and Adolescent Social Insecurity Guidance Section in Bandung, Mrs. Ecih Sukaesih, that the existence of facilities and infrastructure to foster street children is not adequate, thus affecting the effectiveness of providing guidance to the street children. Because supporting infrastructure determines the success of street children empowerment. For examples: reading books, stationery, and a learning place. If those items are not available, the learning process will not be performing well. Inadequate facilities and infrastructure are also inhibiting factors in the supervision of the street children empowerment.

1. Financial Condition Factors
2. Apparatus Resources Factor
3. 

b. External Factors

1. Group / Friend Factor
2. Street Children’s Family / Parents
3. Local Government of Bandung City has social institutions run by itself to accommodate street children on an ongoing basis like PUSKESOS

4. Social Institutions that currently are not managed by the local governments, are experiencing financial difficulties, so they are not able to do their best for the development of street children.

IV. CONCLUSIONS AND SUGGESTIONS

4.1. Conclusions

1. Role of Social Service in empowering street children conformed to the Role theories by Soerjono Soekanto. Roles consist of a role as the function, a role as an adjustment and a role as an organization.
   a. Role as a function of Social Service in empowering street children in the city of Bandung is as a local government organization whose duties and functions have been prescribed by the legislation. Function of the role of Social Service in empowering street children in accordance with the Social Service work plan in 2014 that, the implementation in the scope of children and adolescent social insecurity guidance includes coaching and facilitation of social insecurity countermeasures for abandoned children, street children, the homeless, and teenage dropouts.
   
   b. The role of self-adjustment of the Social Service in empowering street children is as an institution that coordinates with other institutions (cross-sectorial) and other related parties such as Children Social Welfare Institution in the relationship of cooperation to support programs and activities but especially in empowering street children assisted by Children Protection Home as a partner and other institutions like Municipal Police Force, Department of Education, Department of Health, Department of Employment, etc.
c. The role as process of the Social Service in empowering the street children is by doing stages of handling street children in accordance with the theory of empowerment stages. The stages in the empowerment theory are enabling, empowering, protecting, supporting and maintaining that have been in accordance with the handling of street children in the city of Bandung which are the initial approach, reception, handling, re-dissemination, further guidance and termination.

2. The supporting and inhibiting factors of the roles of Social Service in empowering street children in the city of Bandung, are:
   a. Supporting Factors
      • Internal: already exist patterns or handling of street children set in the Social Service Bandung as a reference to conduct street children empowerment activities and standard for RPA in Bandung.
      • External: the existence of a strong partner from the side of Children Social Welfare Institution (LKSA) or RPA that directly reach and provide guidance to the street children. In addition, good coordination between the Social Service with institutions or cross-sectorial like Municipal Police Force, Department of Education, Department of employment, etc.
   b. Inhibiting Factors
      • Internal: Mental Attitude of the Street Children which includes: Character or mental of the street children which is difficult to control, low confidence, lack of awareness, narrow insights, inadequate Infrastructure condition factor to support the empowerment of street children, lack of financial condition in conducting the empowerment activity, lack of apparatus resource for implementing programs and activities in the section of Children and adolescent Social Insecurity Guidance
      • External: Group / Friends Factor who usually brings bad influence to the street children, Family / Parents of the Street children Factor is a major cause of the street children problem, Local Government of Bandung City has social institutions run by itself to accommodate street children on an ongoing basis like PUSKESOS, social institutions that currently exist are not managed by local governments, experiencing financial difficulties, so it is not able to provide the best for the development of street children.

4.2 Suggestions
Based on the conclusions that have been pointed out by the observer above, in order to improve the efforts of empowering street children conducted by the Social Service Bandung, the observer give suggestions as follows:

1. Building a Social Welfare Center (PUSKESOS)
   Bandung Local Government should build the Social Welfare Center to accommodate and handle as well as the coaching centers for PMKS including street children. By having Social Welfare Center run by the Regional Government of Bandung itself, the Regional Government of Bandung will be able to perform direct and continuous monitoring of the empowerment and development of street children.

2. Work Distribution
   Based on the conclusions from observations and interviews with some informants and documentation in the form of data, the empowerment of street children in the Social Service of Bandung city has been running regularly. To improve the handling of street children, empowerment is not only done simply by providing learning and training course. However, the Social Service should cooperate with other SKPD such as the Department of Employment and the private sector (companies) so that the work training given to the street children will be in vain if the street children who already have the job skills are not directed or placed in a job.

3. Making Regional Regulation about Prohibition of Giving Donation to the Homeless and beggars
   To reduce the number of street children in the city of Bandung, Local Government of Bandung City should already have had Local Regulation on the prohibition of giving donation to the homeless and
beggars in the streets. Based on the interview with the leader of the Cahaya Anak Negeri Foundation, he said that street children are not only from Bandung but also from other major cities around Bandung like Jakarta. Based on the interview with the Secretary of Social Service Bandung, that structurally, local regulations on the ban should have been exist. It is undeniable that the existence of street children for begging and busking are also the result of the people who like to give them money when singing and begging. Supposedly if you want to give donation, it may be done through a better way as channeled into mosques or legitimate zakat bodies.

4. Empowering Family Program
Based on the inhibiting factors described above, one of the factors of the presence of street children in the streets is because the coercion of parents. Then the efforts of empowerment undertaken by the Regional Government of Bandung City through the Social Service and Sehati Foundation are addressed only to children, but also to their parents. Bandung Local Government is suggested to conduct the developing activities and empowering families. The parents of street children should be given an understanding of the problems of street children and their children are no longer forced to go down to the street to beg and sing.

5. Building Transition Place for Street Children to Continue Education to Formal School
Bandung Local Government through the Social Service Bandung is advised to make Sehati Foundation not only to organize street children empowerment but also conduct training and debriefing for street children who want to continue their education. Because the majority of street children has not been interacting with the formal school environment, we need a transition place for street children to get to know the formal school environment before entering the educational environment in schools either private or public schools. From the place, Social Service Bandung and RPA later will help take care of education for street children who have been left behind.

REFERENCES

A. BOOKS
OTHER SOURCES

REGULATIONS
26. Undang-Undang Dasar 1945
27. Undang-Undang Nomor 4 Tahun 1986 Tentang Kesejahteraan Anak
28. Undang-Undang Nomor 23 Tahun 2003 Tentang Perlindungan Anak
29. Undang-Undang Nomor 11 Tahun 2009 Tentang Kesejahteraan Sosial
30. Peraturan Daerah Provinsi Jawa Barat Nomor 10 Tahun 2012 Tentang Penyelenggaraan Kesejahteraan Sosial
32. Peraturan Daerah Kota Bandung No. 10 Tahun 2011 Tentang kententuan Ketentuan Umum Ketertiban, Kebersihan Dan Keindahan
34. Keputusan Menteri Sosial Republik Indonesia Nomor: 15 A/ Huk / 2010 Tentang Panduan Umum Program Kesejahteraan Sosial Anak