

Social Policy: How is the Innovation in the Integrated Service and Referral System (SLRT) Services in the City of Bandung?

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Abstract: This study aims to analyze innovation in the implementation of the Integrated Service and Referral System (SLRT) as a social policy in the city of Bandung. SLRT is a holistic approach in providing social and welfare services to the community by integrating various existing programs and resources. This research focuses on innovations that have been implemented in SLRT and their impact on the effectiveness and efficiency of social service delivery. This research method involves a qualitative approach with descriptive methods. The results showed that the implementation of the Cetar Juara Integrated Service and Referral System in Bandung City had succeeded in overcoming the fragmented challenges of previous poverty reduction. Through an integrated approach, SLRT has provided fast and effective services to the poor and vulnerable. Innovations such as the development of integrated information systems, mobile applications, online services, and partnerships with the private sector have been significant in increasing the efficiency and accessibility of services. Thus, the results of the study indicate that SLRT Cetar Juara has had a positive, sustainable impact in overcoming poverty problems and improving people's welfare.

Keywords: Innovation, Integrated Service and Referral System (SLRT), Poverty, Social Policy

A. Introduction

Poverty is a challenge faced by all countries in the world, including Indonesia, with various causes and situations. Big cities in Indonesia are also facing symptoms of worsening poverty (National, 2014). Although other issues remain important, poverty is the government's main focus because of its fundamental nature. Poverty is a condition in which a person is unable to meet basic needs such as food, clothing, shelter, education and health. This can happen due to limited access to resources or difficulties in getting education and employment (Pattinama, 2009). Poverty is a global issue, interpreted in various ways by various people, both subjectively, comparatively, morally and evaluatively (Bhalla & Lapeyre, 2016).

Kadji (2012) explains that poverty is a social problem that exists in people's lives. This is an old issue inherent in human history, and has been rooted for a long time, along

with human development. The essence of this problem is related to various aspects and dimensions of human life. Poverty can be seen as a worldwide global problem, where attention has spread to all corners of the world. Although the impact of poverty varies, this problem has become a common concern and exists in various countries (Setiawan, 2017).

Poverty reduction programs in Indonesia have long been carried out by the government and society, but in reality, poverty is still a prolonged national problem to date (Muhtar & Noviana, 2016). There are several national scale programs being implemented to support these efforts, including the food social assistance program which consists of the Non-Cash Food Assistance (BPNT) which is currently called the Staple Food Program, the Family Hope Program (PKH), the Smart Indonesia Program (PIP) which is distributed through the Smart Indonesia Card (KIP), the Healthy Indonesia Program (PIS) which is distributed through the Healthy Indonesia Card (KIS), as well as the Electricity Program for the Poor (Saidah & Prabawati, 2019). The government also organizes community empowerment programs as well as providing access to micro credit, financial inclusion and creating new jobs. At the regional level, provincial and district/city governments have also actively participated in the implementation of social protection and poverty alleviation programs (Suharto, 2015).

Many programs mentioned above, there are still poor people who do not receive social assistance and do not receive comprehensive social protection services, even though they are eligible to be recipients of assistance (Hulme et al., 2014). The Social Protection Program is considered to be unable to reduce the poverty rate in Indonesia (Rizki, 2021). It is realized that poverty is not just an economic problem, but is a multidimensional problem. Related to that, Chambers (1983) sees that poverty is caused by many factors which he calls disadvantage or disadvantages, which are interrelated to one another. Of the many cases of poor and vulnerable families who do not receive social protection services, there are still sectoral service programs that run separately (Berry, 2013).

Law Number 11 of 2009 concerning Social Welfare stipulates that the implementation of social welfare carried out by the government, both central and regional, and the community, apart from having to be directed and sustainable, must also be integrated. One of the Government's efforts to improve the welfare of the poor is by empowering and optimizing community participation, as well as ensuring the achievement of efficient, effective, just and sustainable use of resources (Sumodiningrat, 1999). Efforts to include the role of the community in the implementation of social welfare are carried out through the Integrated Service and Referral System (SLRT).

SLRT is a service system that helps identify the needs of the poor and vulnerable to poverty and connects them with social protection and poverty alleviation programs organized by the government, both central, provincial and district/city governments according to their needs (Muhtar, 2017). The SLRT also helps record various

complaints from the poor and vulnerable to poverty, conducts integrated referrals, and oversees the handling of complaints to ensure that these complaints can be handled properly. Basically, the general objective of the SLRT is to increase the effectiveness and efficiency of the social protection system to reduce poverty, vulnerability and inequality (Rohman et al., 2021). At the community level, SLRT outreach and facilities are carried out by the Social Welfare Potential and Resources (PSKS), especially for the poor and vulnerable to poverty who receive social protection program services (Widiatmo, 2020).

Based on data from the Central Bureau of Statistics for the city of Bandung, the number of poor people (population with per capita spending per month below the poverty line) in the city of Bandung in March 2022 reached 109.82 thousand people (4.25 percent), a decrease of 2.68 thousand people compared to the poor population in March 2021 which amounted to 112.50 thousand people (4.37 percent) (BPS, 2023). The highest distribution of poverty is in 5 sub-districts, namely Babakan Ciparay, Bandung Kulon, Bojongloa Kaler, Bojongloa Kidul, and Batununggal.

Based on the Regulation of the Minister of Social Affairs Number 15 of 2018 concerning the Integrated Referral Service System and the Mayor of Bandung City Regulation Number 1554 of 2018 concerning the Integrated Service and Referral System for Poverty Reduction of Citar Juara, this system is also implemented by the Social Service and Poverty Management of the City of Bandung. In the implementation of the SLRT there are still many poor people who are not registered as recipients of comprehensive social services, stating that the SLRT from the Social Service and poverty alleviation in the city of Bandung has not been able to become an agent of change or change the team implementer of the SLRT.

The Social Service and Poverty Management Office of the city of Bandung has implemented an SLRT as a response to the challenges of poverty. However, the impact and effectiveness of innovation in this policy needs to be critically evaluated. By understanding how innovations within SLRT are implemented, such as the use of information technology, cross-sectoral collaboration, and communication strategies, we can gain clearer insights into potential improvements in social service delivery amidst the dynamics of a city that is constantly evolving.

This research analyzes more deeply about how innovations in the Integrated Service and Referral System (SLRT) services in the city of Bandung have had an impact on efforts to reduce poverty and improve the quality of life of the people. By gathering information from various stakeholders involved, this research is expected to make a positive contribution in informing decision-making and the design of more effective and responsive social policies in the future.

B. Methods

The study used a qualitative method with a descriptive method approach that aims at solving problems that exist today because there are so many varieties of such research, the descriptive method is more of a general term that includes various descriptive techniques (Sugiyono, 2011). Data collection techniques that the authors use in this study are literature studies, field studies, interviews and documentation. qualitative data analysis technique methods are very appropriate for use by researchers, where in analyzing the data obtained based on the researcher's reasoning abilities in connecting facts, information, data obtained by researchers. So, in this study data analysis techniques were carried out by presenting the results of interviews, observations, and analyzing the problems found in the field, with the aim of getting a clear picture of the object being studied and as a basis for drawing conclusions (Siyoto & Sodik, 2015).

C. Results and Discussion

Implementation of the Cetar Juara Integrated Service and Referral System (SLRT) Policy in the City of Bandung

The results of the study show that the Integrated Fast, Responsive, Aspirational, Responsive Service and Referral System (SLRT Cetar Juara) in the city of Bandung has not only been successfully implemented, but has also experienced significant development in providing integrated services to beneficiaries. Prior to the existence of the Cetar Juara SLRT, the handling of poverty problems in the city of Bandung was still fragmented, with each sector or agency handling separate parts. However, with the existence of the SLRT, the poverty alleviation approach becomes more integrated and comprehensive, resulting in better effectiveness, targeting accuracy and optimization.

SLRT Cetar Juara has emerged as the main solution in dealing with a number of social problems, including poverty, groups with Social Welfare Problems (PMKS), Contribution Assistance Recipients (PBI), and beneficiaries of the Family Hope Program (PKH). The main function of the Cetar Juara SLRT is to assist the community and the Bandung city government in identifying the urgent needs faced by poor and vulnerable groups of people. The system operates by linking individuals who need assistance with appropriate central and local programs. The existence of the Cetar Juara SLRT also has an important role in dealing with complaints and problems faced by the poor and vulnerable communities. In this case, the SLRT does not only function as an identification tool, but also as a referral and monitoring mechanism to ensure that complaints are handled quickly and effectively.

Services provided by SLRT Cetar Juara cover various fields, including education, health, social data management (data basnas), and PMKS empowerment. Each service

recipient has the freedom to choose the service that best suits their needs. Through a consultative and coordination approach, SLRT Cetar Juara has established close collaboration with various Regional Government Organizations (OPD) and private agencies in the city of Bandung. The process begins with the service recipient consulting with the front office staff from the SLRT to carry out a needs assessment or evaluation. Based on the results of this assessment, they will be given appropriate recommendations, either in the form of referrals to related OPDs or to private partners who have competence in meeting these needs.

Every day, SLRT "Cetar Juara" is able to handle up to 80 social complaints related to various aspects of life, including education, health, and other social and economic issues. In the field of education, SLRT works closely with the Social Welfare Center (Puskesmas) to provide services that are urgently needed by the poor. One of the services that is often requested is the preparation of a certificate of incapacity, which is needed to meet the requirements for various forms of educational assistance such as scholarships, free tuition fees, and tuition fee waivers. In addition, SLRT also assists in arranging Indonesia Smart Cards (KIP) for students. They are also involved in dealing with cases of educational assistance and scholarships, as well as providing inclusive education for persons with disabilities, demonstrating their commitment to inclusiveness and equal access to education.

In terms of health services, the poor also receive valuable assistance through the "Cetar Juara" SLRT. People who need medical treatment can ask for a statement that they are unable to get treatment at the hospital. SLRT also provides an ambulance delivery service to the hospital for those who need emergency medical transportation. They also play a role in helping the community to obtain a Healthy Indonesia Card (KIS) from the Social Security Administration Agency (BPJS), thus facilitating their access to needed health services.

Not only that, SLRT also runs a mobile health service program which is very useful, as well as providing health services directly to people's homes, especially for the poor who are elderly or have severe disabilities. By collaborating with the private sector, SLRT helps the community to obtain services to buy medicines, perform cleft lip surgeries, mass circumcision, and provide support to people living with HIV/AIDS. In fact, this collaboration involves complex medical services such as eye surgery and cooperation with private hospitals to provide a wider range of medical services.

Not only limited to health and education services, SLRT Cetar Juara also pays serious attention to socio-economic aspects in its efforts to overcome poverty problems and improve people's welfare. Various social services are offered to help groups who are in vulnerable and marginalized situations. The social services provided include various forms of assistance to people with social welfare problems, such as neglected elderly people, people with disabilities, neglected children, and poor families. This assistance can be in the form of financial assistance, care, and social support needed

by these groups. In addition, the provision of wheelchairs to persons with disabilities is a concrete example of an effort to improve mobility and the quality of life of individuals in need. In order to overcome housing problems, SLRT Cetar Juara also provides assistance to build livable houses for poor families. This is an important step towards improving living standards and providing a safe and decent place for families in need.

The economic services provided by SLRT Cetar Juara also play a role in providing economic empowerment to the poor. Job training programs and productive economic enterprise training are provided to individuals or groups to help them develop skills and abilities that can increase their income. This can include the production of various handicraft products, food, school supplies, souvenirs and clothing. Produce from beneficiaries is often directed to marketing, contested, and even included in exhibitions, opening up opportunities to increase income and support economic sustainability.

With this approach, SLRT Cetar Juara does not only focus on meeting basic needs such as health and education, but also on important aspects of fighting poverty, such as social protection, economic empowerment and alleviation of adverse social conditions. By integrating these services, SLRT Cetar Juara holistically approaches the problem of poverty and provides a positive, sustainable impact for people in need.

Innovation in the Cetar Juara Integrated Service and Referral System (SLRT) Services in the City of Bandung

The SLRT was developed by the Ministry of Social Affairs since 2016, has brought one-door social services closer to the village/kelurahan level and has helped the community a lot. This is an effort to improve people's welfare, various innovations have been implemented by SLRT organizers at various levels of government. The SLRT also helps identify complaints from the poor and vulnerable, make referrals and monitor the handling of complaints to ensure that these complaints are handled properly (Sukoco, 2020).

Prior to the advent of SLRT services, the community, especially the poor, faced serious challenges in accessing the instructions and services needed to fulfill their basic needs. A lack of easily accessible guides and information made this process difficult. What's more, the various service needs are not well coordinated, causing the poor too often face difficulties in accessing the various services they need. Barriers to access, especially in terms of the economy, exacerbate the situation, as many of them cannot afford the costs that are sometimes associated with these services (Mesran et al, 2017).

Handling community complaints was also a significant issue prior to SLRT. This process tends to take time and requires the community to incur additional costs. For example, if there are complaints related to education or health, the poor often have to

find out how to file a complaint, visit various relevant agencies, and even pay administrative fees. All of this results in heavy additional expenses for those who are already in difficult economic conditions (Susanti, 2021).

From the research results, the performance of the SLRT at the Bandung City Social Service is still not optimal because the management is still manual. Therefore, the service at the Bandung City Social Service has become less effective and efficient, because the data service media slows down the delivery of responses to complaints submitted by the public. Therefore, SLRT service innovation is needed to improve services to the community. Some of the service innovations that can be carried out include:

Integrated information system development

The migration from manual management to an integrated information system brings the potential for revolution in the efficiency and accuracy of SLRT services. By building a digital platform that incorporates a centralized database, all aspects of SLRT operations can be automated, forming a strong foundation for enhancing the service experience and having a more significant impact on the poor and vulnerable.

This platform will simplify the registration process, where people can register online and upload the required documents. The system will automatically process and validate data, ensuring that the required information is available in the correct and complete format. Furthermore, with an automated monitoring mechanism, officers can track the status and progress of the community receiving services, and respond quickly if there are changes in needs or complaints that arise.

This innovation will also empower complaint handling services with greater transparency. The public can easily submit complaints through the platform, and the system will automatically allocate and forward complaints to the right officers. This reduces bottlenecks in the reporting process, enabling problems faced by the poor to be resolved more quickly and on target. In addition, complaint management has become more structured and well-documented, providing valuable data for evaluation and continuous improvement.

Mobile Application

Presenting a special mobile application for SLRT has tremendous potential in facilitating access for the community and optimizing the work efficiency of field workers. With the presence of this application, people who need SLRT services can feel ease in interacting with the system, while field officers have powerful tools to carry out their tasks more efficiently and effectively.

This mobile application will provide the public with easy and fast access to various SLRT services. They can submit complaints, request services, or get information about available programs and assistance directly through this application. People no longer need to come to a physical office or face accessibility barriers, because everything can be accessed through their hands. This will significantly minimize the time and effort required to access much needed assistance.

In addition, this application is also a valuable tool for field officers. They can use the application to carry out assessments directly in the field, collecting data on community needs and conditions in real-time. The referral process becomes more efficient, because officers can directly fill in data and refer to the appropriate service through the application. This reduces the risk of errors and ensures the right information is available to the appropriate authorities.

Online Services

The development of an online platform for SLRT services has great potential in overcoming geographic and financial barriers which are often the main challenges for the poor. Geographically, many poor people live in areas that are remote or difficult to reach. Traveling to a service center can be a significant challenge, with the cost of transportation or the time required being a barrier. With an online platform, this obstacle can be overcome. The public can easily access information about services, understand the necessary procedures, and even file complaints through the platform. This not only saves them time and money, but also allows them to stay where they are comfortable.

In addition, financial factors are also often an obstacle for the poor in accessing services. Many government or social services require payment of administrative or other fees. For people with economic limitations, these costs can be a heavy burden. With an online platform, many administrative steps can be handled online, reducing the need for physical costs and providing more equitable access for all levels of society.

Partnership with the private sector

Cooperation established with technology companies or startups has great potential in presenting innovative and efficient digital solutions for SLRT services. In an era where technology is developing rapidly, leveraging the expertise and creativity of technology companies can provide powerful solutions to increase the effectiveness and accessibility of services.

Technology companies have experience in developing user-friendly and sophisticated digital solutions. Through this collaboration, the government of Bandung City can double their efforts by utilizing the latest technology. This includes developing an online platform that is intuitive and easy to use by the poor and officials, thereby

minimizing access barriers. In addition, creating a special application for SLRT is an opportunity to provide services that are more affordable and quickly accessible to the public. This application can be designed to suit the needs of the community and officials, facilitating registration, reporting, complaint handling and monitoring processes in an efficient and effective way.

Officer Training

Improving the technological and managerial skills of officers involved in the SLRT is a key step in ensuring smooth and effective implementation. In a world increasingly driven by technology, providing proper training to staff will have a significant positive impact on the quality of services provided to the public.

Training in technology will provide officers with the necessary skills to properly manage digital systems. They will be taught how to use platforms and applications efficiently, manage data appropriately, and utilize available technological tools to make their tasks easier. This capability will reduce the risk of human error and optimize work processes, so that time and resources can be used more efficiently.

In addition to technological skills, managerial training is also very important. Officers need to understand how to manage the overall system, oversee daily operations, and resolve issues that may arise quickly and effectively. Managerial training can improve officers' abilities to make the right decisions, coordinate team tasks, and communicate well, all of which have a direct impact on the efficiency and effectiveness of SLRT services.

Community empowerment in management

Community active participation in the management of SLRT can assist in identifying actual needs. Through open discussions, public consultations and participatory forums, communities can contribute information about the problems they face daily and about how the service can better meet their needs. In this case, the community has a deeper understanding of the situation on the ground and can provide more accurate input on how SLRT services can be improved.

In addition, involving the community can also help identify challenges or barriers in accessing services. Information about the geographic, financial or cultural problems experienced by poor and vulnerable people can help in designing more inclusive and equitable solutions. It also helps prevent disparities in services and ensures that all levels of society benefit equally. The importance of involving the community is also seen in building better relations between government and citizens. This helps build trust and legitimacy, as people feel that they have a voice in the decision-making processes that affect them. It also creates a stronger sense of ownership of the service, encouraging people to more actively utilize it.

D. Conclusion

The Cetar Juara SLRT in Bandung City is that this system has succeeded in overcoming the fragmented challenges of handling previous poverty problems. Through an integrated and comprehensive approach, SLRT has provided fast, responsive and aspirational services to the poor and vulnerable. This solution is the main pillar in overcoming various social problems, including poverty, empowering vulnerable groups, and access to education and health services. The SLRT's success is also evident in its ability to handle multiple daily complaints, enabling the community to get assistance quickly and effectively. In the context of innovation, the application of various innovations in SLRT services is key in increasing efficiency and accessibility. The development of integrated information systems, mobile applications, online services, and partnerships with the private sector have led to significant changes in improving service experience and outcomes. Staff training and active community participation are also important elements in maximizing the positive impact of SLRT. Thus, innovation in SLRT not only overcomes access constraints, but also strengthens aspects of community empowerment, social protection, and increased welfare.

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