

ABSTRAK

Aisyah Ramadan, Jaelan Usman, Nur Wahid. Evaluasi Kebijakan Dinas Sosial Terhadap Penanganan Gelandangan dan Pengemis di Kabupaten Bulukumba

Kebijakan penanganan gelandangan dan pengemis merupakan salah satu upaya pemerintah dalam mengatasi permasalahan sosial di masyarakat. Namun, dalam pelaksanaannya masih ditemukan berbagai kendala sehingga keberadaan gelandangan dan pengemis belum dapat ditangani secara optimal. Berdasarkan hal tersebut, kajian penelitian ini bertujuan untuk mendeskripsikan dan mengevaluasi kebijakan Dinas Sosial terhadap penanganan gelandangan dan pengemis di Kabupaten Bulukumba berdasarkan indikator efektivitas, efisiensi, kecukupan, pemerataan, responsivitas, dan ketepatan. Penelitian ini menggunakan metode kualitatif dengan tipe deskriptif untuk menggambarkan secara mendalam pelaksanaan kebijakan penanganan gelandangan dan pengemis. Informan penelitian ditentukan secara *purposive sampling* yang terdiri dari pegawai Dinas Sosial, Satuan Polisi Pamong Praja, masyarakat, serta sasaran kebijakan. Data penelitian dikumpulkan melalui wawancara, observasi, dan dokumentasi. Data tersebut dianalisis menggunakan teknik analisis data kualitatif melalui tahapan reduksi data, penyajian data, dan penarikan kesimpulan. Data dijelaskan dalam bentuk uraian naratif berdasarkan hasil temuan di lapangan.

Hasil penelitian menunjukkan bahwa kebijakan Dinas Sosial dalam penanganan gelandangan dan pengemis di Kabupaten Bulukumba belum berjalan secara optimal. Hal ini terlihat dari aspek efektivitas yang belum mampu menurunkan jumlah gelandangan dan pengemis secara signifikan, aspek efisiensi yang masih terkendala keterbatasan sumber daya, aspek kecukupan yang menunjukkan bahwa program penanganan belum sepenuhnya mampu memenuhi kebutuhan dasar dan pembinaan jangka panjang, aspek pemerataan yang menunjukkan bahwa pelaksanaan penanganan belum menjangkau seluruh sasaran secara merata, aspek responsivitas yang belum sepenuhnya mampu menjawab kebutuhan masyarakat, serta aspek ketepatan yang belum sepenuhnya tepat sasaran karena masih adanya gelandangan dan pengemis yang kembali ke jalanan.

Kata kunci: evaluasi, kebijakan, gelandangan, pengemis.

ABSTRACT

Aisyah Ramadan, Jaelan Usman, Nur Wahid. *Evaluation of the Social Services Agency's Policy on Handling Homeless and Beggars in Bulukumba Regency*

The policy on handling homeless and beggars is one of the government's efforts to address social problems in society. However, various obstacles remain in its implementation, preventing optimal management of homeless and beggars. Based on this, this research study aims to describe and evaluate the Social Services Department's policy on handling homeless and beggars in Bulukumba Regency based on indicators of effectiveness, efficiency, adequacy, equity, responsiveness, and accuracy. This study employed a qualitative descriptive method to provide an in-depth overview of the implementation of the policy on handling homeless and beggars. Research informants were selected using purposive sampling, consisting of Social Services Department employees, the Civil Service Police Unit (Satpol PP), the community, and policy targets. Data were collected through interviews, observation, and documentation. The data were analyzed using qualitative data analysis techniques through the stages of data reduction, data presentation, and conclusion drawing. The data are presented in narrative form based on field findings.

The results of the study indicate that the Social Service's policy in handling homeless and beggars in Bulukumba Regency has not been implemented optimally. This is evident from the effectiveness aspect which has not been able to reduce the number of homeless and beggars significantly, the efficiency aspect which is still hampered by limited resources, the adequacy aspect which shows that the handling program has not been fully able to meet basic needs and long-term development, the equity aspect which shows that the implementation of handling has not reached all targets evenly, the responsiveness aspect which has not been fully able to answer the needs of the community, and the accuracy aspect which has not been fully on target because there are still homeless and beggars who return to the streets.

Keywords: *evaluation, policy, homeless, beggars.*