

## **THE ROLE OF MENTORING IN THE FAMILY HOPE PROGRAMME (PKH) IN PERCUT SEI TUAN SUBDISTRICT, DELI SERDANG REGENCY, PROVINSI SUMATERA UTARA**

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### **Abstract**

Poverty, which is an obstacle to development, is characterized by limitations, a lack of ability, and many shortcomings. Limitations, for example, in gaining freedom to live according to the level of life expectancy, inability to get an education, get access to adequate health, and experience shortcomings in fulfilling basic needs both clothing and food. Poverty is considered the inability to fulfill basic food and non-food needs, measured in terms of expenditure. One of the government programs to alleviate poverty is the Family Hope Program (PKH), which is run based on Law No. 40 of 2004 concerning Social Security, Law No. 11 of 2009 concerning social welfare, Presidential Instruction No. 3 of 2010 concerning equitable development programs, Presidential Regulation No. 15 of 2010 concerning the acceleration of poverty reduction, and Law No. 39 of 1999 concerning human rights. PKH is a family-based social protection model. This research uses descriptive methods with a qualitative approach. It was conducted in Percut Sei Tuan District, Deli Serdang Regency. The research was carried out in May–June 2023. The results of this study The role of community facilitators through the Family Hope Program (PKH) is that of someone who makes himself a mediator, facilitator, educator, enabler, and also a representative for the community who strives for the community as PKH members to be able to help, especially in overcoming poverty in Percut Sei Tuan District. There are several roles carried out by PKH assistants, especially in overcoming poverty, including the Role as rescuer, Role as provider, Role as modernizer, Role as liberator, Role as catalyst, Role as fasilitator, Role as ally, Role as advocate.

Keywords: The Role of Mentoring, the Family Hope Program

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### **1. INTRODUCTION**

Poverty, a hindrance to progress, is marked by constraints, lack of capacity, and other deficiencies. Limitations include several factors such as the inability to achieve the desired standard of living, lack of access to education and healthcare, and difficulties in meeting basic requirements like clothes and food (Lestari, 2008). The primary factor contributing to poverty or lack of prosperity is insufficient money to satisfy daily necessities. Chriswardani (2005: 122) defines poverty as a state characterised by the absence of basic necessities such as food, clothes, shelter, and drinking water. This condition is intimately linked to the overall standard of living. The poverty prevalent in Indonesia is an urgent issue that demands rapid resolution. If poverty is not addressed effectively, it will have enduring consequences. According to the Central Statistics Agency (BPS) report, the poverty rate in Indonesia in September 2022 was 9.57%, which represents a 0.03% rise from March 2022 and a 0.14% drop from September 2021. In September 2022, the population of individuals living in poverty was 26.36 million, which is a 0.20 million increase from March 2022 and a 0.14 million reduction from September 2021. In March 2022, the proportion of impoverished individuals living in urban areas was 7.50%, which then rose to 7.53% by September 2022. The poverty rate in Deli Serdang Regency rose from Rp. 448,489 per capita

per month in 2022 to Rp. 479,509. The poverty rate is projected to reach 3.62 percent in 2022. In 2022, the average difference in spending between each poor individual and the poverty line (P1) in Deli Serdang Regency is 0.62. Additionally, when looking at the distribution of spending among the poor, the difference in spending among them (P2) in Deli Serdang Regency is 0.20 in 2022.

In 2022, Deli Serdang district registered a total of 306,494 households that were beneficiaries of social food assistance benefits, according to data acquired from the Central Statistics Agency. In addition, the number of beneficiaries of the Family Hope Programme in the Percut Sei Tuan region climbed from 3,497 in stage 3 to 3,501 in stage 4 in 2022. The Family Hope Programme (PKH) is a government initiative aimed at mitigating poverty. PKH is a social protection concept that is built on the family unit. PKH is within the umbrella of social assistance, namely a social security initiative that provides monetary allowances, products, or welfare services to disadvantaged families that lack sufficient income for basic needs. Percut Sei Tuan District, located in Deli Serdang Regency, North Sumatra, is among the districts that enforce the Family Hope Programme (PKH). The challenges encountered in adopting PKH include the issue of untimely payments to RTSM. Furthermore, there is a lack of coordination among the supporting agencies. However, a prevalent issue within the community is that there are still programme beneficiaries who fail to match the government's established criteria, resulting in aid that is not effectively directed according to the stipulations and rules. This research seeks to investigate and elucidate the significance of mentoring in the Family of Hope programme in the Percut Sei Tuan District, Deli Serdang Regency. Its objectives are to determine and explain the level of acceptance among beneficiary families towards the material (consisting of 6 modules) provided by the program's assistants, as well as to identify and explain the challenges encountered by the program's mentors and beneficiary families.

### **Community development**

Community development refers to the process of improving the social, economic, and environmental conditions of a community via various initiatives and strategies. Community development, usually referred to as community development, is a field that involves various responsibilities for practitioners and organization in the design, implementation, and dissemination of ideas and initiatives aimed at promoting community development. These roles are determined by several influences that often clash with one other, including the objectives of the intervening agency, the needs of the community, the interests of state and local governments and corporate organizations, and even the personal ambitions of individual practitioners (Toomey, 2011). Various forms of community development exist, one of which involves rescuers who are responsible for delivering urgent aid to nations facing crises. The giver, or provider, is responsible for offering aid to the recipient community in order to bolster the economy and enhance family well-being. Modernization, carried out by modernizers, serves as a mediator in society to facilitate its development. The Liberator, acting as an intermediary, facilitates the emancipation of individuals from the constraints of poverty. I serve as a catalyst, providing guidance and advice. Providers, in their role as planners, are responsible for preparing, providing, implementing, and monitoring community empowerment. Allies are individuals or groups that serve as friends and supports. Advocates contribute to the provision of development counselling by adhering to established standards and regulations.

### **Assistance for the Family Hope Program (PKH)**

Facilitators have a crucial role in the success of PKH. Facilitators are those who carry out the implementation of PKH at the sub-district level. Companions are required to assist the vast majority of impoverished individuals who lack the physical, vocal, or cognitive capacity to advocate for their rights. The primary duties of the PKH facilitator are organising and advising on the mentorship of PKH participants in collaboration with the sub-district or city coordinator.

Establishing collaborations with local community organisations to support the growth and empowerment of PKH participant families.

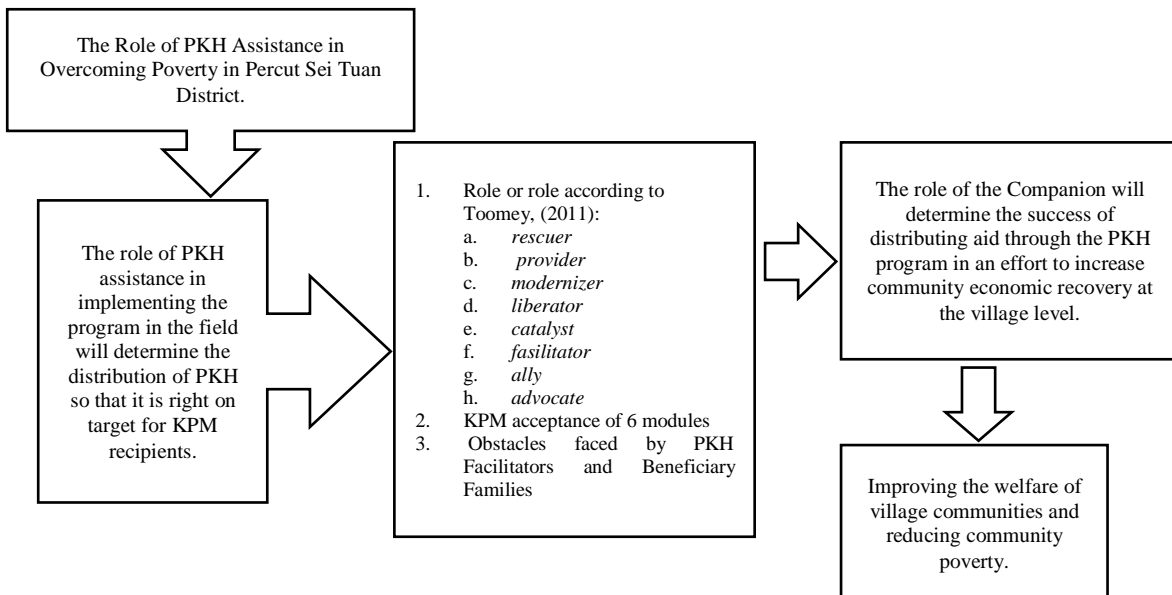
### Social Companion

PKH social assistants are HR personnel employed by the ministry of social affairs to serve as the first line of defence in addressing poverty. As a social worker, the function of a companion is crucial in assisting the government in addressing the issue of poverty. Albertina Nasri Lobo asserts that mentoring is a widely employed government strategy aimed at enhancing the competence and effectiveness of human resources (HR). This approach encourages individuals to recognise their role in the challenges they encounter and actively seek alternative solutions.

### Family Hope Program

The Family Hope Programme, often known as PKH, is a programme that offers conditional social support to impoverished families (KM) that have been identified as PKH recipient families. In order to expedite the decrease of poverty, the Indonesian Government has been implementing the PKH programme since 2007. The Social Protection Programme, often referred to as Conditional Cash Transfers (CCT) on the international stage, has shown significant efficacy in addressing poverty in these nations, particularly in tackling the issue of persistent poverty. The objective of the Hope Family is to adhere to the guidelines set out in Minister of Social Affairs regulation Number 1 of 2018, specifically Article 2 of the Family Hope Programme. This objective entails enhancing the quality of life for recipient families by providing them with opportunities to access education, healthcare, and social welfare services. Subsequently, alleviating financial obligations and augmenting revenue, while also fostering behavioural modifications and self-reliance within the recipient households.

The framework for thinking in this research is as follows:



## 2. RESEARCH METHOD

This research was carried out in Percut Sei Tuan District, Deli Serdang Regency in June 2023. This type of research was used to find out the picture in the research and make it easier to carry out the next step, namely the data analysis process. This research aims to find out and describe the Assistance for the Family Hope Program in Percut Sei Tuan District, Deli Serdang Regency. Qualitative research is research based on methodology which aims to study social

phenomena in certain natural situations and produce descriptive data with the researcher as the main instrument (Siyoto & Sodik, 2015: 19). This research is descriptive because the data used is in the form of words or images, not numbers (Abdullah K, 2018:208; Kusumastuti & Khoiron, 2019:12). To collect the necessary information, researchers develop research strategies known as research instruments. Purwanto (2018), research instruments help make it easier for researchers to collect and process data. Qualitative research subjects are known as informants, whose presence is expected to provide as much and in-depth information as possible regarding the things they want to know (Suyitno, 2018:95). Qualitative research sampling tends to consider selecting sources that can provide complete and representative information (Nugrahani, 2014: 55). The criteria for research subjects that fit the research focus are knowing about the family of hope program, being involved in the family of hope program, and receiving assistance from the family of hope program. The informants in this research were 1 head of the Deli Serdang Regency Social Service, 1 Head of the Family Social Security Section of the Deli Serdang Regency Social Service, 1 Deli Serdang Regency PKH Coordinator, 1 Head of the Social Section of Percut Sei Tuan District, 5 people Percut Sei Tuan District PKH Facilitator, and 12 PKH recipients.

Data collection techniques are methods used to collect data needed to obtain final research results so that they can present correct and reliable information. According to Siyoto & Sodik (2015:58), data collection in the form of empirical facts is collected by researchers from various sources using various techniques to answer or solve research problems. In observations, researchers also used the experience and knowledge they had regarding the role of mentoring in the Family Hope Program in Percut Sei Tuan District, Deli Serdang Regency. According to Sukmadinata (Hardani et al, 2020:124), observation is a data collection technique through observing ongoing activities. This research applies active participatory observation, namely the researcher is directly involved with the activities of the object being observed. An interview is a question and answer dialogue with a specific purpose carried out by two parties, namely the interviewer as the questioner and the interviewee as the answer giver (Hardani et al, 2020: 137). Interview guides consist of three types, namely structured, unstructured and semi-structured interview guides. The structured interview guide contains written questions arranged like a checklist for which alternative answers have been provided. Sugiyono (2013:240) said that document study is a complement to data collection through observation and interviews in qualitative research. In this research, documentation is carried out by searching for information from various sources such as books, laws and regulations, the internet, articles, news, photos and other relevant supporting documents.

After the data has been collected, the data analysis process is then carried out by systematically searching and compiling data from interviews, observations and documentation, through organizing the data into categories, elaborating it into a number of units, making a synthesis, preparing patterns, selecting the important parts and the ones that are important. will be studied, and conclusions will be drawn so that it is easy for oneself and others to understand (Hardani et al, 2020: 162). The data collected must be in accordance with the problem being studied. In this research, data collection was carried out through observation, interviews and documentation in accordance with the focus of the study, namely the Role of PKH Assistance in Percut Sei Tuan District, Deli Serdang Regency. After that, data reduction is considered as streamlining data to obtain correct and appropriate data as explained by Miles et al that reduction can sharpen existing data. Data reduction simplifies the data extracted in the field and leaves only what is important and related to the research objectives. In this research, researchers carried out data collection and data reduction simultaneously by selecting, selecting and filtering primary data that is relevant and related to the research problem. Information and data obtained from observations, interviews and documentation carried out in Percut Sei Tuan District were reduced in such a way as to obtain the essence of the information needed. Then, the data presentation is displayed in the form of complete descriptions and narratives based on the essence of the findings in data reduction and presented using the researcher's language logically and systematically so that

it is not difficult to understand. And for the final stage, conclusions are drawn and verification of the correctness of data interpretation by double-checking the data analysis and presentation process to prevent errors. Conclusions in this research were drawn after all the data had been reduced, analyzed and presented

### 3. RESULTS AND DISCUSSION

Percut Sei Tuan District is located inside Deli Serdang Regency and has administrative borders with other sub-districts of Medan City, as well as Labuhan Deli District and Batang Kuis District. Percut Sei Tuan District has an area of 190.79 square kilometres and is comprised of 18 villages and 2 sub-districts. It also includes 232 hamlets and 24 neighbourhoods, with the sub-district seat located in Tembung Village. The five communities within the sub-district are situated along the shore and have an elevation ranging from 10 to 20 metres above sea level. Saentis Village has the biggest administrative area, spanning 24.00 square kilometres, but Kenangan Baru Village has the lowest territory, measuring just 0.72 square kilometres. Poverty is a widespread issue in almost all areas of Indonesia. Both the central government and provincial governments are making efforts to ameliorate this problem. In Percut Sei Tuan District, a local government in Deli Serdang Regency has implemented the Family Hope Programme (PKH) since 2012 as part of its efforts to relieve poverty. The PKH programme provides benefits to both financially disadvantaged families and Beneficiary Families (KPM). It encourages KPM to access and make use of essential social services such as healthcare, education, food and nutrition, as well as care and assistance. Additionally, it facilitates access to various other social protection programmes. Is a programme that complements and continues on a regular basis.

Family Hope Program (PKH) companions are important actors in implementing PKH in order to achieve the vision and mission of the PKH program itself, one of which is reducing poverty in Indonesia, so that community welfare can be realized. Carrying out mentoring must be based on the rules and policies that apply above and each companion must understand these policies, this is reinforced by Miranda's opinion;

“When I provide assistance to the community, of course the mentors understand and understand the rules and policies that apply, especially the PKH policy. The aim is for companions to understand their roles, duties and functions”.

The rescue role of the companion is also adjusted to the indicators, as was said by one of the PKH companions by Mrs. Leni Hidayati:

“To determine KPM PKH, the indicators set out in the Republic of Indonesia Minister of Social Affairs Regulation Number 1 of 218 concerning the Family Hope Program must be used. These indicators consist of pregnant or breastfeeding mothers, children aged 0-6 years, elementary school, middle school, high school children, and children aged 6-21 years who have not completed 12 years of compulsory education. Apart from that, elderly people in PKH families start from 60 years old and people with severe disabilities in PKH families.”

PKH recipients are in accordance with the targets of PKH itself. In Percut Sei Tuan District, the role of PKH assistance has not been carried out optimally, this is proven by the fact that there are still names of PKH recipients that do not match their conditions. This was also said by the community as recipients of PKH assistance, namely Mrs Kariatik who said that;

“In the distribution of PKH, a facilitation role is needed because the names of the beneficiaries do not match the priority allocation. As a result, the companion's role is only visible when mediating problems and discussing solutions together.”.

And with this assistance program or PKH, of course the community has high hopes for the role or existence of PKH in Percut Sei Tuan District. This hope was stated by Miranda based on the results of the interview, namely;

“ The community needs facilitative and communicative companions in Percut Sei Tuan District, because there are some communities that are still less active and cooperative so good communication is needed in educating and socializing the community”

Where the role of PKH in Percut Sei Tuan District has been running and helping people who are at the poverty level to help these communities in terms of mandatory 12 year education for children and helping with health. So that people can feel the benefits of this PKH.

As a mediation for communities that are still far behind to become more advanced communities with modern systems or conflicts that occur. As a medium for the community when conflict occurs against individuals or groups receiving PKH assistance. This can also be seen from the results of interviews with PKH recipients, namely Mrs. Sri Wahyuni, Sugini, Kariatik and Lina Purnama:

“Yes, sis, if it weren't for our companions, we might not understand health issues, education, and so on. So indeed, they really helped us to develop. It seems to me that Sis was really helped when I didn't have a pregnancy certificate”

Similar things were conveyed by other beneficiaries, the results of interviews by Mrs. Farida Yanti, Rosnani, Syamsiah and Siti Nurmaimah stated that the role of mediation had helped the community to carry out the preparation process according to the procedures.:

“Yes, sis, help us if there are problems with the puskesmas/posyandu”

The Public Complaints System is a system that functions to facilitate all types of complaints related to the implementation of PKH. With this system, problems or disputes that occur between residents, especially in the distribution of PKH assistance, can be resolved by the community complaints system. Because there is no written policy or regulatory mechanism to overcome problems or misunderstandings that occur between the community regarding the distribution of aid.

The role of the liberator in question is that the companion acts as a mediator so that the community can get out of the shackles of poverty and move towards a prosperous society..

“Most people have started trying, and don't just rely on aid. There are even several residents who have graduated and are successful with their small businesses.”

From the statement made by Mr. Wanda, one of the PKH assistants, it is proven that the people of Percut Sei Tuan District want to escape the shackles of poverty and want to develop. The Family Hope Program companion also has a role as a catalyst, or acts as an advisor to the community in the fields of education and health. From the results of an interview conducted with Mrs. Leni Hidayati, one of the PKH assistants:

“We give full enthusiasm to the community so that they don't give up easily and continue to learn to become a growing community.”

Roles related to providing motivation, opportunities and support to the community. The companion plays an active role as an agent who provides positive and directive input based on the knowledge and experience of the people they accompany.

In activities to verify KPM's commitment to education and health facility services every month, the companion also updates data to check KPM data every time there are changes regarding the PKH social assistance component periodically four times a year. This role has been carried out in accordance with the results of an interview with one of the PKH assistants, Mrs. Anita Sari:

“Yes, I assist by carrying out facilitation duties for KPM-PKH to access these services. Yes, in my experience, for example, it opens up access for poor families, especially pregnant women and children, to take advantage of various health service facilities (faskes) and education service facilities (fasdik) available around them.”

The companion acts as a cheerleader for the community, to create a spirit of awakening for the community itself. This was also conveyed by PKH assistant Mr. Wanda:

“Companions must be friendly, because we are not here to judge but guide the community, we are not enemies. Apart from that, we provide encouragement by always providing advice or examples from stories of the rise of people who developed and became

successful even from lowly backgrounds, so that they can be inspired. Then, the most important thing is not to discourage them.”

Community development practitioners and organizations can also act as advocates by taking political and moral stances in support of the communities they wish to help. One of the results of interviews with PKH recipients, Mrs. Suriani, Rosmawati, Legini and Manisah, admitted this:

“It really helps us, these assistants, to ensure and check the completeness of our administration in dealing with posyandu and schools”

The government is committed to reducing poverty, especially in Percut Sei Tuan. The aim is to reduce poverty levels there and stop the rise in poverty levels. To assist and achieve success in the PKH program, especially at the sub-district level, a companion is needed. The role of companion is to help the majority of poor people who do not have the power, voice, or ability to fight for their rights. The community really needs a companion role because their role is very important in spreading and fighting for their rights. A companion's task, which is no less important, is to remind KPM to carry out the commitments in PKH so that they can continue to receive assistance. As is known, the Family Hope Program (PKH) is a social protection program that provides cash assistance to underprivileged families and the underprivileged family members themselves are required to carry out the terms and conditions that have been determined. The material presented to the public is based on the results of interviews from five (5) accompanying informants in this research, namely Mr. Wanda Ubaydil, Mr. Ahmad Nawawi, Mrs. Miranda, Mrs. Leni Hidayati, and Mrs. Anita Sari, as follows:

“The agenda carried out is the delivery of material in the form of modules, the material delivered is in the form of a Family Development Session (FDS) module with a direct delivery method”

“Delivery of material and questions and answers, as well as making follow-up plans using socialization methods and approaches”

“The activities carried out started with an opening, review of previous material, as well as presentation of material and questions and answers.”

The FDS/P2K2-PKH Regional I Sumatra module structure has been implemented according to the module. The material provided is material on Child Care and Education which examines how to be a better parent, understand children's behavior, understand how young children learn and help children succeed in school. Many of the beneficiaries of this family of hope program received acceptance of the material presented.

However, behind the smooth delivery of the material and the guidance provided, of course there are still obstacles that occur. The community recognizes that students must be registered with the Dapodik administration so that aid funds can be distributed to the community. Apart from that, the communication that was formed between the community from the chairman was not conveyed. The implementation of PKH assistance in Percut Sei Tuan District, Deli Serdang Regency, North Sumatra Province is certainly not smooth like a toll road which does not have inhibiting factors in carrying out the role of PKH assistance. Inhibiting factors or obstacles in this research are divided into internal and external factors. An internal factor that becomes an obstacle in mentoring is the difficulty of participants collecting data files or updating forms. Apart from that, adapting to a new environment requires time. At first there was a feeling of nervousness but eventually as time went by the nervousness was overcome, and it was difficult for PKH participants to attend on time and many even did not attend for various reasons. Even though the mentors and participants have made an agreement, there are still many who violate their commitments.

The external factor that becomes an obstacle is sudden information from the center which causes the results achieved to be less than optimal. Then the distance the companion travels to the place of assistance is quite far and sometimes they get stuck in traffic which causes delays in the assistance. As well as the location of the mentoring places which are in narrow alleys and the lack

of signs or alley names which makes it difficult for the companions to find mentoring places whose locations change.

#### **4. CONCLUSION**

1. The role of the companion in carrying out the module is in accordance with the role of the companion based on Toomey's (2011) theory. Companions do not just provide guidance to Beneficiary Families, but implement the role of savior, giver, liberator, catalyst, provider, ally and advocate simultaneously. For assistants who strive for the community as PKH members to be able to help, especially in overcoming poverty in Percut Sei Tuan District, by means of companions carrying out their duties through 'graduation', namely implementing 6 programs, namely Child Care and Education, Health and Nutrition, Financial Management and Business Planning, Protection of Children, Persons with Disabilities and Welfare of the Elderly and Stunting.
1. There are several roles carried out by PKH facilitators, especially in overcoming poverty, including the role of savior, provider, modernizer, liberator, catalyst, provider, ally and advocate. Beneficiaries can receive the material presented well.
2. The role of PKH assistants in Percut Sei Tuan District is to provide positive input to PKH members so they can build businesses and have income so they can overcome poverty, companions assist in conveying information, accompany the payment process, facilitate the complaints process, accompany PKH members regularly, and Companions have an evaluation and monitoring role.
3. KPM's acceptance of the material delivered by the PKH Facilitator was well received even though not all of the community had implemented the guidance or teachings delivered, but there was no rejection from the community towards what the mentor conveyed to them. The community is enthusiastic and willing to follow the mentor's directions to become much more developed.
4. Obstacles faced by the community, namely
  - a. Administrative problems such as population, basic data, education, etc
  - b. Problems of miscommunication between the Chairman and the community
  - c. Aid funds that were not distributed due to administrative problems.
5. Obstacles faced by companions are:
  - a. Obstacles in sudden information from the center which causes the results achieved to be less than optimal.
  - b. The distance the companion travels to the mentoring place is quite far and sometimes they get stuck in traffic which causes delays in the mentoring.
  - c. Constraints Beneficiaries who are found to have misused PKH program assistance, this is because the community used the wrongly targeted funds. This is also the reason why it is difficult to reduce the number of beneficiary families to the maximum to eliminate this number
  - d. An obstacle in delivering material is the use of language or material terms that hinder the public's understanding process. People also increasingly appear uneducated because they are lazy to work and only hope for aid funds.

#### **SUGGESTION**

Increasing the role of PKH program assistants in Percut Sei Tuan District in overcoming poverty through the Family Hope Program (PKH). This must include more PKH implementers or assistants who have good capabilities and performance, so that the PKH program can be implemented well and sustainably. The community, especially those who receive assistance from the program, must be encouraged to gain broad insight to increase independence. As a result, additional programs such as training must be initiated. The success of the Family Hope Program does not depend on the role played by facilitators and local government in achieving program



objectives. Companions in carrying out their duties should have a soul that is willing to sacrifice selflessly for the sake of the community, regardless of environmental conditions and situations and take a more intense approach with the community receiving assistance, especially in overcoming poverty through the family hope program.

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