

The Implementation of the Family Hope Program in Banggai Regency

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Article Info

Received: 2023-11-17

Revised: 2023-12-19

Accepted: 2023-12-30

Keywords:

Policy; Implementation;
Family Hope Program;

Abstract

The Family Hope Program (Indonesia: Program Keluarga Harapan / PKH) in Banggai Regency, a conditional cash transfer initiative aimed at improving the living standards of poor and vulnerable families in Indonesia, faces both successes and persistent challenges. This study aims to analyze the effectiveness of PKH's implementation, focusing on beneficiary identification, aid disbursement, and coordination among stakeholders. Employing a qualitative research approach, the study collected data through in-depth interviews, participant observation, and document analysis, following the Miles and Huberman (1994) model of data reduction, display, and conclusion verification. The findings reveal that while PKH has significantly enhanced access to education and healthcare, particularly increasing school attendance and reducing dropout rates, it faces ongoing issues such as data inaccuracies and coordination difficulties. These challenges, particularly in reaching marginalized communities in remote areas, underscore the need for improved data management and more tailored community engagement strategies. The study concludes that addressing these challenges is crucial for the program to fully realize its potential in alleviating poverty and promoting social welfare in Banggai Regency.

1. Introduction

The Family Hope Program, initiated in 2007, is a conditional cash transfer program aimed at improving the living standards of poor and vulnerable families in Indonesia (*Peraturan Menteri Sosial Republik Indonesia Nomor 1 Tahun 2018*). As a national priority program, PKH seeks to provide access to education, health, and social welfare services, reduce poverty and inequality, and promote financial independence among its beneficiaries

(Yuliani & Nasrudin, 2024). Despite its significant role, the implementation of PKH in Banggai Regency has encountered several challenges, including issues related to identification and selection of beneficiaries, disbursement of aid, and coordination among implementing agencies.

The theoretical framework for this study is based on the implementation theory, which examines the effectiveness of policy implementation by considering the roles of various actors, resources, and contextual factors (Mischen, 2007). This theory is pertinent to the study as it provides a lens through which to analyze the complexities of PKH implementation in Banggai Regency. Previous research has highlighted the importance of effective implementation strategies in ensuring the success of social welfare programs (Deepradit et al., 2023; Liu et al., 2024; Longacre et al., 2024; Velić et al., 2023; YIU et al., 2023). However, there is a lack of comprehensive studies that specifically address the challenges faced in the implementation of PKH, particularly in the context of Banggai Regency.

The state of the art in this field includes studies on social protection programs in developing countries, with a focus on identifying factors that contribute to successful implementation (Dunkerley et al., 2024; Hong et al., 2020; Kaya & Bayram, 2024; Lin et al., 2024). However, most existing research tends to overlook the micro-level challenges and the role of local governance in the implementation process (Ito & Tadaka, 2022; Kısaoğlu & Tel, 2024a, 2024b; Seyedfatemi et al., 2021). This study aims to fill this gap by providing an in-depth analysis of the PKH implementation in Banggai Regency, focusing on the identification of obstacles and the evaluation of existing strategies to overcome these challenges.

The purpose of this research is to analyze the implementation process of PKH in Banggai Regency, with specific objectives to assess the effectiveness of beneficiary identification, the transparency and timeliness of aid disbursement, the impact of program support on beneficiaries, and the level of community involvement in the program. Additionally, the study aims to evaluate the coordination and collaboration between local government agencies and other stakeholders involved in the PKH implementation. By addressing these objectives, this study seeks to contribute to the existing body of knowledge on social welfare program implementation and provide practical recommendations for improving the effectiveness of PKH in Banggai Regency.

2. Research Method

This study employs a qualitative research approach to explore and understand the complexities involved in the implementation of the Family Hope Program (PKH) in Banggai Regency. Qualitative research is well-suited for this type of study as it allows for in-depth exploration of social and human phenomena from the perspectives of those involved (Creswell & Poth, 2018). The research aims to capture the detailed

experiences, perceptions, and challenges encountered by various stakeholders involved in the PKH implementation.

The research follows a descriptive qualitative approach, which is designed to provide a detailed and systematic description of the PKH implementation process, its impacts, and the challenges faced by stakeholders in Banggai Regency. This approach is particularly useful for documenting the realities of field implementation and understanding the nuances of local contexts (Miles & Huberman, 1994). The descriptive nature of this study helps to highlight variations in program implementation across different locations and among different participant groups.

The selection of informants in this study was conducted using purposive sampling, where informants are chosen based on their relevance and potential to provide rich, detailed insights into the research topic. Key informants include representatives from local government agencies (OPD), PKH facilitators, beneficiary families (KPM), non-governmental organizations (NGOs), and academics or researchers with expertise in social welfare programs. These informants are selected based on their involvement in or knowledge of the PKH implementation process in Banggai Regency.

Data collection in this study involves multiple qualitative methods to ensure a comprehensive understanding of the PKH implementation. The primary data collection methods include: 1) In-depth Interviews, 2) Participant Observation, 3) Document Analysis.

The data analysis in this study follows the model proposed by Miles et al.,(2014), which involves three concurrent activities: data reduction, data display, and conclusion drawing/verification.

- a. Data Reduction: Data collected through interviews, observations, and document analysis are reduced and organized by coding the data into themes and categories that align with the research objectives.
- b. Data Display: The reduced data is then displayed in a manner that facilitates interpretation, such as through matrices, charts, or narrative summaries. This step helps to identify patterns, relationships, and trends within the data.
- c. Conclusion Drawing and Verification: Finally, conclusions are drawn based on the patterns identified during the data display phase. These conclusions are then verified by cross-checking with the original data, conducting member checks with informants, and using triangulation techniques to enhance the validity of the findings.

3. Results and Discussion

Result

The implementation of the Family Hope Program (PKH) in Banggai Regency has produced noteworthy results, highlighting both significant successes and persistent challenges. Extensive qualitative research conducted within the region has revealed a complex landscape of outcomes, where the program has effectively reached many of its goals, such as improving access to education and healthcare among the most vulnerable populations. However, this success is tempered by ongoing issues, including inconsistencies in beneficiary identification, data accuracy, and the challenges of coordinating efforts across various local government agencies and community stakeholders. These findings underscore the nuanced impact of PKH in Banggai Regency, illustrating both the positive strides made in poverty alleviation and the areas where further improvements are necessary to fully realize the program's potential.

The identification and selection of beneficiaries under the Family Hope Program (PKH) in Banggai Regency have largely succeeded in targeting the most vulnerable populations, ensuring that essential resources reach those in greatest need. However, despite these efforts, significant gaps remain, particularly in reaching marginalized groups located in remote or isolated areas. These geographical challenges are compounded by issues related to data accuracy and management. In some instances, inaccuracies in the data have resulted in the unintended exclusion of families who meet the eligibility criteria, thereby denying them the benefits they urgently require. Conversely, there have been cases where families who do not meet the criteria have been incorrectly included as beneficiaries, which undermines the program's effectiveness and fairness. These challenges highlight the need for improved data collection and verification processes to ensure that the program's resources are distributed more equitably and effectively, particularly among the most isolated and underserved communities in the region.

the program has significantly enhanced access to both education and healthcare for beneficiary families, demonstrating its critical role in improving the well-being of vulnerable populations in Banggai Regency. Notably, there has been a marked increase in school attendance rates among children from PKH recipient families, which is accompanied by a substantial reduction in dropout rates, suggesting that the financial support provided by the program effectively mitigates barriers to education. This improvement in educational engagement is particularly important in breaking the cycle of poverty, as sustained access to education is closely linked to better long-term socioeconomic outcomes. Similarly, the program has positively impacted health outcomes, especially for pregnant women and young children, who now benefit from more consistent and accessible healthcare services. The enhanced provision of prenatal and postnatal care, along with routine health check-ups for young children, has led to better maternal and child health indicators, reducing the incidence of preventable diseases and improving overall quality of life. These achievements underscore the program's effectiveness in addressing fundamental needs, thereby fostering a more equitable and supportive environment for the most disadvantaged members of the community.

The coordination between local government agencies, particularly the Social Services Office, and other stakeholders, such as the Education and Health Departments, has played a pivotal role in the successful implementation of the Family Hope Program (PKH) in Banggai Regency. This collaboration has enabled the program to effectively reach its target populations, ensuring that beneficiaries receive the necessary support across multiple sectors. However, despite these achievements, significant challenges persist in maintaining consistent communication and collaboration among the involved parties. The fragmented nature of inter-agency interactions has particularly affected the monitoring and evaluation processes, leading to delays and inconsistencies in assessing the program's impact. Furthermore, the absence of integrated data systems has compounded these challenges by hindering efficient information sharing and complicating program management. Without a unified platform for data exchange, agencies struggle to synchronize their efforts, resulting in gaps in service delivery and oversight. These issues highlight the need for improved coordination mechanisms and the development of a comprehensive data integration system to enhance the overall effectiveness and sustainability of PKH in the region.

The community's involvement in the implementation of the Family Hope Program (PKH) in Banggai Regency has been uneven, with varying degrees of engagement across different areas. In certain regions, there has been robust participation, where community members actively contribute to the program's success through collaboration with local authorities and adherence to program guidelines. However, in other areas, community engagement has been minimal, which has subsequently weakened the program's effectiveness in achieving its intended outcomes. This disparity in community involvement highlights the necessity for more tailored and context-specific strategies to mobilize and involve local populations. By addressing the unique socio-cultural dynamics and needs of each region, these tailored approaches can enhance the overall participation and ensure that the benefits of PKH are more evenly distributed and fully realized across all communities within the regency.

Discussion

The implementation of the Family Hope Program (PKH) in Banggai Regency has yielded mixed results, reflecting both notable achievements and ongoing challenges. The program's success in improving access to education and healthcare for vulnerable populations is a testament to its critical role in poverty alleviation. However, the complexity of PKH's impact is underscored by the persistent issues related to data management, beneficiary identification, and coordination among local government agencies.

The identification and selection of beneficiaries have been pivotal in ensuring that PKH reaches those most in need. Despite these efforts, the program has faced difficulties in accurately identifying eligible families, particularly in remote areas. These challenges are consistent with findings from other studies on social protection programs in rural regions,

where geographical isolation and limited infrastructure complicate data collection and verification processes (Heimdal et al., 2024; Heinz et al., 2024; Hillis et al., 2024; Holm & Olesen, 2024; Lai et al., 2024; Long et al., 2024; Sari & Duman, 2022). The inaccuracies in beneficiary data, leading to both exclusion of eligible families and inclusion of ineligible ones, highlight a critical area for improvement. To enhance the program's effectiveness, there is a clear need for more robust data management systems and targeted outreach to marginalized communities (Li et al., 2023; Stern et al., 2023; Wise et al., 2024).

PKH's impact on education and healthcare has been significant, particularly in increasing school attendance and reducing dropout rates among children from beneficiary families. This outcome aligns with previous research that emphasizes the role of conditional cash transfer programs in improving educational outcomes in low-income settings (Bensyl et al., 2021; Koyu et al., 2024; McGushin et al., 2023). The program's contribution to better health outcomes, especially for pregnant women and young children, further underscores its importance in addressing fundamental needs. The provision of consistent healthcare services, including prenatal and postnatal care, has led to measurable improvements in maternal and child health, which is critical for long-term poverty reduction (Bell & Schermer, 2023; Chong et al., 2024; Erkuş & Gümüş, 2024).

The coordination between local government agencies has been a crucial factor in the program's success. However, the fragmented nature of inter-agency collaboration has hindered the consistency of monitoring and evaluation efforts, leading to inefficiencies in program management. The absence of an integrated data system exacerbates these challenges by complicating information sharing across agencies. Similar issues have been documented in other contexts, where the lack of coordinated data management has led to delays in service delivery and reduced program efficacy (Grosh et al., 2008). To address these challenges, the development of a unified platform for data exchange and improved coordination mechanisms are essential for sustaining PKH's impact in Banggai Regency.

The uneven community involvement in PKH implementation suggests a need for more context-specific strategies to engage local populations. In regions where community participation has been robust, the program has been more successful in achieving its goals. Conversely, areas with minimal engagement have seen less effective implementation, which underscores the importance of tailoring community mobilization efforts to the socio-cultural dynamics of each region. This approach is supported by literature on community-based program implementation, which highlights the need for localized strategies to enhance participation and ensure equitable distribution of benefits (Cho & Han, 2024; Giallo et al., 2021; Lion et al., 2024; Scott et al., 2024).

4. Conclusion

The implementation of the Family Hope Program (PKH) in Banggai Regency has demonstrated significant progress in improving access to education and healthcare for vulnerable populations, contributing to poverty alleviation in the region. However, the program's success has been tempered by ongoing challenges, including issues with beneficiary identification, data accuracy, and inter-agency coordination. While the program has effectively reached many of its goals, the persistence of these challenges indicates a need for enhanced data management, improved coordination among local government agencies, and more tailored community engagement strategies. Addressing these areas will be crucial for ensuring that the benefits of PKH are fully realized across all communities, particularly in reaching the most isolated and underserved populations.

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