

---

## ACCOUNTABILITY OF RECRUITMENT OF DISTRICT SOCIAL WELFARE PERSONNEL IN THE CONTEXT OF EFFECTIVE IMPLEMENTATION OF THE E-WARONG PROGRAM IN THE DISTRICT OF WEST MEDAN

Shally Anggraini Utami

Universitas Muhammadiyah Sumatera Utara

shallyanggrainiutami@gmail.com

### Abstract

*Poverty is an undeniable social problem that appears in people's lives. The problem of accountability for the recruitment of social welfare workers in the West Medan sub-district, Medan City is still experiencing several obstacles. The purpose of this study was to determine the Accountability of Recruitment of District Social Welfare Personnel in the Context of Effective Implementation of the E-Warong Program in Medan Barat District. The type of research used is descriptive research with a qualitative approach. This study took as many as five speakers. The data collection technique used in this study is interviews. The results of this study indicate that the accountability of the recruitment of sub-district social welfare personnel in the context of the effectiveness of the implementation of the e-Warong program in the District of West Medan has been carried out well, but the recruitment process is not transparent because it does not refer to the ease of use. access to information regarding matters relating to TKSK recruitment. In accountability, TKSK recruitment is accounted for by several agencies starting from the Ministry of Social Affairs, Provincial Social Service, District/City Social Service and District Government. That way in the TKSK recruitment process, identification and planning stages are also carried out, namely by identifying TKSK candidates to be recruited such as the abilities and skills of TKSK candidates. determination of TKSK candidates. In the implementation of TKSK recruitment, it has not fully gone well because the recruitment process is not carried out transparently. Thus, the government is expected to use publication media to be more open about the process of implementing TKSK recruitment and provide guidance and training to the selected TKSK so that they can carry out their duties in helping to achieve the effectiveness of the implementation of the e-Warong program.*

**Keywords:** Accountability, Recruitment, Effectiveness, e-Warong.



This work is licensed under a [Creative Commons Attribution-ShareAlike 4.0 International License](https://creativecommons.org/licenses/by-sa/4.0/).

## **1. INTRODUCTION**

Poverty is an undeniable social problem that appears in people's lives. Especially for people in developing countries, the problem of poverty requires problem solving efforts carried out by planning and integration. According to 2018 Central Statistics Agency (BPS) data, the number of poor people in Indonesia in September 2017 was 26.58 million people. In particular, the city of Medan has a poor population of 204.22 thousand people (BPS City of Medan, 2018). In this case the government seeks to create programs to reduce poverty. Various efforts continue to be made by the Indonesian government through various superior programs implemented by the Ministry of Social Affairs of the Republic of Indonesia. The programs that have been designed and implemented by the Ministry of Social Affairs such as the Family Hope Program (PKH), the Social Work Community Service Program, the Joint Business Group (KUBE) and the latest program from the Ministry of Social Affairs, namely the e-Warong KUBE program which was inaugurated on 27 June 2016. From the results of the Social Service data, it is known that there are 218 e-Warong KUBE PKH in Medan City, especially in West Medan District, there are 2 e-Warong, namely e-Warong Sukaria and e-Warong Wonosobo. The benefits of e-warong for the community greatly help the economy, namely increasing regional economic growth, especially micro and small businesses in the trade sector, increasing the efficiency of social assistance distribution, increasing public access to financial and banking services.

The E-Warongini program was specifically launched so that the distribution of government assistance was of the right quality, quantity, and target (Yusnita, Duwi Agustina, 2017). The purpose of the e-Warong KUBE is to reduce the burden on the expenditure of Beneficiary Families (KPM) through fulfilling some food needs, providing more balanced nutrition to KPM, E-Warong is connected to the internet, provided with Electronic Data Capture (EDC) and BRI facilities, increasing targeting and timely receipt of Food Assistance for KPM, giving KPM more choices and control in meeting food needs and encouraging the achievement of sustainable development goals, namely the realization of social welfare.

In connection with this goal, it is hoped that the e-Warong KUBE PKH program can facilitate the community in distributing social assistance no longer by using cash, but by using a banking system that can support productive behavior for beneficiaries. It is also hoped that the creation of transparency and accountability to reduce irregularities, and the economy of the people who run the e-Warong program can improve because the community is the actor of the program. The problem of accountability for the recruitment of social welfare workers in the West Medan sub-district, Medan City, in this case is still experiencing several obstacles, including the recruitment of sub-district social welfare workers which is not open. and the effectiveness of the e-Warong program in the District of Medan Barat in this case is still experiencing several obstacles, for example, such as still finding empty balances from the Beneficiary Beneficiary Family (KPM) and the balance is not filled every month..

## **2. METHODOLOGY**

This type of research uses qualitative and descriptive research methods. Called qualitative because researchers go directly to the field to research. Field research is carried out by digging up data sourced from the research location. While it is descriptive because this research is intended to describe the complete state of the object under study. Describing in this case is to describe and explain the data obtained from the field or object under study.

### **3. RESULT**

There is transparency in TKSK recruitment

From the results of interviews conducted, it can be concluded that TKSK recruitment is still not transparent, because one of the requirements to become TKSK must be from members of organizations such as youth organizations or other social organizations and is a recommendation from the sub-district. During the TKSK recruitment process, no special selection was held so that the general public did not know except for those who had been recommended by the local sub-district. Community participation to become TKSK is still low, this is because TKSK are volunteers who do not have a fixed salary, but are only given cash or wages.

There is accountability for recruitment practices to individuals and organizations

From the results of interviews that have been conducted, it can be concluded that the Ministry of Social Affairs, Provincial Social Services, Regency/City Social Services coordinate with and are responsible for the process of making e-Warong and recruitment. The Social Service will also impose sanctions if the TKSK violates the provisions of the duties, functions and authorities in accordance with the assignment and a certain period of time that has been given. Therefore, all relevant agencies give authority to the sub-district to make agreements in the recruitment process for TKSK candidates so that they can undertake all the tasks that will be carried out as long as TKSK is on duty to achieve the effectiveness of the e-warong program.

There is an identification and planning stage carried out in the recruitment process

From the results of interviews that have been carried out, it can be concluded that the identification and planning stage in the TKSK recruitment process is carried out with a long process, this is very important to do in order to obtain good competency standards such as a measure of ability which includes knowledge, skills, and the value of social work in work practice. social and/or social welfare administration. So that with the identification process that goes well and smoothly, TKSK can carry out their duties and functions so that the e-warong program can run effectively.

There is a selection made in the recruitment process

Based on the interviews that have been carried out, it can be concluded that the selection in the TKSK recruitment process has been carried out well, it can be seen from the coordination between the Social Service and the District, but in the TKSK recruitment there is still a lack of public interest in participating in the TKSK recruitment process. This happens because TKSK are volunteers who are not given a basic salary by the government. Tksk selected by the sub-district in the Medan Barat sub-district have met the criteria and carried out their duties well.

#### **4. DISCUSSION**

In analyzing this data, the author uses indicators in accordance with the theory that has been described previously, by looking at the facts that occur in the field.

There is transparency in TKSK recruitment

Transparency is the government's openness regarding information ranging from policies, planning, implementation, supervision, and control that is easily accessible by all parties. Transparency is built on the foundation of free information. Recruitment is the process of finding, finding and attracting applicants for employment within and by an organization. So recruitment transparency is the disclosure of information regarding the process of finding and attracting job applicants from various sources in accordance with the qualifications required by an organization. It can be seen that the actions taken in the TKSK recruitment process are still not transparent, because one of the requirements to become TKSK must be from members of organizations such as youth organizations or other social organizations and are recommendations from the sub-district. During the TKSK recruitment process, no special selection was held so that the general public did not know except for those who had been recommended by the local sub-district. Community participation to become TKSK is still low, this is because TKSK are volunteers who do not have a fixed salary, but are only given cash or wages.

This can be proven based on interviews that have been conducted by researchers with Mr. Budiono as Social Welfare Personnel (TKSK) in Medan Barat District, he said that the main requirement for TKSK recruitment was to be active in youth organizations or other social workers and recommendations from the sub-district and no special selection. Therefore, no one knows because TKSK is different from the companion of the Family Hope Program (PKH). For PKH assistants, the recruitment is carried out openly, but for TKSK the recruitment process is only announced to the District, not through direct announcements to the wider community. TKSK is a volunteer who is not given a fixed monthly salary, but is only given an allowance of approximately Rp. 500,000 per month. But in its implementation, it has been five months since the money has not been given to TKSK

There is accountability for recruitment practices to individuals and organizations

The practice of recruitment and selection is a very important, crucial task, and requires great responsibility. This is because the quality of human resources that will be used by the company or organization is very dependent on how the recruitment and selection procedures are carried out. It can be seen that the Ministry of Social Affairs, Provincial Social Services, Regency/City Social Services coordinate and are responsible for the process of making e-Warong and TKSK recruitment. The Social Service will also impose sanctions if the TKSK violates the provisions of the duties, functions and authorities in accordance with the assignment and a certain period of time that has been given. Therefore, all relevant agencies give authority to the sub-district to make agreements in the recruitment process for TKSK candidates so that they can undertake all the tasks that will be carried out as long as TKSK is on duty to achieve the effectiveness of the e-warong program.

In the selection of TKSK, people who are indeed capable of being responsible for the implementation of the e-warong program, if TKSK does not want to carry out

their duties and functions, the Social Service will provide sanctions in the form of verbal warnings, gradual written warnings and administrative sanctions in the form of dishonorable termination. as TKSK.

There is an identification and planning stage carried out in the recruitment process

It is known that in the accountability of the recruitment of sub-district social welfare personnel in the context of the effectiveness of the implementation of the e-warong program in the Medan Barat sub-district. Where at the identification and planning stage in the TKSK recruitment process is carried out with a long process, this is very important to do in order to obtain good competency standards such as a measure of ability which includes knowledge, skills, and the value of social work in social work practices and or the implementation of social welfare. So that with the identification process that goes well and smoothly, TKSK can carry out their duties and functions so that the e-warong program can run effectively. This can be proven based on interviews that have been carried out by researchers with Mr. Redy Saputra as the section on Institutional, Heroism, and Social Restoration at the Medan City Social Service, he said that the identification and planning methods carried out in the TKSK recruitment process included administrative selection, written examination selection, interview selection, determination of TKSK candidates and strengthening the basic capacity of TKSK. The purpose of the identification and planning carried out in the recruitment process for the District Social Welfare Personnel is to obtain good competency standards such as a measure of ability that includes knowledge, skills, and the value of social work in social work practices and/or social welfare administration. Increase community participation in the implementation of social welfare at the sub-district level. The realization of coordination, integration, and synchronization of social welfare programs and activities at the sub-district level and the establishment of cooperation and synergy between social welfare programs and other development programs at the sub-district level.

There is a selection made in the recruitment process

In the recruitment process, a selection stage is needed where this stage can choose who the recruits are deemed to have met the requirements based on predetermined characteristics and in accordance with the position to be filled. Selection is a process to select individuals who have qualifications that match the requirements to fill positions within the organization. Selection in selecting new employees, organizations or companies usually screen applicants through interviews, tests, and investigate applicants' backgrounds. Furthermore, recommending applicants who meet the requirements to the manager for a final appointment decision. This can be proven based on interviews that have been conducted by researchers with Mr. Budiono as Social Welfare Personnel (TKSK) in the District of West Medan, he said that TKSK recruitment was not open, he only prioritized experienced people in terms of organizing such as members of youth organizations. Then the sub-district head recommends one person to become a TKSK, but it must still comply with applicable requirements such as a minimum of

high school education/equivalent, coming from elements of the community and not civil servants.

And supported by interviews conducted with Mrs. Isas and Mrs. Sri Juliati Astuti as owners of e-Warong Sukaria and e-Warong Wonosobo. On August 3, 2020, he said that establishing an e-warong had several requirements, such as being a PKH member, having a permanent residence (not contracting). After that, it will be surveyed by the Social Service. With the recruitment of TKSK, it really helps the implementation of e-warong in the Medan Barat sub-district for the better. TKSK in Medan Barat District has met the right criteria in accordance with the requirements set by the Ministry of Social Affairs. And supported by interviews conducted with Mr. Budiono as Social Welfare Personnel (TKSK) in the District of West Medan, he said that TKSK recruitment was not open, he only prioritized experienced people in terms of organizing such as members of youth organizations. Then the sub-district head recommends one person to become a TKSK, but still must comply with applicable requirements such as at least high school education / equivalent, coming from elements of society and not civil servants

## **5. CONCLUSION**

Based on the results of research and discussions that have been carried out, the conclusions in this study are as follows:

1. The recruitment process for sub-district social welfare workers has not been carried out transparently, this is because the implementation has not referred to the ease of access to information regarding matters relating to TKSK recruitment, so that many people do not know about the existence of TKSK recruitment and this causes low community participation in become a member of the TKSK.
2. Accountability for TKSK recruitment practices is accounted for by several agencies, namely from the Ministry of Social Affairs, Provincial Social Service, District/City Social Service and District governments who coordinate with and are responsible for policy formulation, preparation, determination of TKSK selection instruments, compiling and setting training script guidelines, establish TKSK, increase capacity as well as control and supervision in the process of making e-Warong and TKSK recruitment.
3. The identification and planning stages carried out in the TKSK recruitment process are carried out in order to obtain good competency standards such as a measure of ability that includes knowledge, skills, and the value of social work in social work practices and or social welfare implementation.
4. The selection made in the TKSK recruitment process has been carried out well, namely carrying out several stages such as administrative selection, written examination selection, interview selection, and determination of TKSK candidates as well as strengthening the basic capacity of TKSK.
5. Accountability for the Recruitment of District Social Welfare Personnel (TKSK) has not yet been fully implemented because the recruitment process is not carried out in a transparent manner. This is because there is no website or publication media so that the general public does not get information openly about TKSK recruitment. In accountability, TKSK recruitment is accounted for by several agencies that coordinate with each other so that the effectiveness of the implementation of the e-warong program can run well.

## 6. REFERENCES

- Adhani, A., Anshori, A., & Mahardika, A. (2022). Public Attitudes towards the Government's Policy Communication in Preventing COVID-19. *Jurnal ASPIKOM*, 7(1), 61-70.
- Anshori, A., Sos, S., Kom, M. I., Mahardika, A., Sos, S., MAP, A. S. S. S., ... & Tanjung, Y. (2021). *Isu-Isu Global & Kontemporer Analisis dan Fakta Lapangan* (Vol. 1). umsu press.
- Ali, K., & Saputra, A. (2020). Tata Kelola Pemerintahan Desa Terhadap Peningkatan Pelayanan Publik Di Desa Pematang Johar. *Warta Dharmawangsa*, 14(4), 602-614.
- ALI, K. (2018). ANALISIS KUALITAS PELAYANAN PENCAIRAN DANA DI KANTOR PELAYANAN PERBENDAHARAAN NEGARA (KPPN) PERCONTOHAN YOGYAKARTA (Doctoral dissertation, Universitas Gadjah Mada).
- Ali, K., & Rizky, R. N. (2021). ANALISIS KUALITAS PELAYANAN PENCAIRAN DANA DI KANTOR PELAYANAN PERBENDAHARAAN NEGARA (KPPN) MEDAN I. *Dinamika Governance: Jurnal Ilmu Administrasi Negara*, 11(2).
- Hajar, S., & Tanjung, I. S. (2020). Aplicación de un enfoque participativo en el empoderamiento de las aldeas costeras. *Dilemas contemporáneos: Educación, Política y Valores*.
- Hajar, S., Tanjung, I. S., & Yenni, E. (2017, October). Empowerment of Coastal Community Through Village Potential. In *International Conference on Public Policy, Social Computing and Development 2017 (ICOPOSDev 2017)* (pp. 297-299). Atlantis Press.
- Hajar, N. K. D. S., Amrizal, D., Izharsyah, J. R., & Mahardika, A. (2022). *Perencanaan Pembangunan & Pembuatan Kebijakan Daerah: Dari Teori Ke Praktik* (Vol. 1). umsu press.
- Hajar<sup>1</sup>, S., Ali, K., & Saputra, A. (2021). Optimalisasi Pelayanan Publik dalam Tata Kelola Pemerintahan Desa di Desa Pematang Johar. *Jurnal Ilmiah Muqoddimah: Jurnal Ilmu Sosial, Politik dan Hummanioramania*, 6(1), 136-142.
- Hartanto, D., & Siregar, S. M. (2021). Determinants of overall public trust in local government: Meditation of government response to COVID-19 in Indonesian context. *Transforming Government: People, Process and Policy*.
- Hartanto, D., Hidayat, N., & Sazali, H. (2019, January). The Leadership of Head of the Medan City Police Department in Strengthening Community Systems. In *1st Aceh Global Conference (AGC 2018)* (pp. 205-209). Atlantis Press.
- Izharsyah, J. R., & Lubis, F. H. (2020). Analysis of Masterplan in Medan City Determining the Strategic Area (KSK) Social Culture Fields in Medan. *Budapest International Research and Critics Institute-Journal (BIRCI-Journal)*, 3(4), 2821-2834.
- Izharsyah, J. R. (2020). Analisis Strategis Pemko Medan Dalam Melakukan Sistem Pengelolaan Sampah Berbasis Open Dumping Menjadi Sanitary Landfill. *Jurnal Ilmiah Muqoddimah: Jurnal Ilmu Sosial, Politik dan Hummanioramania*, 4(2), 109-117.
- Izharsyah, J. R. (2022, February). Community Social Phenomenon as A Preventive Action and Disaster Mitigation of Longsor Disasters in Simalungun District. In *PROCEEDING INTERNATIONAL CONFERENCE ON LANGUAGE, LITERATURE AND CULTURE* (Vol. 1, p. 397). umsu press.
- Martinelli, I. (2021). Menilik Financial Technology (Fintech) dalam Bidang Perbankan yang dapat Merugikan Konsumen. *Jurnal SOMASI*, 2(1), 32-43.
- Khairiah, N., Rahmi, A., & Martinelli, I. (2021). Management of Overseas Refugees in North Sumatra in the Perspective of Human Security. *Budapest International Research and Critics Institute (BIRCI-Journal): Humanities and Social Sciences*, 4(4), 12077-12089.
- Khairiah, N., Rahmi, A., & Martinelli, I. (2021). Management of Overseas Refugees in North Sumatra in the Perspective of Human Security. *Budapest International Research and Critics Institute (BIRCI-Journal): Humanities and Social Sciences*, 4(4), 12077-12089.

- Kusnita, N., Wibowo, Y. S., Tanjung, I. S., & Nugroho, R. (2021). Analisis Kebijakan Pengelolaan Pulau-pulau Kecil Terluar dalam Mendukung Potensi Bisnis Transportasi Laut Kepulauan Riau. *Cerdika: Jurnal Ilmiah Indonesia*, 1(6), 724-734.
- Mavianti, M., & Rizky, R. N. (2019, October). Upaya Pemanfaatan Bonggol Pisang Dalam Meningkatkan Ekonomi Keluarga Pada Ibu-Ibu Di Dusun 2 Desa Tanjung Anom. In *Prosiding Seminar Nasional Kewirausahaan* (Vol. 1, No. 1, pp. 138-143).
- Mujahiddin, M., & Mahardika, A. (2018). Analisis Potensi Konflik antara Pemerintahan Desa dan Masyarakat Pasca Berlakunya UU No. 6 Tahun 2014 (Studi Kasus pada Desa Paya Geli Kecamatan Sunggal Kabupaten Deli Serdang). *Warta Dharmawangsa*, (55).
- Ramadhani, R., & Ramlan, R. (2019). Perjanjian Build Operate And Transfer (Bot) Lapangan Merdeka Medan Dalam Pandangan Hukum Administrasi Negara Dan Hukum Bisnis. *DE LEGA LATA: Jurnal Ilmu Hukum*, 4(2), 255-270
- Rizky, R. N., & Mavianti, M. (2019, October). Keripik Kelapa: Peluang Usaha Baru di Dusun 3 Tanjung Anom, Deli Serdang. In *Prosiding Seminar Nasional Kewirausahaan* (Vol. 1, No. 1, pp. 311-318).
- Rizky, R. N. (2017). Lembaga Swadaya Masyarakat, Media Massa dan Hak Anak. *JURNAL SIMBOLIKA: Research and Learning in Communication Study (E-Journal)*, 3(2), 87-96.
- Roziqin, A., Adejaya, M. S., & Ali, K. (2019, October). Strengthening local economy through tourism village: Case study in Dukuh Dalem, Sleman Regency. In *Iapa Proceedings Conference* (pp. 173-179).
- Saputra, A., & Ali, K. (2020). ANALISIS KEBIJAKAN PARIWISATA TERHADAP PENGELOLAAN OBJEK WISATA DI KABUPATEN SAMOSIR. *Warta Dharmawangsa*, 14(4), 564-584.
- Syahputra, B. P., & Tanjung, I. S. (2019). Membangun Sinergi Pusat Karir dan Program Studi Melalui Program Tracer Study dan Pengembangan Karir Lulusan. *Proceeding Indonesian Carrier Center Network (ICCN) Summit*
- Syahreza, M. F., & Tanjung, I. S. (2018). Motif dan Pola Penggunaan Media Sosial Instagram di Kalangan Mahasiswa Program Studi Pendidikan Ekonomi UNIMED. *Jurnal Interaksi: Jurnal Ilmu Komunikasi*, 2(1), 61-84.
- Tanjung, H., Handoko, Y., Tanjung, I. S., & Yuniarsa, S. O. (2022, March). CREATIVITY AND INNOVATION IN SMALL BUSINESS: A DIGITAL SYSTEM LITERATURE REVIEW WITH ROUND MAP NEW NORMAL. In *Proceeding International Seminar of Islamic Studies* (Vol. 3, No. 1, pp. 795-802).
- Tanjung, E. F., Harfiani, R., & Sampedro Hartanto, H. (2021). Formation of Soul Leadership Model in Indonesian Middle Schools. *Educational Sciences: Theory And Practice*, 21(1), 84-97.
- Tanjung, I. S., & Putri, S. P. (2022). Penanggulangan Pandemi Covid-19 Melalui Tindakan Preventif Untuk Mewujudkan Desa Tangguh Covid-19. *ABDI SABHA (Jurnal Pengabdian kepada Masyarakat)*, 3(1), 119-123.
- Tanjung, I. S., Tanjung, H., & Wibowo, Y. S. (2021). Development of Tourism Communication Model Based on Local Wisdom in Padangsidempuan. *Budapest International Research and Critics Institute (BIRCI-Journal): Humanities and Social Sciences*, 4(4), 9877-9885.