

Bureaucratic Pathology of Social Aid Services in Sragi Village Pekalongan Regency

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ABSTRACT

This research aims to analyze the performance of government bureaucracy in the distribution of social assistance in Sragi Village, Pekalongan Regency. Through a qualitative approach with a case study, this research identifies various issues in the distribution of social assistance, including the inability to determine the right targets, distribution delays, lack of transparency, and accountability. Data were obtained through direct observation and analysis of community conversations. The results of the research show that the inability to distribute accurately and the delay in distributing social assistance are caused by various factors, such as inefficiency in bureaucracy, technical issues, and lack of transparency. Although no acts of corruption or abuse of authority were found, the integrity and responsibility of employees in carrying out their duties are crucial to maintaining public trust. The conclusion emphasizes the need for improvements in the social assistance distribution system, including increasing efficiency, transparency, and integrity in bureaucracy, as well as emphasizing employee responsibility. By addressing these various aspects, it is hoped that the social assistance distribution process can become more effective and efficient, with a greater impact on the communities in need.

Keywords: bureaucratic pathology, social aid services, sragi village

INTRODUCTION

In many regions, including Kelurahan Sragi, Kabupaten Pekalongan, the implementation of the Bansos program plays a crucial role in improving community welfare and reducing social inequality. However, although the aim of



this program is to help those in need, its implementation often faces various obstacles that affect the effectiveness and efficiency of its distribution.

One of the main issues that often arises in the implementation of social assistance is the existence of “Bureaucratic Pathology”. Bureaucratic pathology refers to deviations or problems in the public administration system that cause the bureaucracy to not function properly. In the context of social assistance service, this pathology can include problems such as overly complicated procedures, lack of transparency in the management of funds, and corrupt practices or abuse of authority by local government officials.

In the distribution of social assistance in Sragi Village, Pekalongan Regency, there is much evidence of bureaucratic pathology. The rapid and targeted distribution of assistance is often hindered by convoluted procedures and a lack of coordination between institutions. In addition, there are indications that practices that do not comply with the rules, such as uneven or poorly targeted assistance, make existing problems more complex.

Not only does bureaucratic pathology cause the distribution of social assistance to be delayed or inappropriate, but it also reduces public trust in the government. Dissatisfaction and injustice in the community can arise when people who really need assistance do not receive it, while people who are not entitled to receive it.

Government bureaucracy has a very important role in determining the direction to achieve success in state administration. With the rapid advancement of information and communication technology and increasingly fierce global competition, people are increasingly sensitive to the performance of the government bureaucracy and are very concerned about improving their quality of life. The level of public trust in the government is greatly influenced by the good and bad performance of the government bureaucracy. The role of government in the process of organizing public sector activities is changing, where not only the government is involved in the development process but can also involve the private sector, community institutions which are the main pillars that must play an active role in carrying out the development process.

This means that in order to be able to carry out government functions properly, bureaucratic organizations must be professional, responsive, aspirational to the various demands of the people they serve, therefore the development of the State apparatus can be carried out continuously so that it can become an efficient and effective, clean and authoritative tool so that it is able to carry out general government tasks and can move development smoothly based on the spirit and attitude of devotion to society. Thus, from the description above,

the author can formulate the main problem in this research, namely How is the Analysis of Government Bureaucratic Performance Grants and social assistance are given to non-governmental institutions engaged in education, religion, social, community and so on. The implementation of grants and social assistance in Pekalongan Regency is regulated in the Regent Regulation Pekalongan No. 50/2018 on Guidelines for the Management of Grants and Social Assistance sourced from the Regional Budget.

Based on observations in the field in the implementation of social assistance activities, there are still things that do not comply with the rules and regulations. Social assistance grants in the current year should have been proposed in advance in the previous year, but in fact what happened was that there was no submission proposal but the name of the grant recipient was included in the budget and another problem was that the prospective recipients of grants and social assistance did not know they would get grants and social assistance so they had not prepared the complete files, not to mention the employees who handled this social assistance service seemed to blame each other.¹

This bureaucratic pathology continues from year to year and eventually becomes commonplace and even a paradigm. Although the government has tried to reduce and even change it through the bureaucratic reform system, changing this paradigm remains difficult.

In order for the quality of public services to be better, the bureaucracy must change its position and role that has been played. From those who like to regulate and rule to those who like to serve, from the approach of power and monologue to flexible, collaborative and dialogical, and from sloganistic characteristics to realistic and pragmatic ways of working. The process of community empowerment needs to be improved through collaboration and partnership with the community. The role of private organizations and non-governmental organizations should not be underestimated. There seems to be a symptom that the process of community innovation starts faster from the private sector than from public bureaucratic organizations.²

Basically, an apparatus carrying out the tasks assigned to him is expected to show the best performance that can be shown by the apparatus, besides that the performance shown by the apparatus is of course influenced by various factors

¹ Dewi Septriana Kumalasari, "Patologi Biokrasi Pelayanan Bansos Di Bagian Kesra Kantor Sekretariat Daerah Kabupaten Pekalongan", (*Public Service And Governance Journal Vol. 5 No. 1*, 2024), hlm 198-213.

² Aris Tri Haryanto, "Upaya Menciptakan Birokrasi Yang Efisien, Inovatif, Responsif, dan Akuntabel", (*Jurnal Ekonomi dan Kewirausahaan Vol. 7 No. 2*, 2007), hlm 160-171.

that are important for improving work results which are the goals of the organization or agency where the apparatus works. This performance needs to be measured by the leadership so that it can be known to what extent the development of the performance of the apparatus in particular and the organization in general. Performance is the result of work that has a strong relationship with the strategic relationship of the organization. Apparatus performance is the willingness of a person or group of people to do something visible and perfect it according to their responsibilities with the results as expected. Performance comes from the word "to perform" which means "to do or carry out execute" which means "to do, run, carry out" and or "to execute or complete an undertaking" which means "carrying out or perfecting responsibilities. Performance is a psychological attribute that cannot be measured directly, psychological attributes cannot be measured directly through respondents made by the subject when the subject is faced with these stimuli. Performance is the result of work produced by real apparatus or actors that are displayed according to their role in the organization. Performance also means the results that a person achieves both quality and quantity. In accordance with the responsibilities given to him. In addition, a person's performance is influenced by the level of education, initiative, work experience and motivation of the apparatus.

RESEARCH METHOD

The research conducted in this study is a case study using a qualitative approach. As mentioned by Moleong (in Djokowidodo, 2022), that a qualitative approach is used to obtain descriptive data in the form of spoken words from the observed subjects. The data taken in this study is a view of the Pathology of Bureaucracy in Social Aid Services in Sragi Village, Pekalongan Regency, which was conducted on March 10, 2024. This research examines the time of the provision of social assistance in the Sragi village, Pekalongan Regency. Among them are observing social assistance recipients, and staff who deliver and take care of the distribution of social assistance in the form of sphp rice. At the data collection stage, there are several techniques that are applied so that the data obtained can be collected optimally. The technique used is observation or direct observation with free listening techniques, and to document using tapping, recording, and recording techniques. Sudaryanto (1993) said that the free listening technique means that the researcher is not involved in the use of language that is used as data in the study. So that researchers only listen to the conversations of social assistance recipients and employees and write them down as research material. The stages in analyzing the data of this study are transcribing data from

the form of recordings to the form of written notes in the form of recorded data of conversations between the recipient community of social assistance and employees and also the community among the community, as well as employees with employees. Data analysis was carried out by describing the conversations used by using the concept of speech components from Dell Hymes (in Chaer & Agustina, 2010), namely eight components that are acronymized as SPEAKING, namely S (setting and scene), P (participants), E (ends purpose and goal), A (act sequences), K (key: tone or spirit of the act), I (instrumentalities), N (norms of interaction and interpretation), and G (genres).

RESULT AND DISCUSSION

Inability to Distribute to the Right Target

Data 1

Person 1 : "sampean by bansos ora?"

(You don't get social assistance)

Community 2 : "No, but it's mba sinah sing umahe tingkat loro by."

(no, but mbak sinah who has a two-story house gets social assistance)

(Source: Community conversations taken using note-taking technique)

Based on the research data above, it is found that the distribution of social assistance still experiences inability and is not right on target. This is caused by inefficient and transparent bureaucracy, so that assistance does not reach those in need. Factors that cause this inability include a lack of accurate data, an inadequate verification process, and unclear acceptance criteria.

Rigor is one of the important factors in determining a person's performance. This is because rigor is a personality trait that can predict work performance. In addition to accuracy, discipline is also an indispensable element in community service. Discipline includes an attitude of submission and obedience to applicable rules and carrying out tasks properly. In Indonesian literature, discipline is defined as obedience to rules. In general, discipline is an attitude in which a person obeys and submits to the rules that apply. Discipline is very important to foster work ethics and ensure that employees comply with existing rules. Discipline can also take the form of sanctions or punishments given to individuals or groups who break the rules.

Bureaucratic organizations emerge as part of the instruments used as a medium to bridge the interests of the state (government) with society. In this context, the bureaucracy must prioritize public issues related to the needs of society comprehensively, such as justice, welfare, democracy, human rights,

security, and so on. The keyword that should guide bureaucrats is how they are able to respond well to the pulse of the interests and needs of the community. This response must be actualized professionally in services and other operational tasks.

The inaccurate distribution of social assistance in Kelurahan Sragi reflects a fundamental problem in the bureaucratic system. When the data used is inaccurate and the verification process is not done properly, social assistance cannot be distributed to those who really need it. This shows the need for bureaucratic reform that focuses on improving data accuracy, the efficiency of the verification process, and the clarity of acceptance criteria.

The importance of rigor and discipline in bureaucracy cannot be overlooked. Thoroughness ensures that every action taken by bureaucratic employees is precise and based on valid data. Discipline, on the other hand, ensures that every employee complies with applicable rules and procedures, thereby reducing the possibility of irregularities in the distribution of aid. The combination of rigor and discipline will result in better public services that are responsive to the needs of the community.

As part of the state instrument, the bureaucracy must be able to bridge the interests of the government with the needs of society. This means that the bureaucracy must always prioritize the principles of justice, welfare, democracy, human rights, and security in every policy. The bureaucracy must be responsive to the needs of society and be able to actualize its duties professionally and efficiently.

By improving the bureaucratic system and increasing accuracy and discipline, the distribution of social assistance can be more targeted and effective. Continuous bureaucratic reform is needed to ensure that any assistance provided actually reaches those in need, so that the objectives of the social assistance program can be achieved properly.

Delays in Disbursement

Data 2

Resident 1 : "You should go to the neighborhood to get your own bansose metu."

(let's go to the urban village office to get our social assistance)

Person 2 : "I'm reluctant to queue, the officer said it was an error."

(I didn't want to wait in line, but the officer said that the sever was still in error)

(Source: Community conversations taken using note-taking technique)

Based on the results of research conducted in Sragi Village regarding the distribution of social assistance (bansos), it was found that the distribution of social assistance still experienced significant delays. This is caused by several factors, one of which is the slow process and frequent errors on the server used for data entry. This problematic server causes delays in the distribution of social assistance, which in turn has a negative impact on the community who should receive the assistance on time.

These delays cause prolonged suffering for people who desperately need social assistance. Moreover, at the present time where inflation is still occurring and causing food prices to soar, delays in the distribution of social assistance have a very detrimental impact on the economy of the underprivileged. This situation is evidenced by the fact that many people are reluctant to apply for social assistance because the process is too complicated and time-consuming.

Willingness to cooperate among employees is very important to improve work efficiency and effectiveness. Good cooperation will lead to more effective and efficient completion of tasks and responsibilities. Many studies have proven that working together in groups can improve performance and results.

However, this condition is very different from what happens in Kelurahan Sragi, where there may only be 1 or 2 employees who are really active and able to work well together. In the context of bureaucracy, cooperation between employees is very important to achieve common goals. Good cooperation will help in problem solving and increase the effectiveness and results of every action taken.

However, in reality, this cooperation is often less than optimal, especially at the operational level in Kelurahan Sragi. The limited number of employees who are able to work well together, coupled with a convoluted bureaucracy and inadequate infrastructure, further exacerbates the situation. Therefore, more efforts are needed to improve cooperation between employees and improve the existing system so that the distribution of social assistance can be done more quickly and on target.

In addition, it is important to improve the technical capacity and information technology infrastructure used in the social assistance distribution process. Servers that often experience problems need to be upgraded or replaced with a more reliable system so that the data entry process can be done quickly and accurately. Thus, delays in the distribution of social assistance can be minimized and social assistance can immediately reach the people in need.

Non-transparency and Lack of Accountability

Data 3

Community 1 : "Are you a recipient of social assistance or not?"

(you registered for the social assistance program)

Person 2 : "I don't understand the information."

(I don't know where the information came from)

(Source: Community conversations taken using note-taking technique)

Based on the results of research conducted in Sragi Village regarding the distribution of social assistance (bansos), it was found that there was a lack of transparency and accountability in the process of distributing social assistance by the government. The lack of mechanisms that ensure decision-making and bureaucratic actions are accounted for effectively and efficiently as well as on target results in various serious problems.

When transparency and accountability in the distribution of social assistance are not maintained, opportunities for abuse of power and ethical violations increase. For example, it is possible that employees involved in the distribution of social assistance use their position for personal gain or to provide assistance to individuals who are not entitled. This is very detrimental to the people who really need this assistance. Ethical violations like this can lead to public distrust of the government and social assistance programs.

One factor that causes a lack of transparency and accountability is the lack of socialization to the community regarding information on the registration of social assistance recipients. Many people do not know the registration procedures or criteria for social assistance recipients due to the lack of information conveyed by the authorities. As a result, only a handful of people get assistance, while many who really need it are not reached by the program.

This lack of socialization also reinforces the impression that the distribution of social assistance is unfair and non-transparent. People who feel ignored may assume that the distribution of social assistance only benefits certain groups that are close to the aid managers. To overcome this problem, greater efforts are needed to provide clear and accessible information on registration procedures, recipient criteria, and social assistance distribution mechanisms.

In addition, there needs to be an improvement in the monitoring and evaluation of the social assistance distribution process. The government and authorities must ensure that every stage in the social assistance distribution process is carried out in a transparent and accountable manner. One way is to involve the community in monitoring the distribution of social assistance, for

example through the formation of a monitoring committee consisting of representatives of the local community. Thus, the community can play an active role in ensuring that social assistance is channeled to those who really need it.

Improved information technology can also help to increase transparency and accountability. For example, by using an integrated system for the registration and distribution of social assistance, so that data on beneficiaries can be easily accessed and verified by authorized parties. This system can also provide real-time information to the public regarding the status of social assistance registration and distribution.

Overall, to improve the effectiveness of social assistance distribution in Sragi Village, improvements are needed in socialization, supervision, and the use of information technology. With these steps, it is hoped that the distribution of social assistance can be carried out in a more transparent, accountable, and targeted manner, so that it truly benefits the people in need.

Corruption and Abuse of Authority

Data 4

Person 1 : "You get piro social assistance?"

(how much social assistance did you get)

Person 2 : "telongatus sewu."

(three hundred thousand)

Person 1 : "podo brarti."

(same)

(Source: Community conversations taken using note-taking technique)

In research conducted in Sragi Village regarding the distribution of social assistance (bansos), it was found that no acts of corruption or abuse of authority occurred. This is because employees at the Sragi village level still uphold the principle of honesty and understand the importance of their responsibilities as figures respected by local residents.

Responsibility in this context refers to the willingness of employees to take responsibility for the work they have done. In a bureaucracy or institution, an employee has rights and obligations that must be carried out, where the two are interrelated elements. Rights include what belongs to employees after they have performed their obligations, while obligations include tasks that must be done responsibly.

Performance is basically the responsibility of every individual who is active in the bureaucracy. Bureaucratic performance is considered an individual performance that is influenced by several factors such as knowledge, skills,

motivation, and the tasks assigned. In addition, employee performance is also influenced by employee solidarity, leadership style, group work, team structure, team roles, and team norms.

In an organization, be it government or private, there are usually several individuals who have an important role in realizing the vision and mission of employees. The integrity of individuals and staff is needed so that the vision and mission of employees can be achieved. Honesty is an attitude taken by individuals or groups without reducing or adding information from what is heard, seen, or done. This honesty is based on positive thinking, acting according to rules and values, and being responsible for all actions taken, so that they can be trusted by various parties.

Research in Kelurahan Sragi shows that the integrity and honesty of employees in distributing social assistance is very high, so there is no corruption or abuse of authority. This shows the importance of maintaining honesty and responsibility in carrying out tasks to ensure that social assistance can be distributed appropriately and is beneficial to people in need.

CONCLUSION

Based on the results of research on the distribution of social assistance (bansos) in Sragi village, several problems were identified in the process. One of them is the inability to distribute the right target. This is caused by various factors, including a lack of efficiency in the bureaucracy that manages the distribution of social assistance. An inefficient distribution process can lead to difficulties in identifying recipients who actually need assistance, and cause errors in distribution.

Another problem is the delay in the distribution of social assistance. These delays can be caused by various factors, including slow processes and technical problems such as server outages. The impact of these delays can be felt directly by the people who are supposed to receive social assistance, who experience longer suffering and sometimes feel frustrated by the slow system.

In addition, there is also a lack of transparency and accountability in the distribution of social assistance. The lack of transparency makes it difficult for the public to know how the social assistance distribution process is carried out and who is actually eligible to receive the assistance. As a result, this can lead to abuse of power and ethical violations in the distribution of social assistance.

Although in the data obtained no acts of corruption or abuse of authority were found in the distribution of social assistance, the integrity and responsibility of employees in carrying out their duties are very important to maintain public

trust. Responsibility in carrying out duties not only includes the obligation to carry out the social assistance distribution process properly, but also to ensure that every step taken is for the benefit of the community as a whole.

Thus, improvements in the social assistance distribution system are needed. This includes increasing efficiency in the bureaucracy, transparency in the distribution process, and increasing the integrity and responsibility of employees in carrying out their duties. By making improvements to these various aspects, it is hoped that the social assistance distribution process can become more effective and efficient, and be able to have a greater impact on the people in need.

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