

EVALUATION OF THE SOCIAL SERVICES PROGRAM ON THE GUIDANCE OF STREET CHILDREN IN TANJUNGPINANG CITY IN 2023

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Abstract

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This study evaluates the Social Service Program for Street Children Development in Tanjungpinang City using Daniel Stufflebeam's theory through descriptive qualitative research methods including interviews, documentation, and observation. The research identifies significant challenges in the coaching program, particularly inadequate socialization to communities and street children, resulting in limited awareness of available services. The evaluation reveals suboptimal program implementation across four key indicators: Context indicators show that many street children remain unaware of coaching programs; Input indicators demonstrate that while coaching activities have been initiated, budget fulfillment remains incomplete; Process indicators reveal that current activities include writing exercises, self-introduction sessions, and age-appropriate toy provision, with Social Services collaborating with Satpol PP for street children management; Product indicators indicate that some street children receive increased monitoring and training, reducing their street presence, although success remains limited. Despite these constraints and the program's incomplete optimization, the Tanjungpinang City Social Service continues to exert maximum effort within available resources to assist street children in transitioning away from their current environment, demonstrating commitment to improving outcomes despite systemic challenges.

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INTRODUCTION

Indonesia, as a developing country, strives to achieve excellence in education to achieve developed nation status through the National Education System, which is

expected to drive change in facing the challenges of the times. The government is committed to implementing equitable education without discrimination, including for street children, although challenges remain with the high number of street children in some areas (Solekhah et al., 2024) . As a law-abiding nation, Indonesia pays attention to the rights and obligations of citizens to live decently, but in reality, many still do not experience prosperity. The state's obligations are stated in the National Objectives of the Preamble to the 1945 Constitution, namely to educate the nation's life, protect the entire Indonesian nation and all of Indonesia's homeland, and promote general welfare. Child social welfare is a state where children's material, spiritual, and social needs are met so that they can live with dignity and develop and fulfill their social functions (Hajjah, 2023)

Children's rights are part of human rights that must be guaranteed, protected, and implemented by parents, families, communities, governments, and the state to protect children from violence and exploitation. Basic children's rights include the ability to survive, grow and develop, participate, and be protected, yet street children do not receive these basic rights. The existence of street children is a social problem related to poverty and requires complex handling. Street children are characterized by being aged 5-18 years, engaging in activities or wandering on the streets, and having a dull and unkempt appearance (Aruan & Halawa, 2019) .

In the Strategic Plan of the Tanjungpinang City Social Service, street children are children who are vulnerable to working on the streets because they spend most of their time on the streets for daily living activities. The Social Service has a development program with a budget of Rp 247,700,000 (Two Hundred Forty Seven Million Seven Hundred Thousand Rupiah) in 2023, targeting mentoring 70 children with a budget of Rp 166,200,000 (One Hundred Sixty Six Million Two Hundred Thousand Rupiah) and talent development of 30 children with a budget of Rp 76,500,000 (Seventy Six Million Five Hundred Thousand Rupiah).

Guidance is an effort or action taken effectively to achieve better results, referring to planned improvements in lifestyle. Guidance for street children is the responsibility of the city government to ensure the normal growth and development of children, both physically, spiritually, and socially (Hariawan et al., 2021) . Street children's lives are not a choice but a forced existence due to certain factors. Psychologically, they lack a strong mental and emotional foundation, yet must struggle on the harsh streets, negatively impacting their personality development. This psychological aspect impacts social aspects, with emotional and mental lability supported by a shabby appearance, often leading to them being considered the dregs of society (Siregar et al., 2023) .

Street children aged 5-18 spend their time earning a living on the streets and in public places like city parks, traffic lights, tourist attractions, bus terminals, and restaurants. They may even have no contact with their families. The large number of street children can give rise to street mafias that exploit children for business, either with parental consent or due to physical and economic abuse resulting from parents' inability to meet their needs (Taufiqqurrachman et al., 2023) .

Based on Article 55 paragraph (1) of the Child Protection Law, the government is obliged to organize the care and treatment of street children, both inside and outside institutions, and Article 4 of the Child Protection Law states: "Every child has the right to life, growth, development, and fair participation in society, in accordance with their human dignity and dignity, and has the right to protection" (Arga et al., 2022) . The phenomenon of street children as a social problem is characterized by children with a dull

appearance, living on the streets in various ways such as selling food, newspapers, busking, begging so that they are labeled as having cruel, violent, and wild natures. Environmental factors influence children's learning, and children who lack moral and ethical values depend on their parents to survive (Haris, 2020) .

Tanjungpinang, the capital of the Riau Islands Province, has a plethora of street children observed in public places such as town squares, traffic lights, Batu 10 Park, and restaurants. Their activities range from buskers, clowns, and tissue sellers, from day to night. They appear shabby, smoke, and often engage in inappropriate activities such as swearing, disrupting traffic, and forcing drivers to pay. This social problem is a combination of poverty, low education, lack of job skills, environmental, socio-cultural, and health factors (Hariawan et al., 2021) .

Table 1. Street Children Data

No	Year	Number of Street Children
1	2019	72
2	2020	80
3	2021	65
4	2022	30
5	2023	24
6	2024	25

Source: Tanjungpinang City Social Services, 2024

Data shows fluctuations in the number of street children from 2019 to 2024, with an increase from 72 to 80 in 2020, then decreasing to 65 (2021), 30 (2022), 24 (2023), and a slight increase to 25 (2024). Street children work from 2:00 PM to 10:30 PM WIB in crowded places. Many children aged 10-14 are still involved in delinquent gangs such as punks, which disturb the community. The Tanjungpinang Social Service, in collaboration with child protection agencies, regional government agencies (SKPD), NGOs, and the police, is conducting joint operations to reduce the number of street children. The Tanjungpinang City Social Services Department launched the Support Group program in 2015 to motivate street children to avoid negative behavior. Initially held monthly, the program was expanded to every three months in mid-2023, depending on the program's needs and effectiveness. This activity builds street children's self-confidence, fostering a positive and constructive outlook on life and preventing them from engaging in the detrimental effects of street life.

However, there are obstacles in the Support Group program, namely street children often feel embarrassed or reluctant when approached, so the coaching process is slow and less effective. Another obstacle is parents who are unwilling to follow the instructions of the Social Services, such as disciplining or sending their children to school, and a lack of budget that reduces the ability to expand the reach of the program and improve supporting facilities for fostering street children. Based on these problems, this study aims to evaluate the Social Services program for fostering street children in Tanjungpinang City in 2023 to contribute to the development of science related to the social environment and input for the government in formulating policies for handling street children.

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Program Evaluation

According to M. Chatib Toha (in Rahman, 2019), evaluation is a planned activity to determine the condition of an object using facilities whose results will be compared with benchmarks to draw conclusions. Evaluation is the process of collecting data to determine the extent, in what ways, and how program objectives can be achieved so that gaps between estimates and reality can be identified. Evaluation is the process of measuring, assessing, and analyzing programs or policies to determine the results of predetermined objectives as a guideline for taking steps for the future.

According to Daniel Stufflebeam (in Hasanudin et al., 2022), CIPP evaluation is an abbreviation of Contexts, Inputs, Processes, and Products evaluation. Stufflebeam (2007) explains that context evaluation is related to assessing program objectives to determine priorities and ensure that program objectives are targeted to meet needs, input evaluation is related to assessing the most effective program plan, process evaluation is related to assessing the actions or implementation of the program plan, and product evaluation is related to assessing the final results of the program to help user groups measure the success of the program in meeting targeted needs.

Coaching

Coaching comes from the word "bina" (training) with the prefix "pe-an" (pe-an). It is an effort to conduct actions and activities efficiently and effectively to achieve better results. Coaching is a process of developing and improving or carrying out actions and activities to achieve better results. Essentially, it is an activity carried out consciously, planned, guided, and regularly, responsible for the growth, improvement, and development of abilities and available resources to achieve goals (Karso, 2021).

According to Miftah Thoha (in Susanto, 2016), coaching is an action, process, result or statement for the better that shows progress, improvement, growth, evaluation of various possibilities, development or improvement of something. Coaching methods are divided into individual coaching which includes mental coaching and character coaching carried out directly on the streets, and group coaching which includes social coaching and skills coaching by gathering street children and providing assistance and reviewing problems together in the concept of changing attitudes and behavior (Solong et al., 2022).

Guidance Through Social Services

Guidance through the Department of Social Services is provided through mentoring and training. The mentoring process requires a mentor with expertise who prioritizes mentoring tasks in accordance with its principles. The Department of Social Services identifies the role of the mentor as an advocate, tasked with defending victims who experience inappropriate treatment, a mediator, acting as a bridge between clients and various resources for referrals, and an enabler, whose role is to identify the issues faced by victims and understand their needs.

Training is often viewed as a common practice because it is believed to increase productivity. Training is a learning process that focuses more on practice than theory, conducted individually or in groups, with the primary goal of honing skills in one or more areas to become more skilled and proficient. Training programs include educational activities through tutoring packages, recreational activities for self-reflection and

exploring potential, and religious guidance as a preventative measure to prevent deviant behavior.

Non-Formal Street Children Development Patterns

Non-governmental organizations (NGOs) are information providers that provide a rationale for marginalized children regarding the prevailing values and norms of society. Street child development activities within these organizations typically incorporate resolatory and educational services, including religious activities commemorating religious holidays, teaching and discussing social norms, providing guidance on specific issues within the home, school, or workplace of street children, and visiting the homes of street children's parents to reunite them with their families.

The pattern of fostering street children through social institutions includes fostering skills and abilities as an effort to equip street children with certain abilities so they can live independently through handicraft and technology training, fostering involving a number of community figures such as the heads of RT, RW, and sub-district officials to introduce social norms, and fostering involving the police which emphasizes explaining the rules that must be followed and the importance of orderly traffic.

Street children

Street children are a social problem that has become a significant phenomenon in society. For poor communities, the income from a child helps sustain the family, as children serve as an economic factor supporting the family's survival and ensuring they can meet their basic needs. Children engage in productive activities from an early age and are sometimes forced to drop out of school for economic reasons. Therefore, children have a dual role in the family and society, as heirs and potential economic assets that can be utilized to support the family economy (Nurmayati et al., 2021) .

Street children are not a homogeneous group because they are very diverse and can be distinguished based on occupation, relationship with parents, time spent on the street, type of activity, and gender. In general, street children are divided into three categories: children on the street (children who are economically active as child laborers on the street but have a close relationship with their parents), children of the street (children who commit violence, run away or leave home), and children from families of the street (children from families living on the street with exposure to street life since infancy). Characteristics of street children based on physical characteristics include dull appearance and skin color, reddish hair, thin bodies, and unkempt clothing, while psychological characteristics include indifference, suspicion, and a strong character (Khotimah et al., 2022) .

METHOD STUDY

This study uses a descriptive qualitative approach that examines the quality of relationships, activities, and situations with an emphasis on holistic descriptions to explain in detail about ongoing activities (Fadli, 2021) . The object of the study is the Evaluation of the Social Service Program for the Development of Street Children in Tanjungpinang City in 2023, with the research location in Tanjungpinang City chosen because it is related to the research and can obtain the required information. Data sources consist of primary data obtained directly through interviews with informants and secondary data in the form of official documents, literature, and notes that support the

primary data. Data collection techniques use observation to observe phenomena in the field, interviews to collect information through questions and answers, and documentation to collect documents from reliable sources (Jogiyanto, 2018 ; Sugiyono, 2016) . Research informants include 1 Head of the Child Rehabilitation Section of the Tanjungpinang City Social Service, 1 Civil Service Police Unit, 4 community members, and 4 street children. Data analysis using the Miles and Huberman model through data reduction stages to select the main and important things, presenting data in the form of brief descriptions and charts, as well as drawing conclusions and verification supported by valid and consistent evidence to produce credible conclusions.

RESULTS AND DISCUSSION

Context Evaluation

A contextual evaluation of the street children development program in Tanjungpinang City shows that the Social Services Agency has identified the needs and problems faced by street children through quarterly Support Group activities. This program is specifically designed to address children who engage in street activities such as busking, being a street clown, and begging, with the majority of them not attending school. The main factors causing children to take to the streets are difficult family economic conditions, lack of family attention, and limited access to education. The Social Services Agency regularly maps areas and identifies street children to ensure targeted interventions, with the primary target being children aged 6-16 who spend their daily time on the streets.

Program implementation faces several significant obstacles, particularly a lack of outreach, which results in uneven distribution of information about the development program among street children. Research shows that some street children are unaware of the development program run by the Social Services Department, while others have received information. Other obstacles include budget constraints, reluctance of street children to attend school through government-facilitated package programs, and lack of parental support. This situation is exacerbated by disharmonious family situations resulting from divorce or parental conflict, resulting in children receiving inadequate protection and attention.

The collaboration between the Social Services Agency and the Public Order Agency (Satpol PP) in handling street children demonstrates the local government's systematic efforts. Data shows a fluctuation in the number of street children from 30 in 2022 to 24 in 2023, then increasing to 25 in 2024, with the largest distribution in the Bukit Bestari and East Tanjungpinang Districts. The public has a mixed perception of the existence of street children, on the one hand appreciating their efforts to help the family economy, but on the other hand worrying about reduced learning time. The outreach conducted by the Social Services Agency has not been optimal, as evidenced by the fact that many people still give money directly to street children, which indirectly indicates that public understanding and trust in the handling program is still limited.

Input Evaluation

An evaluation of the input of the street children development program in Tanjungpinang City shows that the Social Services Agency has provided the basic resources to implement the program despite significant budget constraints. The program is implemented monthly in the Tanjungpinang City Social Services Agency Hall,

providing various facilities and equipment tailored to the age and understanding of street children. Activities include educational games, religious materials such as Quran recitation, and various forms of counseling tailored to the children's abilities. Despite budget constraints, the Social Services Agency continues to implement the program by maximizing the use of available resources.

In terms of implementing staff, this program is supported by optimal personnel with experience in their respective fields, in accordance with the material to be presented. The implementation team consists of Social Service employees working in collaboration with the Public Order Agency (Satpol PP), involving competent external sources relevant to the given theme, such as police officers to provide counseling and religious teachers to provide religious understanding. This collaboration demonstrates a systematic effort to provide quality input to achieve the goals of the street children development program.

Although the facilities and implementing staff are adequate, program execution is still not optimal due to limited budget constraints. The Social Rehabilitation and Child Protection Section conducts routine monthly coaching to perfect its tasks and achieve the desired results. However, more intensive communication and outreach to the Tanjungpinang City community is needed, both directly and indirectly. This program is the starting point that determines success in achieving goals, so coaching must be carried out in a planned and systematic manner by utilizing all the organization's resources so that the planned goals can be achieved optimally.

Process Evaluation

An evaluation of the street children development process by the Tanjungpinang City Social Services Department showed that the program's implementation went according to plan, with adequate equipment and supplies provided. The development program focused on writing activities and increasing the street children's self-confidence, with the provision of stationery tailored to each child's age. The Social Services Department, through its Social Rehabilitation and Child Protection Section, consistently conducted monthly skills training and counseling activities to develop the interests and talents of street children for future use.

The process of handling street children is carried out through systematic stages, starting with screening by the Public Order Agency (Satpol PP) through initial identity data collection, followed by an assessment to determine the child's condition. Following the assessment, social workers conduct home visits to gain a deeper understanding of the issues faced by street children. The results of these visits then serve as the basis for determining appropriate referral actions to help resolve the street children's problems. This phased approach allows for more comprehensive treatment tailored to each child's specific needs.

Product Evaluation

The evaluation of the street children development product by the Tanjungpinang City Social Service showed positive results with 24 street children recorded as being involved in the program, consisting of 12 boys and 12 girls, the majority of whom came from Tanjungpinang and the surrounding areas. The collaboration between the Social Service and the Civil Service Police Unit in handling street children aims to provide education and training according to their interests and talents, with the hope that these children can develop the skills they have learned to improve their quality of life and not

return to living on the streets.

The positive impact of the mentoring program is evident in the success of several street children who have continued their education at Islamic boarding schools and completed high school-level package school programs. This achievement motivates other street children to participate in the mentoring program and complete the education provided. This success demonstrates that the mentoring program implemented by the Social Services Agency has a sustainable impact on changing the lives of street children, leading to better lives through education and skills development.

CONCLUSION

Based on the results of an evaluation study of the Social Services program for street children in Tanjungpinang City in 2023 using the CIPP (Context, Input, Process, Product) evaluation model according to Stufflebeam, it can be concluded that the development program has not been running optimally. In terms of context, there is still a lack of socialization of information regarding the development program for street children. The input aspect shows that development activities have been implemented through educational games and counseling with competent resource persons, but still hampered by budget limitations that affect the program's effectiveness.

The process evaluation showed that the coaching focused on writing activities and increasing the self-confidence of street children, with the Department of Social Services making every effort to prevent children from returning to the streets. Meanwhile, in terms of products, although some street children have been monitored and received coaching with some success, such as continuing their education at Islamic boarding schools and completing high school packages, the overall success rate of the program has not been optimal because many street children have not been fully helped to leave the street environment.

The Tanjungpinang City Government needs to increase the budget allocation for the Social Services Agency to support the achievement of the street children control program. The Social Services Agency must expand public outreach to raise awareness of street children through various communication channels. Development and strengthening of mentoring programs is essential to provide street children with the skills they need to achieve a better life. The public is advised not to give money directly to street children, as this could perpetuate their activities on the streets.

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