

# Faktor-faktor yang mempengaruhi efektifitas kinerja pendamping Program Keluarga Harapan (PKH) di Jakarta Utara dan Jakarta Timur = Factors influencing the effectiveness of facilitators performance in Program Keluarga Harapan (PKH) in North and East Jakarta

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## Abstrak

Penelitian ini bertujuan untuk mengetahui Faktor-Faktor yang Mempengaruhi Efektifitas Kinerja Pendamping PKH di wilayah Jakarta Utara dan Jakarta Timur. Penelitian ini dilakukan kepada pendamping PKH dengan metode survey yang mana objek penelitian adalah seluruh pendamping PKH di Jakarta Utara dan Jakarta Timur sebanyak 58 orang.

Faktor dependen yang diteliti meliputi faktor motivasi, individu dan pendukung. Faktor motivasi (pengeluaran dan penghargaan), faktor individu (usia, pengalaman, status pernikahan, pengetahuan dan pendidikan) serta faktor pendukung (supervisi, lama tugas, dana tempat tinggal). Faktor independen adalah efektifitas kinerja PKH. Hasil penelitian menunjukkan bahwa faktor-faktor yang dominan mempengaruhi efektifitas kinerja Pendamping PKH di Jakarta Utara dan Jakarta Timur adalah faktor individu (pengalaman dan pendidikan).

.....The Conditional Cash Transfer (CCT) Program is known in Indonesia as Program Keluarga Harapan (PKH). PKH is a cash transfer program for poor household conditioned upon fulfillment of public services on education, health and nutrition programs. The study aims at determining the factors influencing the effectiveness of facilitators' performance in PKH in North and East Jakarta. This research was conducted on all facilitators with survey method in which 58 facilitators in North and East Jakarta were involved.

Dependent factors studied include motivational factors, individual factors, and supporting factors. Motivational factors consist of expenditure and rewards. Individual factors include age, experience, marital status, knowledge, and education. The supporting factors are supervision, length of assignment, and residence. Independent factor is effectiveness of the facilitators' performance. The results showed that the dominant factors which influence facilitators' performance in North and East Jakarta are individual factors (experience and education).