

# Relevansi dan Efektivitas Sistem Layanan dan Rujukan Terpadu (SLRT) pada Unit Pelayanan Terpadu SLRT Repeh-Rapih di Kota Sukabumi = The Relevance and Effectiveness of Integrated Referral Services and System (SLRT) in the Repeh Rapih Integrated Service Unit in Sukabumi City

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## Abstrak

Layanan sosial terpadu dalam bentuk single window services (SWS) merupakan salah satu inisiatif kebijakan yang dikembangkan oleh Kementerian Sosial. Intervensi pemerintah dalam bentuk layanan sosial terpadu ini adalah upaya mengatasi dugaan fragmentasi pada pelayanan sosial dan penyaluran bantuan sosial. Hasil penelitian sebelumnya memperlihatkan model kebijakan layanan terpadu diklaim dapat menghasilkan tiga keunggulan komparatif: integrasi multi layanan, efisien dalam implementasi dan kepuasan pelayanan masyarakat. Namun dalam implementasinya masih ditemui banyak kendala pada aspek input sampai dengan aspek proses/kegiatan pada pelaksanaan program. Penelitian ini merupakan penelitian evaluasi yang berusaha melihat efektivitas dan relevansi sistem layanan dan rujukan terpadu (SLRT). Dalam mengevaluasi program SLRT digunakan pendekatan kualitatif melalui teknik pengumpulan data wawancara, observasi, dan penelusuran dokumen, dengan kerangka pemikiran penelitian yang diadaptasi dari model evaluasi Dale. Untuk mendukung model evaluasi Dale penulis melakukan analisis SWOT. Hasil penelitian ini menunjukkan, pertama dominan ego sektoral antarlembaga dan mis-persepsi dan komunikasi antara keduanya, sehingga mengurangi mutu efektivitas program. Kedua, belum optimalnya akses penerima manfaat (masyarakat miskin dan rentan miskin, serta penyandang masalah sosial lainnya) dengan layanan-layanan sosial yang ada di pusat dan daerah, sehingga mengurangi mutu relevansi program. Ketiga, masih minimnya supplementary services (layanan tambahan) program. Keempat, minimnya instrumen di tingkat implementasi program.

.....The integrated social services in the form of Single Window Services (SWS) is one of the policy initiatives that developed by the Ministry of Social Affairs. The government intervention in the form of integrated social services was an effort to overcome the alleged fragmentation of social services and the distribution of social assistance. The result of previous researches showed that the integrated service policy model was claimed to produce three comparative advantages: multi-service integration, efficient implementation and satisfaction of community services. However, in its implementation, there were still many obstacles encountered in the aspects of input to the process/activity aspects of the program implementation. This research was evaluation research which tried to see the effectiveness and relevance of the integrated referral services and systems (SLRT). In evaluating the SLRT program, a qualitative approach was used by using the technique of data collection, namely interview, observation and document search, with a research framework which adapted from the Dale evaluation model. To support Dale's evaluation model, the researchers conducted SWOT analysis. The results of this research indicated that the first was sectoral ego was dominant between institutions and misperception and communication between them; therefore it reduced the quality of program effectiveness. Second, the access of beneficiaries (poor and vulnerable poor, as well as people with other social problems) has not been optimal with social services

available at the central and regional levels, therefore it reduced the quality of program relevance. Third, the lack of supplementary services (additional services) programs. Fourth, it was about the lack of instruments at the level of program implementation.