



The Effectiveness of Social Services in Handling Beggars as Social Welfare Service Needers in South Tangerang City

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Abstrak: Penelitian ini bertujuan untuk menganalisis efektivitas Dinas Sosial dalam menangani pengemis sebagai Pemerlu Pelayanan Kesejahteraan Sosial (PPKS) di Kota Tangerang Selatan yang sampai saat ini masih menemui banyak kendala. Pertama, penanganan PPKS belum menjadi salah satu agenda utama pemerintah. Kedua, permasalahannya adalah maraknya pengemis yang mengganggu ketertiban umum dan menimbulkan keresahan masyarakat. Ketiga, berdasarkan kajian Tim Pusat Pelayanan Terpadu Pemberdayaan Perempuan dan Anak (P2TP2A) Kota Tangerang Selatan, belum optimalnya penanganan pengemis/PPKS di Kota Tangerang Selatan. Penelitian ini menggunakan metode deskriptif dengan pendekatan kualitatif. Sementara itu, teori keefektifan organisasi dari Steers et al., yang terdiri dari 4 indikator keefektifan organisasi, seperti karakteristik organisasi, karakteristik lingkungan, karakteristik pekerja, dan praktik manajemen, menjadi pegangan utama penelitian ini. Penelitian ini menyimpulkan bahwa Dinas Sosial belum efektif menangani pengemis sebagai Pemerlu Pelayanan Kesejahteraan Sosial di Kota Tangerang Selatan. Beberapa aspek perlu ditingkatkan seperti pelatihan yang lebih intensif bagi pegawai Dinas Sosial Kota Tangerang Selatan, penambahan sumber daya manusia yang memiliki latar belakang ilmu sosial, penyediaan saluran pengaduan masyarakat, penindakan tegas terhadap pengemis yang tertangkap dua kali, mendapatkan penyuluhan efektivitas kepada pengemis yang direhabilitasi, mengembangkan panti sosial, dan merumuskan peraturan daerah yang mengatur sanksi bagi pengemis.

Kata Kunci: Penanganan Pengemis, Pemerlu Pelayanan Kesejahteraan Sosial.

Abstract: This study aims to analyze the effectiveness of Social Services in handling beggars as Social Welfare Service Needers (PPKS) in South Tangerang City since, until now, they still encounter many obstacles. First, handling PPKS has not become one of the government's main agendas. Second, the problems are the rampant existence of beggars who disturb public order and cause public unrest. The third, based on a study by the Integrated Service Center Team for the Empowerment of Women and Children (P2TP2A) of South Tangerang City, is not optimal for handling beggars/PPKS in South Tangerang City. This study used a descriptive method with a qualitative approach. Meanwhile, the organizational effectiveness theory of Steers et al., which consists of 4 indicators of organizational effectiveness, such as organizational characteristics, environmental characteristics, worker characteristics, and management practices, became the main analytical knife of the study. This study concluded that the Social Services have not effectively handled beggars as Social Welfare Service Needers in South Tangerang City. Several aspects need to be improved, such as more intense training for employees of the South Tangerang City Social Service, additional human resources who have a background in social science studies, providing public complaint channels, conducting strict action against beggars who have been caught twice, gaining effectiveness counseling to rehabilitated beggars, developing social institutions, and formulating regional regulations governing sanctions for beggars.

Keywords: Handling Beggars, Social Welfare Service Needers.

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INTRODUCTION

Poverty alleviation done by the government as a whole will not be optimal without public

awareness and social responsibility supports (Maryatun & Nulhaqim, 2020; Silvi Octavia, n.d.). Parallel to poverty reduction efforts, the government is also responsible for overcoming Social Welfare Service Needers (PPKS). These efforts need to be conducted side by side to accelerate the improvement of social welfare (Darmawan et al., 2022; Dini & Fauzan, 2020; Huripah, 2020; Syahza et al., 2020).

One of the PPKS issues is beggars. Based on the Regulation of the Minister of Social Affairs Number 7 of 2021 concerning Social Rehabilitation Assistance, PPKS are individuals, families, groups, and/or communities who, due to an obstacle, difficulty, or disorder, cannot carry out their social functions, thus requiring social services to meet their life needs both physically and spiritually as well as socially adequate and reasonable (Kementerian Sosial, 2021). Furthermore, according to the policy, PPKS includes 26 parties, one of which is beggars. In Government Regulation of the Republic of Indonesia Number 31 of 1980 concerning Tackling Homeless and Beggars, beggars are defined as people who earn income by begging in public with various ways and reasons to expect mercy from others (Nomor, 31 C.E.).

South Tangerang City, an autonomous region of Banten Province, still faces several challenges to realizing the national development goal, especially social welfare. The social issues are generally concentrated on poverty alleviation (Budiawati et al., 2021; Findi & Zulia, 2017), child empowerment (ANDRIANSYAH et al., 2021; Prasetya & Rahman, 2022; Satispi, 2018), and handling Social Welfare Service Needers (PPKS), especially the beggars (Ari, 2017; Fajarini, 2020; Syarif, 2016).

Therefore, the state apparatus, especially in the social spectrum, in this regard, the Social Service South Tangerang City as the organizer of social welfare, is regulated in the Regional Regulation of the South Tangerang City Number 16 of 2019. In this policy, the Department of Social Affairs has the responsibility to provide welfare services for Social Welfare Service Needers (PPKS), including beggars, by preventing, developing, and rehabilitating to overcome the problems they face and fulfill their needs adequately so that they can carry out their social functions adequately.

Several studies have been conducted on Social Welfare Service Needers (PPKS). For example, (Rahmawati et al., 2022) wrote a research entitled *Former Beggar's Survival Strategy in Malang City, Indonesia, during the COVID-19 Pandemic*. The study found that the survival strategies are determined by the informant's income mindset in meeting the family's needs. This strategy is also based on prior experience before entering a social rehabilitation zone. The study's findings could provide a valuable foundation for developing social services for the vulnerable poor, particularly beggars, during pandemics.

Another example (Yusuf & Rahman, 2020) entitled *Minimum Standard of Services for Social Functioning of The Elderly Received from a Social Welfare Institution*. The research found that the services in the elderly home have not fully met the SPM criteria, so the role of local governments in providing basic services for older people in institutions must be expanded. Furthermore, the role of the family is critical in assisting clients in obtaining their social function.

Next, (Umar et al., 2022) studied *Integrated Services Policy in Managing the Poor and the Less Fortunate in Gorontalo District*. The results revealed that The Service and Referral System (SLRT) and Puskesmas policies were implemented in Gorontalo Regency using a top-down approach based on the policies of the Indonesian Ministry of Social Affairs, with no policy support at the local and village government levels. Although this approach is supported by clear objectives, procedures, and control systems, it lacks regional and village resource support, innovation and implementation commitment, and a lack of coordination among service-implementing agencies.

Then, (Nursyakdiah & Hidir, 2022) wrote *The Silver Man's Action in Pekanbaru City*.

The results implied the rationality of the silver man's actions on the main road, which aims to earn money and meet basic needs. The joys and sorrows silver humans feel while performing on the streets follow. Beneficiaries who give large sums of money are generally regarded favorably. Silver people's sorrows ranged from being kicked out during an action to not receiving any income within one day of acting as a silver person.

Another example by (Layliyah et al., 2022) studied *Policy Implementation for the Protection of Children and Women Victims of Violence during the COVID-19 Pandemic in South Tangerang City*. According to the findings, policies to protect children and women victims of violence have yet to be fully implemented because there are still some issues with policy implementation, such as a lack of human resources, fragmentation caused by pressure from interest groups or the legislative committee, a lack of budget for policy implementation, a lack of optimal support from the DPRD and even the mayor in implementing child protection and women victims of violence, and a lack of commitment on the part of policy implementers. Lastly, (Ayuningtyas et al., 2022) studied social assistance during the COVID-19 pandemic. According to the findings, most respondents believed that the distribution of social assistance during the pandemic was not transparent or on target for social assistance recipients due to separate budget allocations between ministries and inaccurate and disjointed data. This study suggests strengthening local governments' role and increasing community organizations' involvement and flexibility in adapting social assistance forms and mechanisms.

Regarding Social Welfare Service Needers (PPKS), especially beggars in South Tangerang City, until now, they still encounter many obstacles. First, handling PPKS has not become one of the government's main agendas, as proved by the lack of optimal attention to handling beggars. Based on the South Tangerang City Government Agency Performance Report (LAKIP), only 54% of PPKS receiving services and rehabilitation according to basic standards are targeted. In addition, the target for the percentage of empowered PPKS is even smaller. The number is only 35% (Local Government of South Tangerang City, 2021).

Second, the problems that have until now occurred are the rampant existence of beggars who disturb public order and cause public unrest, followed up by the Civil Service Police Unit (Satpol PP) who raided 19 PPKS, including 14 adults begging with the silver man at some intersection locations in South Tangerang City (Medcom.id, 2021a). Then, on October 8, 2021, the Satpol PP arrested 16 beggars whose presence many residents complained about (Seputartangsel.pikiran-rakyat.com, 2021). Then, on October 8, 2021, the Satpol PP arrested 16 beggars whose presence many residents complained about (Merdeka.com, 2021).

The third problem, based on the results of a study by the Integrated Service Center Team for the Empowerment of Women and Children (P2TP2A) of South Tangerang City, is that the handling of beggars/PPKS in South Tangerang City is not optimal because South Tangerang City is caused by the absence of Regional Regulations that specifically regulate sanctions for street children, homeless people, and the beggars. This condition causes beggars to operate more freely than in other cities, such as Jakarta, which has a special regional regulation regulating actions for beggars (Medcom.id, 2021b).

Fourth, based on the results of a pre-research interview with the Head of the Child and Elderly Section of the South Tangerang City Social Service and the South Tangerang City Satpol PP in July 2022, the problem of handling beggars is caused by one of them, South Tangerang City until now does not have a Social Institution or social protection house for residents. Need for Social Welfare Services (PPKS), especially beggars (Zonabanten.pikiran-rakyat.com, 2021). According to the background described above, a deeper study is needed regarding the effectiveness of the South Tangerang City Social Service in dealing with PPKS/Beggars in South Tangerang City.

RESEARCH METHOD

This study used a descriptive method with a qualitative approach. A descriptive method with a qualitative approach was chosen because it was more able to explore the depth of substance in quite sensitive research topics, including the effectiveness of the Office of Social Affairs in handling beggars. The internalization of the qualitative approach was that this research tried to understand and explore the effectiveness of Social Service in dealing with beggars in South Tangerang City. Primary data was obtained from interviews, observation of data collection, and secondary data came from documentation.

Meanwhile, the interview informants were determined using a purposive technique. A purposive technique was implemented by interviewing parties with deep knowledge of the substance, such as the Head of the Social Rehabilitation Section for Social Aid and Victims of Trafficking in Persons, the Head of the Rehabilitation Section for the South Tangerang City Social Service, the Head of the Cooperation Section for the Civil Service Police Unit for South Tangerang City, and Beggars. Meanwhile, observation activities were carried out by making direct observations to analyze the effectiveness of social services in handling beggars as a needer for social welfare services.

The parties interviewed included: Head of the Social Rehabilitation Section for Social Tunas and Victims of Trafficking in Persons, the Head of the Rehabilitation Division of the South Tangerang City Social Service, the Quick Response Team (TRC) of the South Tangerang City Social Service, Head of the Cooperation Section of the Civil Service Police Unit of South Tangerang City, Beggars, Non-Governmental Organizations: "Marcilea's Home Cares for Social".

On the other hand, data analysis in this study used the Miles and Huberman technique, which consists of data reduction, data presentation, and conclusion. (Miles et al., 2018), and the main theory used as an analytical tool was Steers et al.'s theory of organizational effectiveness, which consists of 4 indicators of organizational effectiveness: 1) Organizational Characteristics. Organizational Characteristics are relatively fixed relationships such as the composition of human resources contained in the organization. Humans are placed in the structure as part of a relatively permanent relationship that will determine interaction patterns and task-oriented behavior; 2) Environmental Characteristics. Environmental Characteristics include two aspects. The first aspect is the external environment that is outside the boundaries of the organization and is relatively influential on the organization. The second aspect is the internal environment, known as organizational climate, namely the overall environment within the organization.

3) Worker Characteristics. Worker Characteristics are the most influential factor in effectiveness. Each individual will have many differences, but awareness of these differences is critical in achieving organizational goals. and 4) Management Practices. Management Practices are strategies and work mechanisms designed to condition all organizational aspects to achieve effectiveness (Steers et al., 1985). At the same time, the validity test used a source triangulation technique, which was getting data from different sources with the same technique, and a triangulation method where the validity of research data was checked using more than one data collection technique, such as interviews, documentation, and observation.

RESULT AND DISCUSSION

Organizational Characteristics

In organizational characteristics, an organizational structure and placement of employees are essential in regulating relations between work units and dividing and coordinating tasks and authorities more effectively. The organizational structure of the South Tangerang City Social Service is under applicable regulations because it refers to the Mayor's Regulation

(Perwali) Number 34 of 2017 concerning Amendments to Mayor's Regulation Number 65 of 2016 concerning the Position, Organizational Structure, Duties, Functions and Work Procedures of the Tangerang City Social Service South. However, the placement of most Social Service employees is not under their field or not based on their educational background. Of the 15 employees, only 1 has a history of education in the social sector, namely the Head of the Section for Social Empowerment for the Poor. In contrast, the other 14 employees do not come from a social science background. The composition of the 15 Social Service employees is illustrated in Table 1.

Table 1. The Composition of South Tangerang City Social Service Employees Based on Educational Background

No.	Position	Rank/Class	Educational Background
1	Head of Social Service	Supervisor Level I / IV b	Masters of Management
2	Secretary to the Head of Social Service	Supervisor / IV a	Master of Management
3	Head of General Affairs, Personnel and Finance	Supervisor / IV a	Masters of Science
4	Head of Planning	Supervisor / IV a	Master of Management
5	Head of Social Empowerment and Handling of the Poor	Supervisor / IV a	Master of Law
6	Head of Rehabilitation	Supervisor / IV a	Master of Management
7	Head of Social Security Protection Division	Supervisor / IV a	Master of Science
8	Head of Social Institutional Empowerment	Supervisor / IV a	Master of Education
9	Head of Assistance for Stimulant Assistance and Environmental	Supervisor Level I / IV b	Bachelor of Government Science
10	Head of Social Empowerment for the Poor	Administrator I / III d	Bachelor of Social
11	Head of Child and Elderly Social Rehabilitation	Administrator I / III d	Bachelor of Economics
12	Head of Social Rehabilitation for Persons with Disabilities	Administrator I / III d	Bachelor of Economics
13	Head of Social Rehabilitation Section for the Socially Impaired and Victims of Human Trafficking	Administrator I / III d	Bachelor of Education
14	Head of Family Social Security	Administrator / III c	Senior High School
15	Head of Social Protection for Victims of Natural Disasters	Administrator / III c	Senior High School

Source: Primary Data (Processed by Researchers)

On the other hand, the types/characteristics of social services carried out by the Social Service in dealing with beggars are basic Social Rehabilitation services for homeless people and beggars. This service is regulated in the Minister of Social Affairs Regulation Number 9 of 2018 concerning Basic Service Technical Standards on Minimum Service Standards in the Social Sector in the Province and Regency/City Areas. Furthermore, the Minister of Social Affairs Regulation number 8 of 2019 has regulated the standards for the Quantity and Quality of Goods and Services in Regency/City Areas that must be accepted by beggars, including; 1) Data collection and complaints, 2) Emergency services; and 3) Fulfillment of basic needs.

Regarding complaint services function, the Social Service does collect data, but the Social Service does not have public services related to complaints or questions. In contrast, the obligation to provide complaint services has also been regulated in various policies such as Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services, Presidential

Regulation Number 76 of 2013 Article 3 concerning Complaints Facilities, Regulation of the Minister of State for Empowerment of State Apparatus Number 13 of 2009 concerning Guidelines Improving the Quality of Public Services with Community Participation, and Presidential Regulation Number 76 of 2013 concerning Management of Public Service Complaints. In principle, public service providers must have a complaint management unit in these policies.

Meanwhile, from the emergency service function done by the Social Service called emergency services for sick or unhealthy beggars in the streets, the South Tangerang City Regional General Hospital will immediately contact them. In meeting basic needs, the Social Service will collect their data and documentation, conduct an assessment or interviews to dig deeper into information, and then foster or fulfill their basic needs according to the assessment results. The last step is reunification, where beggars will return to their families as soon as possible or return to their original homes. Services for fulfilling basic needs are conditional, following their problems.

Environmental Characteristics

Environmental characteristics are divided into 2 aspects: the internal and external environments. From the internal environment, the social service's available administrative facilities for handling beggars are sufficient and follow standards, such as computers, printers, stationery, official totes, and telephones provided by the Social Service. The Social Service also has a rescue car used by the Rapid Response Team (TRC) for monitoring and outreach to beggars. However, the shelter facilities are inadequate, so it has not run optimally in supporting the effectiveness of social services in handling beggars.

The Social Service Shelter House is still far from the standard because there is no psychological consulting room, and it only has 6 rooms consisting of 4 rooms, 1 kitchen, and 1 communal bathroom for PPKS. The physical condition of the shelter building is also not maintained, showing the walls of the dilapidated building. The roof is mossy, the door is not suitable for use, the bathroom floor is damaged, and the lighting is too dim. Regarding the internal environment represented by the various facilities and infrastructure above, the Social Service has not provided social rehabilitation services for beggars. The Department of Social Affairs is still unable to maintain, renew, and develop infrastructure facilities that can support social rehabilitation services for beggars. The convenience of PPKS being accommodated in the Shelter House has not yet become a priority for the Social Service in carrying out its services. An illustration of this condition can be seen in Figure 1.

Figure 1: Internal Environment of Social Service Shelter House



Source: Documentation of Research

Meanwhile, regarding the external environment, some research found that these issues still become Social Service obstacles to realizing the effectiveness of handling beggars. First, there is still a lack of awareness of the people accustomed to giving money to beggars. Second, the low human capacity, there is also a factor in the ignorance of beggars to do a more decent job, so they are forced to beg on the street and make it a profession. Third, the lack of firmness of the local government apparatus (Pamong Praja Police Unit) in handling beggars. The Civil Service Police Unit has the task of controlling beggars. However, from the observations, there are still beggars who are only reprimanded and not taken for action.

Worker Characteristics

Characteristics of workers are factors that greatly affect the effectiveness of the organization. Within each individual within the internal organization, it is possible to find many differences. However, the most important aspect is how these differences do not prevent the organization from achieving its goals. The first indicator explores whether there is a mismatch in the workload at the South Tangerang City Social Service. Then, regarding the quality of the South Tangerang City Social Service employees and staff, there is a mismatch in the workload found there is no mismatch in the workload at the South Tangerang City Social Service.

Handling beggars is under applicable regulations and their respective duties. The role and duties of the Social Service, in this case, are to provide social rehabilitation services to beggars through handling, fostering, and providing social infrastructure and facilities based on applicable standards, namely Minister of Social Affairs Regulation Number 9 of 2018 Minimum Service Standards for Social Affairs. In this policy, one of the social issues related to handling homeless people and beggars is Social Rehabilitation, specifically for homeless people and beggars. While the Civil Service Police Unit (Satpol PP) only has the task of enforcing Regional Regulation No. 9 of 2012 to maintain public order and peace and protect the community.

The Civil Service Police Unit (Satpol PP) has the authority to discipline, execute, and conduct raids on beggars. The final step is to take them (raided beggars) to the Social Service for rehabilitation. Meanwhile, there is also the Social Service Quick Reaction Team which has the task of monitoring or outreach and providing directions or persuasive appeals to beggars. The Non-Governmental Organization (NGO), Rumah Marcilea Peduli Sosial, has collaborated with the Social Service so that the Social Service employees are not overloaded with work and can handle beggars under their main duties and functions.

Regarding the quality of Human Resources in the Social Services of South Tangerang City, especially in Social Rehabilitation in dealing with beggars, it is quite good because it is responsive and accountable. Beggars caught in raids are accommodated at the Social Service, given their basic needs by always providing food, health checks, coaching/education through a persuasive approach such as being given instructions not to beg anymore (especially while carrying children) and being educated if begging is prohibited and there are criminal penalties. The Social Rehabilitation Sector has 7 nurses, 3 cooks, 10 people per section, and Administrators. There are also 19 Rapid Response Teams that support the Social Service's role in South Tangerang City.

However, the counseling and education officers provide to rehabilitated beggars are still ineffective because beggars have been caught in raids and received services from the Social Service but still return to the streets to beg. In addition, based on the results of interviews with beggars in South Tangerang City, they also do not want to be beggars, so they expect the Social Service to provide social assistance such as basic materials and better job opportunities.

Management Practices

The results found 3 management practices in handling beggars in South Tangerang City- *First*, Preventive Handling, coordinated by the Social Service by coordinating routine patrols and forming a Quick Response Team. Routine coordination is conducted once a week and discusses how to handle PPKS (including beggars) and progress reports effectively. Meanwhile, routine patrols are done twice a week by the Head of the Social Welfare Section and the team and officers from the Civil Service Police Unit (Satpol PP) in the Ward and District. The goal is to reduce or minimize the proliferation of beggars in South Tangerang City.

On the other hand, the Social Service of South Tangerang City formed the Rapid Response Team (TRC) as an emergency unit in the social sector to assist with the social service task. The Rapid Response Team (TRC) is divided into 2, namely the Outer and Inner TRC. The External TRC is in charge of monitoring and outreach if there are reports from the public regarding the presence of beggars. If a report comes in, the Outer TRC will reach out to the place, conduct an assessment, and give persuasive appeals to beggars. Meanwhile, the Inner TRC plays a role in picking up beggars who have been handled by the Outer TRC to be temporarily accommodated at the Social Service Shelter House, or if in an emergency (such as the beggar is sick), then the Inner TRC can also take him to the RSUD in an operational car provided by the Social Service. The operating schedule of the Outer TRC is not tied to working hours, so the Outer TRC and Inner TRC can alternate because the Inner TRC is divided into 2 shifts: morning 7:30 AM - 07:30 PM and evening 07:30 PM - 07:30 AM.

Second, Coercive Handling. When persuasive appeals and guidance from the Social Service are heeded, the Social Service and Satpol PP can enforce local regulations through coercive efforts. Coercive efforts were carried out by the Social Service and the Civil Service Police Unit (Satpol PP) by going directly to the field together and controlling beggars. Satpol PP can carry out control and supervision because of its duty to enforce South Tangerang City Regional Regulation Number 9 of 2012 concerning Public Order and Community Peace. The enforcement is carried out based on public complaints, orders from the Social Service through an official letter disposed of by the Head of the Service, and the agenda of the Satpol PP itself. At important moments routine operations are carried out to control and outreach beggars, such as during Ramadan when beggars appear more often.

Third, Social Rehabilitation Handling. Rehabilitation is a recovery process by the Social Service under the standards listed in the Minister of Social Affairs Regulation Number 9 of 2018 Article 28 concerning Basic Service Technical Standards on Minimum Service Standards in the Social Sector in Regency/City Areas. However, unfortunately, the South Tangerang City Social Service has not had a social home or social protection house until now. Alternatively, in 2021 the Social Service cooperated and coordinated with an orphanage or non-governmental organization around the Anyer area, Serang Regency, to leave beggars and provide services for basic needs (especially daily meals). However, the Social Service stopped working with the non-governmental organization because there was no longer a budget. Currently, the strategic steps taken by the Social Service for beggars are only temporarily accommodated in the Shelter House. The problem is getting more complex because the South Tangerang City Social Service Office has not developed or has a written and structured mechanism related to basic social rehabilitation services for homeless people and beggars.

CONCLUSION AND RECOMMENDATION

The effectiveness of Social Services in handling beggars as Needer for Social Welfare Services in South Tangerang City has not been fully effective caused by several factors, which include: 1) The educational background of the Social Service employees is not aligned with

the social sector, which is the main task/responsibility; 2) The Social Service does not have channels of complaints or questions for the public; 3) The shelter facilities are inadequate so that in supporting the effectiveness of social services in handling beggars it has not run optimally; 4) Lack of firmness of the local government apparatus (Pamong Praja Police Unit) in handling beggars; 5) Ineffective counseling and education provided by officers to rehabilitated beggars; 6) The Social Service of South Tangerang City does not have its own social home or social protection; and 7) The Social Service of South Tangerang City has not developed structured mechanism related to basic social rehabilitation services for homeless people and beggars; and 8) There is no Regional Regulation that regulates sanctions for beggars.

According to the findings above, this study recommends the following: 1) Intense training for employees at the Social Service Office of South Tangerang City or additional human resources who have a background in social science studies; 2) Establish a cloud application-based public complaint channel; 3) Improving the quality of shelter facilities that are more appropriate and adequate; 4) Increased firm action by the Civil Service Police Unit; 5) Improving the quality of counseling, which is followed by an increase in work/entrepreneurial opportunities for beggars; 6) Building social institutions or social shelters, or cooperate with other City/Regency Governments in the Banten area; 7) Developing a standard mechanism for basic social rehabilitation services for homeless people and beggars; and 8) Formulation of regional regulations governing sanctions for beggars.

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