IMPROVING THE SINGLE WINDOW SERVICE SYSTEM FOR SOCIAL PROTECTION AND POVERTY REDUCTION IN THE ORGANIZATION OF ISLAMIC CONFERENCE (OIC) COUNTRIES

EDITOR:
- Eby Hara, P.hD.
- Drs. Djoko Susilo, M.S.
- Dr. Pairan, M.Si.
- Dra. Sri Yuniati, M.Si.

FACULTY OF SOCIAL AND POLITICAL SCIENCES
UNIVERSITY OF JEMBER
Improving The Single Window Service System Or Social Protection And Poverty Reduction In The Organization Of Islamic Conference (OIC) Countries

Editor: Eby Hara, P.h.D.
Drs. Djoko Susilo, M.S
Dr. Pairan, M.Si.
Dra. Sri Yuniati, M.Si.

© 2018

Diterbitkan Oleh:
Penerbit
Zifatama Jawara
Jl. Taman Pondok Jati J14,
Taman - Sidoarjo
Telp : 031-99786278
Email: zifatama@gmail.com
Anggota IKAPI No. 149/JTI/2014

Cetakan Pertama, September 2018
Ukuran / Jumlah hal: 15,5x23 cm / 341+vii hlm
Layout: Emji


Preface

Discussion about the global issues in recent is the poverty. Some developing countries, specially in the organization of Islamic Countries have taken steps and strategies at the poverty alleviation. Many plans, policies and development programs have been conducted, by main goals are reducing the poverty rates.

Attending to explain some causal factors in poverty attracted academics, policy makers and writer’s experiences were met to exchange their views, mind and ideas in a forum. Some delegates from Organization of Islamic Countries (OIC) joined with special welfare lectures, official states of Indonesia have held in International Conference in Jember University on May 10-11, 2018.

Theme of this conference was “Improving the Single Window Service System for Social Protection and Poverty Alleviation in The OIC Countries”. By Improving The Single Window Service System, it was expected that attends in reducing poverty in OIC Countries more affective and successfully. We know that in overcoming of poverty in each member country can be a little different in fact.

Many efforts had been taken by each member goverment in allerting poverty. There are some consetps, strategies and policies to accelerate of poverty and policies to accelerate of poverty reduction. The most participants of this international conference agreed that in improving of social problems we must take a progressive step. Summarization of the conference was simplifies into 3 (three) topics:

1. Managing integrated data for social protection and poverty reduction.
2. Facilitator Roles and Advocacy for community empowerment.
3. National and Social perspektive on social protection and poverty reduction.
The result of the conference was published in a single book in managing of social problems. I want to much appreciation and many thanks express.

Especially to COMCEC (Community for Economic and Commercial Cooperation), organization of Islamic Countries (OIC) in Cooperation with the social ministry of Indonesia. I also need many thanks to the publisher, for the best moment, would like issued many articles, papers, that were presented in the conference. I hope the next joint cooperation among the members of OIC, can be sustainable.

Head of Committee
Dr. Hadi Prayitno, M.Kes.
# TABLE OF CONTENTS

Preface .................................................................................................................. iii

Table Of Contents .................................................................................................. v

Part I

National And Local Perspective On Social Protection And Poverty Reduction ........................................................................................................... 1

Improving The Single Window Service System For Social Protection And Poverty Reduction In The Republic Of Azerbaijan

By: Emin Alirzayev ........................................................................................................ 2

Islamic Development Management Program In The Institutions Of High Learning With Special Reference To Negara Brunei Darussalam Based On The Theory Of Islamic Development

By: Mahayudin Hj Yahaya Ph.D .................................................................................. 36

Satisfaction Level Of Participants In Workers Social Security Agency (Bpjs) Employment Services In Health Care In Helvetia – Deli Serdang – Indonesia

By: Matias Siagian ......................................................................................................... 82

Social Capital For Social Protection And Poverty Alleviation

By: Dr. Rudi Saprudin Darwis, M.Si ........................................................................... 99

The Community Empowerment Through Mangrove In Duwet Village, Panarukan Sub-District, Situbondo Regency: A Case Study On Non-Governmental Organization “Simphony Akar Rumput”
By: Pairan, Arif, Gita Wati Ayuning Lestari, Fatimatu Zahr

Social Capital And Poverty Alleviation: Some Qualitative Evidences From Yogyakarta And West Sumatra Indonesia
By: Sukidin, Pudjo Suharso, Ary Purwatiningsih, Hartuti Purnaweni ................................................................. 146

Social Protection And Poverty Alleviation Management
By: Cornelis Adolf Alyona .................................................. 165

Gender Not Taboo Reduction Subordinated Women And Welfare State
By: Aryni Ayu Widiyawati ................................................... 185

Moral Hazard, Risk Shifting And The Problem Of Information Asymmetries In Indonesian Broiler Contracts: A Framework For Analysis
By: Joni Murti Mulyo Aji, Mohammad Rondhi, Ahmad Fatkhul Hasan ................................................................. 199

Government Policies On Poverty Alleviation And Social Protection In Indonesia
By: Larossa Bilquis ............................................................. 213

PART II
Facilitator Roles And Advocacy For Community
Empowerment ................................................................. 223

Facilitator Roles And Advocacy For Community
Empowerment: Psychosocial And Entrepreneurial Support For Wives Of Terrorist Prisoners In Indonesia
By: Siti Napsiyah ............................................................... 224
Women Empowerment Through Manufacture Of Coffee-Leaf Crackers In The Community Of Harjomulyo Village In Jember Regency
By: Sukidin, Wiwin Hartanto, Novita Nurul Islami ........................................... 243

Economic Policy And Improvement Of Public Servicequality To Increase Welfare Of Community
By: Alqoniatul Fitriyah ................................................................. 258

PART III
Managing Integrated Data For Social Protection And Poverty Reduction ............................................. 273

Poverty Alleviation Program In Indonesia
By: Oman Sukmana ................................................................. 274

Family Protection With Breastfeeding To Againstpoverty: A Literature Review
By: Dini Kurniawati, Ira Rahmawati Eka Afdi S, Peni Perdani J, Lantin Sulistyorini ................................................................. 294

Climate Change Impacts On Global Food Security: Perspectiveson Vulnerability, Famine, And Food Security In Sub-Saharan Africa
By: Rhisma Eka Ranata ................................................................. 306

Identifying The Mystery Of Poverty And The Strategy To Respond Case Study In Jember District
By: Zainuri, M. Fathorrazi, Lusiana Ulfa Hardinawati ........................................... 323
FACILITATOR ROLES AND ADVOCACY FOR COMMUNITY EMPOWERMENT: PSYCHOSOCIAL AND ENTREPRENEURIAL SUPPORT FOR OF TERRORIST PRISONERS IN INDONESIA

Siti Napsiyah

National Islamic University Syarif Hidayatullah Jakarta

e-mail: siti.napsiyah@uinjkt.ac.id

Abstract

Indonesia is a country member of the Islamic Organization of the Islamic Conference (IOC) which concern on economic together with other country members of IOC has as well as promote inter-state cooperation. These countries that poverty tends to create other social problems. To respond to that goal, Indonesian Government has so many programs regarding poverty alleviation and poverty reduction. One of the programs is called SLRT, the Indonesian abbreviation of Integrated Referral System Service with various programs such as Family Hope Program (PKH), and the like. In regard to this goal, this paper aims to discuss the role of facilitator and advocacy in community empowerment. This paper discusses the role of facilitator and advocacy in community empowerment. Furthermore, this paper also examines the role...
of wives of terrorist prisoners, as one of the poorest group and socially stigmatized group in society who has benefited PKH program. This study uses qualitative research method. The collection data method relies on interview and observation toward the life of wives of terrorist prisoners (ummahat) and their business activities with the family as well as the activities of facilitator of SLRT in society. This study uses triangulation method for data validation and data verification. This study also depends on documents which relevant to the issue of poverty alleviation programs, wives of terrorist prisoners, and the role of facilitator and advocacy in community empowerment. This study confirms the role of facilitator in helping the disadvantaged community to get access to social protection program and poverty alleviation program. This study proofs advocacy role that help the disadvantaged family of terrorist prisoner to receive the PKH program. Finally, this paper recommends the facilitator should develop the advocacy role by providing psychosocial support among stigmatized group, the role of facilitator to link to the access to social services, promoting independence living strategy, and empowering them to run their own business.

Keywords: facilitator, advocacy, ummahat, empowerment, stigmatized group, poverty

Introduction

Indonesia as a country member OIC has a struggle to improving the single window service system for social
protection and poverty reduction. Indonesia has integrated social service programs to eliminate the number of poverty in community. Through the involvement of dedicated civil servant of Social Ministry Affairs, social worker, and social volunteer, social programs can be delivered to the society. They recognize poverty is a very complex social problem in the country multidimensional crisis which potentially creates social problem, social pathology, social injustice, social discrimination, and social conflict.

The strategy of the Standing Committee Economic and Commercial Cooperation (COMCEC) and Indonesia’s national goals for poverty reduction and vulnerability, strives to encourage the application of an integrated Single Windows System (SWS) the Referral Service System or Sistem Layanan Rujukan Terpadu (SLRT). Those basically aimed at affording social protection for people who live below the poverty line.

Indonesian government produce “System layanan rujukan terpadu” (SLRT) or integrated referral service system in Indonesia aims to provide social protection and poverty alleviation. The systems aim to identify the need of poor family and vulnerable family who are not able to get access to social service and social protection. The SLRT also aims to provide referral service to other resources needed. So then, the SLRT mean interconnected services government in society. It is a system to help to identify the need of poor society, vulnerable family, and link them to the services of the government (national, provincial, city, and county) and non-organization based on their need. SLRT
also aims to identify the poorest family problem to get referral and intervention in order to make sure that their problems are met.

According, Khosifah Indar Parawansa, former Ministry of Social Affair of Indonesia, in 2015, the ministry focused on verification and validation of the lowest socioeconomic data. The ministry together with Bureau Statistic Centre (BPS) and other stakeholder determine the 40 percentage of the lowest socioeconomic communities in Indonesia, and that’s called the Master Database (BDI).

The integrated Referral Service System (SLRT) is not only for the Hope Family Program (PKH), Smart Indonesia Card (KIP) and Healthy Indonesian Card (KIS), but also for families with no electricity, and roads damaged. It is reported that the facilitator of the SLRT has been provided by knowledge, skill, and technologies to help them work in society. According to Chosifah, if the government want to verify the validation of poverty data, no longer need to go down to the village, because the Ministry of Social Affairs has prepare the people in the area, system, and software. In the near future the updated data of poverty will be accessed directly online.

This paper aims to answer as it mentioned in the goal of the conference, to amass ideas and inspirations from local and international expert as well as practitioners who have exemplary capacity in understanding social program implementation and experience in poverty reduction through SLRT. In some regions, it is reported that SLRT has
succeeded able to help poorest family to get social service program from the government.

This study specifically answers the questions: What is the role of the facilitator and advocacy in community empowerment? How do the facilitators role to empower the family of terrorist prisoner as stigmatized group and vulnerable society?

Materials and method

The materials of this study is taken from relevant government documents and country regulations regarding the program of Integrated Referral System Services (SLRT), interviews to the significant persons who have policies on poverty reduction programs, facilitator of the SLRT, and community from wives of terrorist prisoners across West Java, Jakarta, and Sulawesi. It is purposive.

The researcher also relies on observation of economic activities, home living, family attachment, family situation, family income, husband-wife relation, and parenting style, as well as the performance of the facilitator which indicates both professional competence and personal competence.
<table>
<thead>
<tr>
<th>No</th>
<th>Names</th>
<th>Place</th>
<th>Identity</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Umm</td>
<td>Sulawesi/Poso</td>
<td>Wife of Terrorist</td>
<td>Teacher</td>
</tr>
<tr>
<td></td>
<td>Hanifah</td>
<td></td>
<td>Prisoner</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Umm</td>
<td>Sulawesi/Poso</td>
<td>Wife of Terrorist</td>
<td>Buruh nugget</td>
</tr>
<tr>
<td></td>
<td>Anisa</td>
<td></td>
<td>Prisoner</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Umm</td>
<td>Sulawesi/Palu</td>
<td>Wife of Terrorist</td>
<td>Es buah</td>
</tr>
<tr>
<td></td>
<td>Rabiah</td>
<td></td>
<td>Prisoner</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Umm</td>
<td>Sulawesi/Palu</td>
<td>Wife of Terrorist</td>
<td>Household</td>
</tr>
<tr>
<td></td>
<td>Hafsa</td>
<td></td>
<td>Prisoner</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Umm</td>
<td>Java/Semarang</td>
<td>Wife of Terrorist</td>
<td>Keripik</td>
</tr>
<tr>
<td></td>
<td>Salamah</td>
<td></td>
<td>Prisoner</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Umm</td>
<td>Java/Semarang</td>
<td>Wife of Terrorist</td>
<td>Reseller</td>
</tr>
<tr>
<td></td>
<td>Ninis</td>
<td></td>
<td>Prisoner</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Umm</td>
<td>Java/Purworejo</td>
<td>Wife of Terrorist</td>
<td>Susu Kedelai</td>
</tr>
<tr>
<td></td>
<td>Titin</td>
<td></td>
<td>Prisoner</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Umm</td>
<td>Java/Ngruki</td>
<td>Wife of Terrorist</td>
<td>Teacher</td>
</tr>
<tr>
<td></td>
<td>Rita</td>
<td></td>
<td>Prisoner</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Umm</td>
<td>Jakarta</td>
<td>Wife of Terrorist</td>
<td>Snack paria</td>
</tr>
<tr>
<td></td>
<td>Ulya</td>
<td></td>
<td>Prisoner</td>
<td></td>
</tr>
</tbody>
</table>

229
Table 1. Profiles of Informant

Source: Personal document

Result and Discussion

Government of Indonesia has so many social programs regarding to social protection and poverty reduction. Program such as SLRT and PKH indeed has significant role to improve the quality life of family in society. There are poorer families have accessed to social services but some also have not able to access.

According to Jim Ife (2002) the task of community worker in community empowerment includes: facilitative roles, educational roles, representational roles, and technical roles. Some group of family is family of the prisoners. In this case, family of terrorist prisoners is the poorest situations.
they have more burdens in the society such as stigma and social discrimination. Family of terrorist prisoner mostly lives under poverty. The facilities and infrastructure of home building are poor. Family of terrorist prisoners is among stigmatized people society. They face not only financial problem but also psychosocial problems. Children are among fragile people as they have lack of psychosocial support from community and family. As the result they stay in poverty.

The families of terrorist prisoner across Java Sulawesi Family of prisoner is indeed has multi barrier to live. Moreover, the situation of family or particularly the wives of terrorist prisoner are among the poorest group in society. They do not have any experience to earn living by their own as husband become primary breadwinner for the family. As a result, some family has not adjusted themselves for this situation. Many families of terrorist prisoners are life under poverty. However, only limited number represents the disadvantaged society who gets benefit from social protection program. The rest mostly do not have access to get social service program provided by the government.

Family Situation

The lives of “ummahat” and their children show as normal as other family in society. Wife does not have any power to have decision for family issues. Although husband are in the prison (correctional institution) but they are still become a leader of family. Husband still becomes the primary breadwinner for family. There is so much power relation in the family as wife and children do not have any voice. There are, in some extend, boundaries between
husband and wife. According to wife, husband mentioned: "you may know this but you may not to know that."

Some are extended family which four or six children with parent in one roof. They live under poverty. The house seems to not have any adequate facilities far from basic materials. Children mostly go to non-formal educational institution and almost are in the boarding school (pesantren). When they are asked why do not interested in formal educational system, the answer are similar: They need Islamic teaching, they need to be able to study exercice of the holy Qur'an and want to be an expert in Qur'an and the like.

The ex-ISIS or survivors of ISIS who are not able to access to work market, lose everything they have such as home, position, and other asset. They lose those things so they went to Syria hoping a new better life, but in fact they do not get anything in Syria, even they life under intimidation and starvation. After returning home to Indonesia, they do not anything left. Therefore, they need small business, such as selling dress or fashion, snack, fuel, and the like. There is no sustainable family business.

**Facilitator Role and Advocacy**

There are many roles of facilitator in community empowerment. The obvious role of the facilitator is connecting the vulnerable and poor community to get access to the social services and social protection program provided by the government. It is reported that only one family who has received the Family Hope Program (PKH) provided by the
Ministry of Social Affairs. This program helps the family for her children education. They get 500,000 Rupiah in every three months.

The facilitator primary role is to facilitate the community to access social services, to get access to run prospect business, and with the various benefits provided by the government, NGO, international affiliation, and the like, to the poor, socially excluded, disadvantaged or disempowered individuals and groups and marginalized sections of the society.

The primary function of facilitator involves: facilitation, mediation, and advocacy. Those three function interchangeably implemented in one performance some times. The facilitator not only works in the administrative sector but also to empower. The facilitator should not break code of conduct and professional ethics.

In addition, advocacy understood as an organized effort by citizens to influence the formulation and implementation of public policies and programs by persuading and pressuring state authorities, international financial institutions, and other powerful actors. Advocacy embraces various activities undertaken to gain access to and influence decision-makers of importance to a particular group or to society in general. It is a tool for real participation by citizens in decision-making by government and other powerful bodies. It is one of the ways that different sectors of civil society can put forward their agendas and have an impact on public policies.
Integrated Referral Service System (SLRT)

The facilitator of SLRT, PKH or any other social service, are including the understanding of social protection and poverty reduction programs, basic computer skills, basic data entry capabilities using software, communication skills and basic skills of observing and analyzing household needs.

The facilitator role of SLRT is to explain and implement the function of SLRT as a system that helps identify the needs of poor and vulnerable people based on profiles in the integrated Database (BDT) and connects them with social protection programs and poverty alleviation by the government (central, provincial and district with their needs). In addition, SLRT also helps identify complaints of poor and vulnerable people, conducts referrals, and manages complaints handling to ensure that complaints are handled properly, recording of membership and program needs, and updating of beneficiaries dynamically and periodically.
Through the development of SLRT is expected to strengthen the relationship between the central and regional networks through the potential and source of social welfare (PSKS) or units of social service units that exist in accordance with the conditions and needs of the region, especially in Sumbawa.

The main functions of SLRT involve: integration of services and information; identification of complaint, referral and grievance handling; recording of membership and program needs; data updates dynamically. The SLRT answer three problems faced Indonesia: poverty, vulnerability and gap. SLRT provides accurate data collection because it goes directly to the community and makes it easier for the residents to not find difficulties to come to the office, but the facilitator will come to visit and validate the accurate data of poor family in the village. For example in Banyuasin District, there is 50 facilitator staff funded by the government budget. The task of facilitators is to record complaints and provide referral services to the poor to be asked for immediate treatment. With 50 facilitators it is not enough to register 304 villages in Banyuasin Regency.

In addition, the experience of Social Service Agency at Pringsewu, Lampung, SLRT is very helpful to the government in the implementation of social welfare in Lampung. The facilitator consists of 50 persons collaborated with social worker, community social volunteer, and youth organization (Karang Taruna). They work together to solve every social problem in the community. Local government also supports to the SLRT program by providing financial support and budget allocation.
Another experience show in the social service agency in Bandung, West Java. Indeed, SLRT becomes integrated solution for various problems that exist in the community. SLRT can handle poverty integrative, comprehensive, effective, targeted, and more leverage to the community (Head of the social service agency of Bandung).

Based on the profile in the Database, SLRT connect them with central and local programs, which suits their needs. SLRT also helps identify the poor and vulnerable people, conduct referrals, and complaints handling to ensure that complaints are properly. SLRT is supported by the National Team in Acceleration of Poverty Reduction (TPNP2K) in Australia and other institutions.

**Family Hope Program (PKH)**

Family Hope Program (PKH) is a social program targeted to poor families in the form of monthly cash transfer. The main goal of PKH is to break the poverty chain, by improving the quality of human resources, especially in the areas of health and education. PKH encourages poor families investing in children’s health and education improve children’s school attendance and educational achievement in the beneficiaries families improve maternal and children health, reduce malnutrition, reduce child labor and the improvement of healthier lifestyles to the non-beneficiaries in the same regions.

The role of facilitator of PKH is assists the Family Development Session (FDS). It is training session for mothers
through monthly gathering and regular coaching. The session consists of specific subject such as education, good parenting, health, and child protection. The scheme of the session is take about two and half hour (2.5 hour) for each of the session. It is interactive-participatory activities where all the participants are involved in the discussion and learning interactively. Moreover, the session also provides opportunities among mothers to meet together and sharing food as well as happiness stories. Some participant states that the meeting is similar with “arisan”.

Community Empowerment

Problems of family of terrorist prisoner: Economic/financial, social, Psychological, identity, social Services, social stigma, capital/modal. The home industrial scale categorized as small. They produce and sell alone. The risk of the business will be not sustainable for their income. Here is the need of facilitator to mediate and link the ummahat to get more funding and capital to extend the business. If the business run well and sustainable, the idea of breaking the cycle of terrorism in Indonesia can begins from small level, from family to the community toward prosperous and peaceful country.

The roles of facilitators are as below: 1) To support family member; 2) To facilitate and connect to the resources system; 3) Home visit; 4) Counseling; 5) Capacity building; 6) Recreation; 7) Empowering; 8) Advocacy; 9) Facilitator; 10) Financial support; 11) Business consultant; 12) Financial planner; 13) Entrepreneur; 14) Company owner; 15) Security and to encourage the group of ummahat to have
business affiliation, to get business allowance for the welfare of family.

Conclusion

The role facilitator and advocacy in community empowerment is indeed very significant. This study proves an advocacy role that helps the disadvantaged family of terrorist prisoners to receive the PKH program. The facilitator advocates the family of terrorist prisoners to get the government poverty reduction program. Furthermore, it is expected to the role of advocacy to link the access of the group of wives of terrorists to social welfare micro enterprise (Kelompok Usaha Bersama). It is aimed to develop the potency of the group to help themselves.
This study recommends to the OIC member to strengthen the involvement of facilitator to raise the issue of poverty among stigmatized and vulnerable group of society in order to eliminate the number of poverty in each country. The OIC must see the issue of social discrimination among Moslem society who are, for example unfortunately become family of terrorist offender improves family welfare. Wives of terrorist prisoner are example of stigmatized group.

References


240
Kebakkramat, Kabupaten Karanganyar). *Jurnal Sosioleksi* DILEMA, Vol. 32, No. 1 Tahun 2017 ISSN : 0215/9635 Published by Lab Sosio.


Websites and link


SLRT, [http://dinsosp2pa.demakkab.go.id/?Tag=slrt-2](http://dinsosp2pa.demakkab.go.id/?Tag=slrt-2)


Penjaman Program SLRT, Bupati Supriono Harapkan Permasalahan Sosial di Masyarakat Segera Ditanggulangi


SLRT

Solusi Kemiskinan
http://jabarprov.go.id/index.php/2018/03/13/slrtsolusimasalah-kemiskinan

Poverty Reduction Programs
https://www.bappenas.go.id/files/7213/Poverty_Reduction_Programs_in_Indonesia.pdf

Poverty Alleviation Programmes Lessons from Indonesia