

Bureaucratic Performance in the Distribution of Social Aid for the Family Hope Program (PKH) at the Social Services of Langkat District

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ARTICLE INFO

Keywords: Bureaucratic Performance, Distribution of Social Assistance, Family Hope Program (PKH), Social Service, Langkat Regency

Received : 2 January

Revised : 19 February

Accepted: 21 March

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ABSTRACT

This research aims to analyze the performance of the bureaucracy in distributing social assistance for the Family Hope Program (PKH) at the Langkat Regency Social Service. PKH social assistance is a program that aims to reduce poverty and improve community welfare by providing regular cash assistance to poor families. However, the effectiveness of this program is very dependent on the performance of the bureaucracy in organizing the distribution of this aid. Data analysis was carried out using a descriptive method to explain the performance of the bureaucracy in implementing the PKH program. The research results show that the bureaucratic performance in administering PKH social assistance in Langkat Regency has several weaknesses, including the slow process of distributing aid, a lack of coordination between related agencies, and irregularities in aid distribution. These factors hinder the effectiveness of the program and cause dissatisfaction among aid recipients. Based on these findings, it is recommended that the Langkat Regency Social Service improve coordination between related agencies, improve the aid distribution system, and increase supervision of the implementation of the PKH program. Necessary to strengthen the capacity of field officers through training and education related to social assistance management. This is expected to improve bureaucratic performance in implementing the PKH program so that the program's goal of reducing poverty can be achieved more optimally

INTRODUCTION

The state is the most elevated association in a district. As a state association, it has targets set out in the state constitution. To understand the state's objectives, an administration is required that has great execution in running the wheels of government. A society will prosper in a country with effective governance. Indonesia is a nation comprising 38 regions that have different networks. All developing and underdeveloped nations, including Indonesia, continue to face poverty (Tome, 2012). Neediness is multi-layered and is an issue that has existed for quite a while and has never vanished from individuals' lives. The neediness that happens in Indonesia should be viewed as an intense issue because at present, destitution makes it challenging for some individuals to meet their day-to-day needs (Herlina et al., 2020; Hia et al., 2021; Istriawati & Dartanto, 2022; Oktapiani et al., 2022; Putra, 2018).

The job of the public authority in the improvement cycle in Indonesia is vital, both as an entertainer in giving government assistance to the local area, both in the conveyance and dissemination of all guides, and as an entertainer in serving the local area to fabricate a prosperous society. Government officials are people or civil servants, government agencies, and bodies that have a role or duty to serve as a form of servant to the state and to the community in running the wheels of government (Rahayu, 2020). The job of contraption in the public authority area covers a wide field of obligations and includes enormous-scope hierarchical structures with countless faculty to complete government organization, including public administration and improvement. In the improvement cycle, the public authority also includes the confidential area and local area establishments, which are likewise significant points of support that should assume a functioning part in completing the advancement cycle, where government execution is required and in its execution there is additionally an organization that is an administration instrument for acknowledging proficient, successful public administrations, equity, straightforwardness, and responsibility toward a prosperous society (Sulili & Mengge, 2013; Virgoreta & Pratiwi, 2015; Zaini & Nurjaman, 2022)

Execution is a depiction of the nature of accomplishment in completing exercises in understanding an association's objectives as expressed in an association's essential preparation. Representative execution is firmly connected with the association (Man, 2020). So authoritative objectives can be accomplished; obviously, they can't be isolated from the assets utilized by workers or contraptions who assume a functioning role as entertainers in endeavors to accomplish hierarchical objectives. Proficient execution, skill, and great commitment are truly required in an administration association like Langkat Rule Social Help. One of the components of accomplishing the objective of most extreme circulation for the Family Trust Program (PKH) is that it will be disseminated to the local area by reflecting great mindfulness and morals given material guidelines and the impact of authority approaches inside the association.

Terms frequently utilized according to execution are productivity and viability. As per (Daraba, 2019), execution should incorporate civil rights to evaluate whether a state organization has prevailed with regards to doing its central goal as a public instrument to work on the government assistance of society decently or not. In the meantime, as per (La Dimuru, n.d.), execution is based on quality and comprises all that is liberated from lack or harm delivered by the association to fulfill all components connected with the association, both inward and outside. The components expected in hierarchical execution comprise efficiency, administration quality, responsiveness, Responsibility, and responsibility (Rifan et al., 2019), so it very well may be characterized that authoritative execution is the aftereffect of work that is collectively accomplished by the association given the objectives put forth to accomplish recently resolved objectives.

To quantify the degree of achievement and focus on it, the markers regularly utilized are productivity, adequacy, and quality. So hierarchical execution can be estimated in light of the degree of accomplishment of work results given recently set targets. Moreover, estimating the aftereffects of an association's work isn't just the consequences of work regarding yield given to the outer climate, specifically the local area or clients, the consequences of work can likewise be given to inside clients, in particular representatives who can deal with the association to accomplish its objectives (Hakim, 2023). Accordingly, the idea of hierarchical execution is exceptionally expansive in scope; execution is created for the outside climate, yet execution can likewise be planned for the inner focuses of an association. For this situation, as far as possible, examine the exhibition of the Social Help organization to just the dispersion of Family Trust Program (PKH) social help, which is conveyed and not appropriated to beneficiaries of PKH social help.

Administration, otherwise called the association of the state contraption, is a progressively coordinated structure with a reasonable power relationship design to accomplish specific objectives by deliberately planning crafted by many individuals, as made sense (La Dimuru, n.d.). In regulatory science writing, the organization is utilized in a few unique and, surprisingly, disconnected ways. As per (Setiadi, 2017), conversations about administration in sociology circles frequently lead to different contrasts of assessment due to various implications from various perspectives. The misinterpretation of the term "bureaucracy" is bureaucracy as an understanding of how it reflects the dysfunctional operations of the government service apparatus.

The administration is found in all human participation associations, including government regulatory associations, that have the capability as government instruments to accomplish the objectives of further developing local area government assistance, the nature of schooling, making security and administration requests, and safeguarding the local area, or as such, covers every one of the obligations and elements of the general government. Organization can likewise be deciphered as all that is accomplished by government workers and every one of the effects felt by society (Sawir, 2020). The job of the government is extremely huge and covers all components of individuals' lives. Even though the

public authority itself has different assets to satisfy its obligations and commitments, the requests of society are consistently higher than the public authority's capacity to satisfy them, both concerning funds and the abilities of its hierarchical abilities. since it lies in the government assistance of the public authority itself, which up to now can be supposed to be not all-sufficient among the current legislatures. In response to this discrepancy between the needs of the public and the capabilities of the government, a variety of ideas have emerged to give the public new energy. The new view that is being created about the job of government is that the public authority should have the option to make values to further develop administrations in society (Soeprapto, 2006).

In the meantime, the term administration can be deciphered as a coordinating, training action or, in English, directing administration, which is a cycle by which a financial framework or other complex hierarchical framework is controlled. Governance, as defined by (Nur Wijayanti, 2017), is the process by which the government exercises power and authority to manage government affairs in general and economic development in particular. The meaning of administration in this situation is the method involved with managing, encouraging, and controlling the financial existence of society, where unreservedly great administration can be interpreted as spotless and legitimate government or reliable government, which contains the principal components comprising: (a) responsibility, (b) straightforwardness, (c) receptiveness, and (d) law and order (Wibisono, 2014).

Moreover, as per (Dewi, 2017), government improvement is aimed at the managerial aspect, to be specific, great organization, effective association, and skilled and legitimate devices. A managerial culture that serves, engages, and assembles depends on an innovative soul that should be encouraged persistently. In working on the government assistance of the local area, the public authority tries to give contemplations, thoughts, and ideas as per Regulation Number 13 of 2011 concerning poor people; specifically, the public authority helps the local area in working on the government assistance of the local area. Indonesian individuals who are poor get security from the state, as written in Regulation Number 13 of 2011 Article 3 (Sipahutar, 2020).

LITERATURE REVIEW

The Family Hope Program (PKH) was established to support the distribution of planned, targeted, and long-term social protection programs in the form of conditional social assistance to lower the cost of living for low-income families and increase their income. It is anticipated that this program will be able to end poverty, which is Langkat Regency's top priority. It was discovered that people had received PKH assistance, but there were obstacles such as aid funds that had not been disbursed for no particular reason, as well as data on the people receiving social assistance that did not match the recipient's address, as this was found in the field. However, the results have not been optimal, as indicated by the fact that there are still poor people who deserve the assistance program but do not receive any type of assistance from the government. Seeing the current issues is indistinguishable from the presentation of government authorities, which isn't as per what the local area anticipates. Consequently, the Langkat

Regime Government is exceptionally centered around assessing and observing, regardless of whether the appropriation of social help is working out positively. Aside from leading assessments of social associates, the public authority likewise screens beneficiaries of social help from the Family Trust Program as per guidelines set by the Indonesian Service of Parties since the PKH Program was available in Langkat Regime, to be specific, from 2015 to this year, with many changes to guidelines from the Service of Get-togethers. as to the power and obligation of every rule, so the appropriation of PKH Social Help can be accomplished true to form.

METHODOLOGY

Descriptive research is the type of qualitative research that researchers use, with descriptive research being the type of research used. Engaging exploration, as per (Yusuf, 2013), specifically: "Unmistakable examination is a strategy for exploring a gathering, objects, conditions, an arrangement of thought, or a class of occasions in the present." This study aims to provide a systematic, accurate, and factual description of the facts, nature, and connections among the investigated phenomena. Satori and Komariah, in their subjective examination system book, uncover that subjective exploration is an examination worldview for portraying occasions, individuals' ways of behaving, or a circumstance in a spot exhaustively in a story structure. Aside from that, (Sugiyono, 2016) likewise made sense of that: "Subjective examination is completed because scientists need to investigate peculiarities that can't be measured, which are spellbinding in nature, for example, the cycle, work steps of an equation for a recipe, understandings of different ideas, pictures, styles, systems of a culture, etc."

(Sugiyono, 2017) says that research methods are a scientific way to get data for certain purposes. This study took a qualitative and descriptive approach. The term "naturalistic research methods" is used to describe qualitative research because it employs qualitative data and analysis and is carried out in a natural setting. As per (Bogdan & dalam Moleong, 2001), graphic subjectiveness is a strategy used to portray a peculiarity in light of realities in the field. From the above hypothesis, the creator accepted subjective and enlightening exploration as pointers in making this examination.

The population of this study were all officers at the Langkat Regency Social Service who were involved in distributing PKH social assistance, as well as PKH beneficiaries. Samples for interviews with officers will be selected purposively by considering various levels of position and work experience in the PKH program. Meanwhile, samples for interviews with beneficiaries will be selected randomly based on the list of available PKH beneficiaries. In-depth Interview: Interviews will be conducted with Langkat District Social Service officers to gain an in-depth view of the PKH social assistance distribution process, obstacles faced, and efforts made to improve performance. Focus Group Discussions (FGD): FGDs will be held with groups of officers involved in distributing PKH social assistance to obtain diverse perspectives on problems and possible solutions related to bureaucratic performance. Participatory

Observation: Researchers will conduct direct observations of the process of distributing PKH social assistance in the field to directly understand the interactions between officers and beneficiaries and to identify potential problems in the process. Questionnaire: Questionnaires will be distributed to PKH officers and beneficiaries to collect quantitative data regarding their perceptions of the bureaucracy's performance in distributing PKH social assistance. Qualitative data collected from interviews, FGDs and observations will be analyzed using a thematic analysis approach. Quantitative data collected from the questionnaire will be analyzed using descriptive statistical techniques such as frequency, mean, and comparative analysis. The results of the qualitative and quantitative analysis will be combined to provide a more complete understanding of bureaucratic performance in the distribution of PKH social assistance at the Langkat Regency Social Service.

RESULT AND DISCUSSION

The Langkat Regency Social Service is one of the agencies within the Langkat Regency Government that, in carrying out government duties, has the main task and function of assisting the Regent in carrying out government affairs that are within the authority of the Social Sector and other tasks delegated by the Regent. In 2006, the Social Service was still in the form of a Social Office led by the Head of the Office, with the basis for its formation being Langkat Regency Regional Regulation Number 23 of 2007 concerning the Formation of Langkat Regency Regional Apparatus Organizations. Then, through Government Regulation Number 18 of 2016 concerning Regional Apparatus, the 2016 Langkat Regency Regional Regulation concerning the Formation and Structure of the Langkat Regency Regional Apparatus was established. Through Langkat Regent's Regulation Number 48 of 2016 concerning the Position, Organizational Structure, Duties and Functions, and Work Procedures of the Langkat Regency Social Service, the Langkat Regency Social Service was formed from the previous Social Service Office.

Productivity and Service Quality: Bureaucratic Performance in the Distribution of Social Assistance for the Family Hope Program (PKH) at the Langkat Regency Social Service

Regulatory execution in conveying social help for the Family Trust Program (PKH) at the Langkat Locale Social Assistance utilizes Agus Dwiyanto's hypothesis (2006:50) that hierarchical presentation is the aftereffect of work that is aggregately accomplished by the association given the objectives put forth to accomplish the predetermined objectives (Dwiyanto, 2021). Analyzing bureaucratic performance in the Distribution of Social Assistance for the Family Hope Program (PKH) at the Langkat Regency Social Service will provide results on how to analyze bureaucratic performance using elements such as productivity, service quality, responsiveness, accountability, and accountability.

As per the efficiency hypothesis, it estimates how proficient the help is, yet additionally, how powerful the help is. As a general rule, efficiency is characterized as the proportion of contribution to yield as a significant execution mark of the normal consequences of public administrations, as indicated by Agus Dwiyanto (Dwiyanto, 2021). As per the Large Indonesian Word Reference

(KBBI), efficiency is the capacity to create something. With regards to work, efficiency implies an individual's capacity to finish work within a foreordained cutoff time, and Clergyman of Parties Guideline Number 1 of 2018 concerning the Family Trust Program, where the efficiency of the Rule government should be great in the circulation of PKH social help, Given the aftereffects of hypotheses, perceptions, and meetings, it very well may be reasoned that the efficiency of social help in the presentation of the administration in conveying social help for the Family Trust Program (PKH) is as yet noticeably flawed because there are still issues that exist during dispersion.

As indicated by the hypothesis of administration quality, great help isn't just in light of the perspective of the specialist co-op, but also given the perspective of the individuals who appreciate and feel the help. As per guidelines, the nature of the help should be as great as conceivable because each dissemination should arrive at the guide beneficiary with next to no issues or snags, so the nature of the dispersion administration runs well. Based on theory, observations, and interviews, it is possible to conclude that the productivity of the Social Service in the performance of the bureaucracy in the distribution of social assistance for the Family Hope Program (PKH) is trying to provide the best service at the distribution time to attend so that any problems can be properly resolved, but it is still not possible to attend every distribution because there are still absences in several sub-districts during the distribution.

Evaluation of welfare productivity can include the extent to which the process of distributing PKH assistance is efficient. This includes speed and accuracy in identifying recipient families, verifying data, and distributing funds to eligible families. Service Quality: Service quality includes the extent to which the bureaucracy provides support to PKH recipient families. This includes clarity of information, ease of access, politeness, and response to needs and problems that arise during the distribution process. Community Engagement: Bureaucratic performance can also be evaluated based on how well they involve the community in the aid distribution process. This includes transparency in the selection process, participation in community meetings, and building community capacity to increase the benefits of the PKH program. Risk and Obstacle Management: It is important to consider risk management policies and overcome obstacles that may arise during the distribution process. This includes handling cases of fraud, data discrepancies, or other technical problems that can affect service efficiency and quality. Impact Evaluation: Performance evaluation must also include an assessment of the impact of the PKH program on recipient families. This includes the extent to which the assistance increases family welfare and independence, as well as the ability to reduce levels of poverty and inequality in Langkat Regency.

Responsiveness and Responsibility of Bureaucratic Performance in the Distribution of Social Assistance for the Family Hope Program (PKH) at the Langkat Regency Social Service

Responsiveness to Community Needs: The bureaucracy needs to understand that the success of the Family Hope Program (PKH) depends on its ability to respond appropriately and quickly to the various needs faced by the recipient community. These include the Needs-Based Approach: Bureaucracies should adopt a needs-based approach that allows them to accurately identify the varying needs of PKH recipient families. This requires ongoing surveys and monitoring of families' socio-economic conditions to adapt assistance programs to their actual needs. **Ease of Access:** The bureaucracy must ensure that access to the PKH program is easily accessible to the recipient community. This includes providing clear, easy-to-understand information about program requirements and procedures, as well as convenient service locations and times for the community. **Flexibility in Implementation:** Community needs can change from time to time; therefore, the bureaucracy must be willing to adapt the PKH program according to the dynamics that occur. For example, by providing a mechanism that allows changes to aid recipient data if there is a significant change in family status or economic circumstances, **Open Communication:** The bureaucracy must open effective communication channels with PKH recipient communities to listen to their complaints, input, and suggestions. This can be done through holding dialogue forums, satisfaction surveys, or providing other means of communication that facilitate two-way interaction between organizers and aid recipients.

Community Involvement: Active community involvement in the process of distributing PKH social assistance is very important to ensure the program is relevant, effective, and sustainable. The bureaucracy needs to pay attention to the following things: **Information Transparency:** The bureaucracy must maintain transparency in providing information related to the PKH program. This includes providing a clear explanation of the conditions and procedures for receiving assistance, the rights and obligations of aid recipients, as well as how to submit complaints or suggestions. This information can be conveyed through various communication channels, such as social media, brochures, or community meetings. **Community Participation:** The bureaucracy must actively encourage community participation in decision-making regarding the implementation of the PKH program. This can be done by holding regular meetings with community groups, establishing discussion forums, or forming advocacy groups that represent the interests of aid recipients. **Respect for Local Culture:** The bureaucracy needs to understand and respect local culture and community values in designing and implementing PKH programs. By paying attention to the cultural context, the bureaucracy can more easily build good relationships with recipient communities and increase program effectiveness. **Community Empowerment:** The bureaucracy must empower aid-recipient communities to become more independent and empowered. This can be done by providing skills training, mentoring in small business development, or supporting collaborative initiatives to improve the overall well-being of the community. **Feedback Mechanism:** The bureaucracy must ensure that there is an effective feedback

mechanism so that the public can submit complaints, suggestions, or questions regarding the PKH program easily. A fast and responsive response from the bureaucracy will increase public confidence in the program and the institutions that organize it.

Ease of Access: The bureaucracy must ensure that the PKH program can be easily accessed by the recipient community. This involves several concrete strategies and steps: **Easy-to-Understand Information:** The bureaucracy must provide clear, easy-to-understand, and easily accessible information about the PKH program. This can be done through providing brochures, official websites, and notice boards in strategic places, as well as through direct outreach through community meetings or other public events. **Convenient Service Locations and Times:** The bureaucracy needs to ensure that PKH-related services are available in locations that are easily accessible to recipient communities. This could be a social services office close to residential areas or a mobile service that visits remote villages. Apart from that, the bureaucracy also needs to pay attention to service times to suit the schedule and needs of the community. **Technology Accessibility:** In the digital era, bureaucracy also needs to consider technology accessibility. This includes providing online services for registration or submitting applications, as well as ensuring that people have adequate access to the internet and computer or smartphone devices. **Proactive Approach:** The bureaucracy can adopt a proactive approach by visiting PKH recipient communities directly, especially those in remote or hard-to-reach areas. Through these field visits, the bureaucracy can provide direct information about the program, assist in the registration process, and answer questions or concerns that the public may have. **Reducing Administrative Barriers:** The bureaucracy must strive to reduce administrative barriers that can hinder community access to the PKH program. This can be done by simplifying registration procedures, minimizing required documents, or providing assistance in filling out forms.

Flexibility in Implementation: The bureaucracy needs to have sufficient flexibility in implementing the PKH program so that it can adapt to the dynamics and needs that occur from time to time. Some concrete steps that can be taken include the **Individual Approach:** Understanding that each PKH recipient family has different needs, the bureaucracy must allow an individual approach in handling cases. This means leaving room for families to make specific requests or specific changes in aid allocation according to their situation. **Adjustment of the Verification Process:** The bureaucracy must be able to adapt the data verification process for aid recipients to actual needs and field situations. For example, if there are problems collecting certain documents, the bureaucracy can look for other alternatives or provide a more flexible period to complete the requirements. **Program Adjustments:** Based on feedback from the community or program evaluation results, the bureaucracy must be ready to make adjustments or changes in the implementation of the PKH program. This could be in the form of increasing or reducing the type of assistance provided, adjusting the amount of funding according to economic developments, or providing training programs that are more appropriate to community needs. **Commitment to Innovation:** The bureaucracy needs to have a commitment to innovation in implementing the

PKH program. This includes exploring and implementing new technologies to simplify administrative processes, developing more efficient delivery models, or forming partnerships with the private sector or NGOs to expand the reach and impact of programs. Periodic Monitoring and Evaluation: It is important to carry out regular monitoring and evaluation of the PKH program to identify successes and existing obstacles. In this way, the bureaucracy can respond quickly to necessary changes and ensure that programs remain relevant and effective in achieving social welfare goals.

Open Communication: Open and transparent communication between the bureaucracy and communities receiving PKH assistance is an important foundation for building trust and increasing program effectiveness. The following are several steps that can be taken to strengthen open communication: Diversified Communication Channels: The bureaucracy must provide various communication channels that can be accessed by communities receiving PKH assistance, such as telephone, email, websites, social media, and easily accessible information centers. This allows the public to contact the bureaucracy in a way that is most convenient for them. Socialization and Outreach: The bureaucracy must actively organize socialization and outreach activities about the PKH program regularly. This can be done through community meetings, seminars, workshops, or other events that directly involve the community. In this activity, the bureaucracy can explain the program objectives, conditions, and procedures for acceptance, the rights and obligations of aid recipients, as well as complaint mechanisms. Information Transparency: The bureaucracy must provide clear, accurate, and easy-to-understand information to the public about various aspects of the PKH program. This includes information about fund allocation, selection criteria, and the distribution process, as well as evaluation results and program impact. This information can be conveyed through official websites, monthly newsletters, or publicly available annual reports. Responsive to Questions and Complaints: The bureaucracy must respond quickly to questions, complaints, or requests for information from communities receiving PKH assistance. This creates the impression that the bureaucracy cares and pays attention to input from the community, thereby increasing their trust and participation in the program. Community Involvement in Decision Making: The bureaucracy must involve the community in the decision-making process regarding the PKH program. This can be done through holding consultation forums or forming discussion groups that represent various community interests. In this way, people have the opportunity to provide input and be part of the decision-making process that affects their lives.

Factors that Influence Bureaucratic Performance in the Distribution of Social Assistance for the Family Hope Program (PKH)

- Policies and Regulations: Policies and regulations made by the central or regional government can influence the performance of the bureaucracy in distributing social assistance. For example, provisions related to fund allocation, admission requirements, or required administrative procedures may affect the effectiveness and efficiency of program implementation.

- **Availability of Resources:** The availability of human, financial, and technological resources greatly influences the performance of the bureaucracy in implementing the PKH program. A lack of trained personnel, limited budgets, or inadequate infrastructure can hamper the aid distribution process and affect the quality of services provided.
- **Institutional Capacity:** Institutional capacity, both in terms of management and technical and administrative aspects, will influence the performance of the bureaucracy in managing the PKH program. Institutions that have a good management system, standardized procedures, and a trained workforce will tend to be more effective in implementing the program.
- **Transparency and Accountability:** The level of transparency and accountability in implementing the PKH program will influence bureaucratic performance. Institutions that implement transparent practices, such as publishing data and information related to programs, and have strong monitoring and accountability mechanisms will tend to be more efficient and can be trusted by the public.
- **Community Participation:** The level of community participation and involvement in the process of implementing the PKH program can also influence bureaucratic performance. An actively involved community can help speed up the process of identifying aid recipients, identify problems early, and provide valuable input for program improvements.
- **Social and Economic Conditions:** Social and economic conditions at the local level can also influence the performance of the bureaucracy in distributing social assistance. For example, the level of poverty, level of education, or infrastructure conditions in an area will influence the complexity and challenges faced by the bureaucracy in implementing the program.
- **Technology and Innovation:** The use of technology and innovation in implementing the PKH program can increase the efficiency and effectiveness of bureaucratic performance. The use of integrated management information systems, mobile applications for field monitoring, or the use of blockchain technology to increase transparency and data security are examples of innovations that can improve bureaucratic performance.

CONCLUSION AND RECOMENDATION

Agus Dwiyanto's theory, Bureaucratic Performance in the Distribution of Social Assistance for the Family Hope Program (PKH), employs factors such as productivity, service quality, responsiveness, and accountability. Based on these factors, it is possible to conclude that the bureaucratic performance in the distribution of social assistance for the Family Hope Program (PKH) at the Social Service is still poor and needs to be evaluated and improved once more. This is because there are still several issues with monitoring the distribution of social assistance to make it even better. In light of Yuwono's hypothesis in Hessel, the creator involves components in it, to be specific: authoritative objectives, hierarchical culture, administration, and work quality. The author concludes, based on the discussion in the preceding chapter, that the bureaucratic factors influencing the distribution of social assistance for the Family Hope Program

(PKH) at Langkat Regency Social Service are very important. According to the consequences of meetings with existing witnesses, Social Help needs to work on its exhibition and dissemination. social help since there are as yet few circulation puts that poor persons go to because of an absence of staff from the Social Assistance.

FURTHER STUDY

Further research on "Bureaucratic Performance in the Distribution of Social Assistance for the Family Hope Program (PKH) in the Langkat Regency Social Service" takes progressive steps in understanding and improving the effectiveness of the social assistance program. Firstly, a preliminary update is important to reflect the latest developments in PKH policy at national and local levels. Through in-depth analysis, the impact of structural changes in bureaucracy or policy on the process of distributing social assistance at the Langkat Regency level is also considered. The problem formulation in this research not only highlights issues that have been discovered previously, but also digs deeper or adds new aspects that may emerge. The changing socio-economic context and current challenges, such as the COVID-19 pandemic, are carefully considered. The research objectives formulated next focus on a deeper understanding of the effectiveness of the PKH program as well as an in-depth analysis of the quality of services provided by the bureaucracy to beneficiaries. The main objective is to develop concrete and sustainable recommendations to improve bureaucratic performance in PKH distribution.

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