

ABSTRACT

The thesis with the title Performance of Social Services in Overcoming Social Welfare Problems (PMKS) in Jambi City was written against the background of the reality of inequality and social welfare. This research aims to determine the performance of the Jambi City Social Service in dealing with homeless people, beggars, neglected elderly people and street children in Jambi City, as well as the constraints of the Jambi City Social Service in dealing with PMKS for homeless people, beggars, neglected elderly people and street children in the Department. Jambi City Social. The type of research used is descriptive qualitative. The data used is primary and secondary data with data collection using interviews, observation and documentation, while data analysis is descriptive. The results of this research show that the performance of the Jambi City Social Service in dealing with homeless people, beggars, street children and neglected elderly people is not good enough because special training has not been implemented for social service employees, there has been no firm action against PMKS and the lack of assistance provided to PMKS. Due to budget constraints, it is important to carry out empowerment activities in the form of job training for the PMKS community, the difficulty of taking strict action against PMKS who are infected with the average disease from those who are already in the coordinating tier, the difficulties in mieri rehabilitation of Street Children who have social and social problems, as well as the high level of empathy of the tier community towards the fate of the migrant workers and other PMKS. But apart from that, the Social Service has tried to provide the best service.

Keywords: Handling, PMKS, Begging, Performance

INTISARI

Skripsi dengan judul Kinerja Dinas Sosial Dalam Mengatasi Penyandang Masalah Kesejahteraan Sosial (PMKS) di Kota Jambi dibuat dengan latar belakang realitas permasalahan kesenjangan dan kesejahteraan sosial. Penelitian ini bertujuan Untuk mengetahui Kinerja Dinas Sosial Kota Jambi dalam mengatasi gelandangan, pengemis, lanjut usia terlantar, dan anak jalanan di Kota Jambi, serta kendala Dinas Sosial Kota Jambi dalam mengatasi PMKS bagi gelandangan, pengemis, lanjut usia terlantar, dan anak jalanan di Dinas Sosial Kota Jambi. Jenis penelitian yang digunakan adalah deskriptif kualitatif. Data yang digunakan adalah data primer dan sekunder dengan pengumpulan data menggunakan wawancara, observasi dan dokumentasi, sedangkan analisis data bersifat deskriptif. Hasil penelitian ini menunjukkan bahwa Kinerja Dinas Sosial Kota Jambi dalam mengatasi gelandangan, pengemis, anak jalanan, dan lanjut usia terlantar belum cukup baik karena belum terlaksananya pelatihan khusus bagi pegawai Dinas Sosial, belum adanya tindakan tegas terhadap PMKS dan minim nya bantuan yang diberikan kepada PMKS, Keterbatasan anggaran untuk melaksanakan kegiatan pemberdayaan berupa pelatihan kerja bagi masyarakat PMKS, sulitnya menindak tegas para PMKS yang terjangkit karena rata-rata dari mereka sudah terkoordinir, kesulitan dalam merehabilitasi Anak Jalanan yang mempunyai masalah kesejahteraan sosial serta tingginya rasa empati masyarakat terhadap nasib pengemis dan PMKS lainnya. Tetapi disamping itu Dinas sosial telah mengupayakan memberikan pelayanan yang terbaik.

Kata Kunci : Penanganan, PMKS, Pengemis, Kinerja