

Decentralization, Public Services and Neglected

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1 Decentralization, Public Services and Neglected Children in Mataram City, West Nusa Tenggara

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Abstract

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One of the problems that are now the concern of the local
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government in Mataram is the phenomenon of neglected
children, where the child is the hope of the nation that has a
strategic role in enhancing the continuity of the nation's
existence in the future. The main issues of neglected children
in Mataram are rooted in the problem of poverty, so the
handling should touch on the root of the problems. Regarding
the matter, the government is arranging a program for the
administration and empowerment of abandoned children. The
Program is a neglected children's social welfare protection
with other additional activities. In this context, the government
uses decentralization. Decentralization will encourage people
towards a self-propelled way by enabling social capital to
solve the problems they are facing. With a proper procedure in
addressing social issues that have been internalized, a
neglected children's completion mechanism will be more
productive and more efficient. While economically,
decentralization in the belief can prevent exploitation in the
central government of the region and can generate the
innovation of society and encourage the motivation of the
community to be more productive.

Keywords

Decentralization, Public Policy, Neglected Children, Mataram
City

1. Introduction

The importance of human resources in improving the welfare of people in a country depends on the quality of human development within the region of local government. The above explanation regarding the condition of human resources in a local government comprehends that in every country that has many islands such as Indonesia, it certainly requires an effective local government system. Furthermore, the development of the democratic society in this study is closely related to the social life of the community to overcome the problems of local governments related to community empowerment, especially in the issue of neglected children in acquiring social rights and the ease of gaining the health access to improving the quality of life in urban areas.

Institutional strengthening of health institutions is one of the health development models conducted through empowerment Strategies (Nasirin & Asrina, 2020). The Government's strategy to address the problem of the neglected children directly through the main issues is the right way done by the government to solve the health problems of neglected children, especially those living in urban areas. According to Granados (2012), the progress of public health is the strengthening factor in supporting the development of health institutes in a region that closely related to socio-economic development and public policy.

The importance of a healthy life and prosperity for the whole community is hope for all nations and indeed become the desire of local governments in support to improve health development programs and education in an area (Barth et al., 2020) (Downs et al., 2017). On the other hand, the state should provide assurance for every citizen to gain access to good health, which is a fundamental necessity for human life that focuses on health care needs, especially in the communities living in urban areas (Assi et al., 2019). Health problems related to neglected children are social phenomena that cannot avoid in people's lives, especially for people living in urban areas (Noy & Voorend, 2016). One of the dominant factors that can affect the development of social problems is the difficulties of people to access health care facilities easily. A common problem in urban communities is mostly a matter of people gaining access to healthcare services due to the poverty factor and the increasing amount of urbanization.

Lack of formal employment and the difficulties experienced by the neglected children to get a decent job, certainly not regardless of the lack of skills and education gained by the neglected, which certainly causes them to defend their lives by asking for help to others on the streets. The phenomenon occurs because of the poverty factor that is not appropriate to the expectations of the local government in addressing the problem of poverty and protection rights for the welfare of the child to obtain a good livelihood and quickly gain access to health services (Noy & Voorend, 2016) (Fuseini & Daniel, 2020).

2. Literature Review: A Decentralized Approach to Protect the Neglected Children

There are two fundamental objectives of the decentralized policy namely, firstly, the goal of democracy, and secondly is welfare. Related to the phenomenon of a neglected children found in the community, government policy is welfare. It is undoubtedly the philosophical reason for the existence of a government in society in creating social welfare. On that basis, through decentralization, the local governments are required to provide service to the local community

effectively, efficiently, and economically. Decentralization is a way to increase the accountability and transparency of local governments (Cuadrado-Ballesteros, 2014). The quality of public sector administration by local government is an essential process in establishing the healthcare services (Isufaj, 2014).

Furthermore, the enactment of decentralization in the local government will undoubtedly increase the competence, community resources, and the participation of people who are active in decision making. In addition to using the professional resources available in the area, the responsibility of power in the area can indeed be appropriately implemented (Seabright, 1996). Following the concept of regional autonomy that contains elements of authority to regulate and manage its territory, as well as the authority to monitor and control the government, that is the substance of regional autonomy.

With the implementation of decentralization in an autonomous region will drive the community towards the self-management by enabling social and economic aspect that is social capital in resolving the issues they are facing. Based on the subject matter, decentralization will encourage the community toward self-governance by enabling social policy in resolving neglected matters that are facing the local government. Through administrative procedures that have internalized these social problem solving of neglected children will undoubtedly be more productive and more efficient. The decentralization provides more opportunity to local government to prevent the exploitation of children and provides a communal motivation to be more productive to overcome the child problems. Administratively, the area will undoubtedly be able to do the planning, organizing, improving accountability, and responsibility administrative policies to the public (Mehrotra, 2006).

In Law No. 22 of 1999 concerning Local Government in Indonesia, it is stated that the substance of social welfare is contained in the history of regional autonomy provisions and associated with well-being. Since the enactment of the Law on local governments, improving the quality of public life, quality of government services, and the optimization of community participation in development, are the fundamental pillars of the birth of the local government. However, the idea of government as a facilitator in community development is far from expectation. It means that if we pay attention to local government bureaucracy performance over the past few years, besides being an ideal format for the existence of bureaucracy at various levels of government, the policy between the provincial government and the district and with the center is still a problem in organizing government in Indonesia. Based on this, the government's tendency to carry out all service functions is still dominant, so that people's propensity as a service recipient object is still prominent.

In addressing health issues in the region, the central government is responsible for providing solutions in solving the problems of neglected children in offering ease for the public to gain easy access to health by regulating and managing the issues encountered. Even the issue of neglected children is clearly stated in the Constitution 1945 article 34; paragraph 1, mention that the Indonesian state protects the poor people and neglected children. The issue of neglected children in the category of mandatory government affairs in the dimension of social welfare, and this is the responsibility of local ³vernments to overcome the problems of the issue, as stipulated in the law No. 32 of 2004 and government regulation No. 38, 2007, on the division of government affairs between the central government and local governments and Regency/city governments.

Based on the theoretical and the existing normative provisions, the Indonesian Constitution 1945 article 34 paragraph 1, act No. 32, 2004, and government regulation in the neglected children phenomenon in the design of regional development periodically. The issue of neglected children is substantially fixed in the vision and mission of the city. The vision and mission of local government of Mataram are for 'creating an advanced and religious city'. The sensitivity to the problems of children with social welfare issues can be seen in the meaning of the word "forward" contained in the vision above. The word is a step guideline and development policy of the Mataram city in creating positive progress in the field of social welfare.

3. Results

The policy of handling neglected in the city of Mataram is followed by the budget commitment of city government authority. In the direction of regional spending management policies, local governments allocate special funds for social programs, including the empowerment of neglected children.

The main issues of neglected children in Mataram are rooted in the problem of poverty, so the handling should touch at the root of the problems (Lukasiewicz, 2017) (McLeigh et al., 2018). Regarding the matter, the government is arranging a program for the administration and empowerment of abandoned children. The Program is a neglected children's social welfare protection with other additional activities, such as (a) education and training for neglected children through the work training agency. This activity is skilled support for neglected children that suits their interests, so it will be easy to guide the process of the application of the working units (Laszlo, 1990). This activity also aims to provide motivation and confidence in the displaced children in the framework of their success during the management and utilization of assistance that will be given post-educational activities and work skills. (b) To support productive economic efforts. This is an activity to grant capital assistance to the Community neglected children directly or through social parlors that handle abandoned children. Yamaoka et al. (2019) stated that the expected benefit of proper management of the business and able to support daily needs and help the cost of the study of neglected children. In addition to the above activities, the government of Mataram also conducts the construction activities of neglected children who live in orphanages and outside the orphanage, namely by providing the empowerment of social organizations, empowering people's welfare personnel, and optimizing the use of social resources.

The implementation of the empowerment program for displaced children in Mataram city has been done in the form of skill activities. Then in the effort to absorption of budget given by the Government for the implementation of the training must have been allocated according to its use. The application of the activities by the local government has been implemented in the form of self-skills and training and business programs for displaced children conducted through labor training institutions in the region (Nientied & Racoviceanu, 2000).

The implementation of the neglected children empowerment program policy can be seen from social participation. For example, the implementation of the abandoned child Empowerment policy in Mataram City is to implement entrepreneurship training that is carried out annually. The training is provided for children who are displaced by the beneficiaries of the productive economic business to offer life skills and empowerment of self-competency. Based on the matter, the local government function is a reflection of the provision of mandatory affairs, namely social

affairs, as stipulated in government regulation No. 38/2007 on the division of government affairs between the central government, provincial government, and city government. Local governments have functioned as government organizers to support regional development.

The regional government policy of Mataram City is a process of community empowerment, including the empowerment of neglected children. Therefore, what has been done by the Government of Mataram at this time is undoubtedly already in line with the context of decentralized substance, which is to bring the government closer to the real problems in society. This in line with the new perspective of regional autonomy, as described by Denhardt & Denhardt (2001) stated that a set of an idea about the role of public administration in the governance system that places public service, democratic governance, and civic engagement at the center." Through this perspective, local governments are expected to put the interests of citizens as a top priority in the functions of service, development, and protection. Programs and activities that have been implemented in the framework of child empowerment, this is in accordance with the statement expressed by the Government of Mataram, in this case, the social service that the social service has been conducting coaching against abandoned children living in orphanages, whether the orphanage belongs to the local government or an orphanage that is organized by the non-government community.

The results showed that in traditional markets, neglected children, especially girls, are often seen offering services to help mothers who want to shop for services carrying groceries. Then in the street area such as at the junction or crossroad red light neglected children often do their work as street singers or to make the mercy of others with begging. While neglected children in tourist areas, for example, conduct activities such as handicraft product offerings such as handicrafts bracelet from plastic material with the typical carving the city and they work until late at night. It is as seen in the observation that the abandoned children who usually do activities at the location of the beach tourism, most of the children are often seen to peddle the handicraft products typical of Lombok, such as woven with grass or plates made of clay that is decorated with leather shells that are sold specially for foreign and local tourists who come to travel in the tourism area. Here are some activities of children displaced in various regions of the city of Mataram, both the market area, streets, tourist areas and so on, all of which are done by displaced children with a variety of motivations, ranging from their own needs, the demand of parents, for education costs and so on.

The child neglect phenomenon not only happened in the city of Mataram but almost in all cities of Indonesia. There are two fundamental objectives of the decentralized policy, first, democratic and second goal, and welfare goals. Based on the issues of neglected children, the portions are on the second goal, namely welfare. It is also rooted in the philosophical reason for the existence of a government in the community, which is creating social welfare. On that basis, through devolution, local governments are required to organize services and development to the community effectively, efficiently, and economically (Cuadrado-Ballesteros, 2014).

According to Isufaj (2014), decentralization is an essential process for development in an area. And based on the juridical concept, the local government is given the right to regulate and control the autonomy administration of local governments.

The substance of social welfare is contained in the history of regional autonomy provisions. Since the amended law No. 32/2004 on local government, the improvement of the quality of public life, the quality of government services, and the optimization of community participation

in development. However, the idea of government as a facilitator in community development is far from expectation, meaning that if we pay attention to local government bureaucracy performance over the last few years, besides being an ideal format for the existence of bureaucracy at various levels of government, the problem between the provincial government and the district and with the center is still the difference in government organizing. Therefore, the Government's tendency to implement all service functions is still dominant, so that people's tendency is only as a service recipient object.

Finally, the general provisions and existing normative provisions, the government regulation No. 32/2004, Mataram city government in overcoming the phenomenon of neglected children in the grand design of regional development periodically. The issue of neglected children is substantially fixed in the vision and mission of Mataram City. The vision and mission of the construction of Mataram city are "creating an advanced and religious Mataram City. The sensitivity to the problems of children with social welfare issues can be seen in the meaning of the word "forward" contained in the vision above. The term is a step guideline and development policy of the local government to create positive progress in the field of social welfare.

4. Conclusion

Based on the theoretical basis, the Government has the responsibility to organize and manage the problems in the community, which includes the issue of neglected children. The point of neglect is clearly stated in the Constitution 1945 of article 34, that "the state maintains the poor and neglected children. The issue of neglected children in the category of mandatory affairs in the dimension of social welfare, and this is the responsibility of the local government to overcome it.

Based on the idea, decentralization will encourage people towards a self-propelled way by enabling social capital to solve the problems they are facing. With a proper procedure in addressing social issues that have been internalized, a neglected children's completion mechanism will be more productive and more efficient. While economically, decentralization in the belief can prevent exploitation in the central government of the region and can generate the innovation of society and encourage the motivation of the community to be more productive. Administratively, local government will undoubtedly be able to do the planning, organizing, improving accountability or responsibility on the public.

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