

Legal Responsibility of Sub-District Social Welfare Workers in The Social Protection of Vulnerable Communities in Lubuklinggau City

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ARTICLE INFO

Keywords

Legal Responsibility;

TKSK;

Social Protection;

Vulnerable Communities

ABSTRACT

This research aims to analyse the legal responsibilities of Sub-district Social Welfare Workers (TKSK) in the social protection of vulnerable communities in Lubuklinggau City. Vulnerable communities, including the elderly, people with disabilities, and other marginalised groups, often experience various challenges and obstacles in accessing social services. TKSK plays an important role in implementing social protection programmes aimed at improving community welfare. The contribution of this research is to provide in-depth insight into the role and challenges of TKSK in the context of social protection and offer policy recommendations that can strengthen the implementation of social protection programmes, especially for vulnerable communities in Lubuklinggau City. The results of this research are expected to be an important reference for policy makers in designing a more inclusive and effective social protection strategy. **Methods** This research uses a normative juridical approach by examining the laws and regulations governing the responsibilities of TKSK as well as practices in the field. The results show that although TKSK has a strong legal basis, there are various obstacles in the implementation of its responsibilities, such as lack of resources, suboptimal coordination with other agencies, and challenges in programme socialisation. Therefore, strategic steps are needed to strengthen the role of TKSK in providing effective social protection for vulnerable communities, including capacity building and understanding of community social rights. This research is expected to contribute to the development of social protection policies in Lubuklinggau City.

Introduction

Social protection is one of the important pillars in sustainable community development, especially for vulnerable groups.¹ Vulnerable communities include individuals or groups who are at high risk of poverty, social inequality, and marginalization. In this context, the Sub-district Social Welfare Workers (TKSK) play a very vital role. TKSK is expected to bridge the social needs of the community with

¹ Joanna Brzeska, Mousumi Das, and Shenggen Fan, "Social Protection for Poor, Vulnerable and Disadvantaged Groups," ed. Dr Kevin Z. Chen, Dr Shenggen Fan And Dr Suresh Chandra Babu, *China Agricultural Economic Review* 7, no. 4 (November 2, 2015): 668–87, <https://doi.org/10.1108/CAER-09-2015-0123>.

appropriate protection programs, while also functioning as an agent of change in improving community welfare.² According to Law Number 11 of 2009 concerning Social Welfare, one of the objectives of social welfare policy is to protect and empower vulnerable communities so that they can live decently.³ Vulnerable communities in Indonesia often face complex challenges, including limited access to education, health, and decent work. Data from the Central Statistics Agency (BPS) shows that around 15% of the population of Lubuklinggau City lives below the poverty line (BPS Lubuklinggau City, 2022). This figure illustrates the concerning socio-economic conditions and requires special attention from the government and related institutions. In such a situation, the role of TSKS as a manager of social protection policies becomes very important. TSKS is not only tasked with implementing programs, but also has a legal responsibility to ensure that the rights of vulnerable communities are met.⁴ TSKS's legal responsibilities include implementing various social protection programs prepared by the government. In accordance with the Regulation of the Minister of Social Affairs of the Republic of Indonesia Number 19 of 2018, TSKS is tasked with identifying, planning, and implementing social interventions for vulnerable communities.⁵ This includes data management, program preparation, and implementation of activities aimed at improving community welfare. However, in practice, there are often obstacles that hinder the performance of TSKS. Many TSKS in the regions experience limited budgets and human resources, which impacts the effectiveness of the implementation of social protection programs.⁶

The importance of the existence of TSKS also lies in its ability to establish communication and cooperation with various other agencies and institutions, both at the local and national levels.⁷ This cooperation is very necessary to ensure that social protection programs can be accessed by people in need. Although TSKS has an important role, studies on their effectiveness and legal responsibilities are still limited. This is a challenge for this study to further explore the role and legal responsibilities of TSKS in

² Sri Susanty Bata, Lisdawati Muda, and Zuchri Abdussamad, "The Effectiveness Of The Role Of Sub-District Social Welfare Workers (Tksk) In The Poverty Prevention Program In The Social Office Of Bone Bolango Regency," *Journal of Economic, Business, and Administration (JEBA)* 2, no. 1 (April 11, 2021): 23–32, <https://doi.org/10.47918/jeba.v2i1.206>.

³ Lane Kenworthy, "Do Social-Welfare Policies Reduce Poverty? A Cross-National Assessment," *Social Forces* 77, no. 3 (March 1999): 1119, <https://doi.org/10.2307/3005973>.

⁴ Kenworthy.

⁵ Rudi Santoso et al., "The Role Of Village Apparatus In Determining Recipients Of The Family Hope Program (Pkh) According To Minister Of Social Affairs Regulation No. 1/2018 From The Perspective Of Siyasa Tanfidziyah: Peran Aparatur Desa Dalam Menentukan Penerima Program Keluarga Harapan Sesuai Permensos No. 1/2018 Perspektif Siyasa Tanfidziyyah," *Constitutional Law Society* 3, no. 2 (September 30, 2024): 145–61, <https://doi.org/10.36448/cls.v3i2.90>.

⁶ Eko Yudianto Yunus, "Peran Tenaga Kesejahteraan Sosial Kecamatan (TKSK) Dalam Mendampingi Masyarakat Penyandang Masalah Kesejahteraan Sosial (PMKS) Di Kecamatan Kanigaran Kota Probolinggo," *Publicio: Jurnal Ilmiah Politik, Kebijakan Dan Sosial* 3, no. 1 (January 31, 2021): 62–70, <https://doi.org/10.51747/publicio.v3i1.715>.

⁷ Dalem Tria Angga Praja, "Pengaruh Implementasi Kebijakan Penyaluran Bantuan Pangan Non Tunai (BPNT) Terhadap Kinerja Tenaga Kesejahteraan Sosial Kecamatan (TKSK) Dalam Mewujudkan Efektivitas Program Bantuan Pangan Non Tunai (BPNT) Di Kabupaten Garut," *Jurnal Publik* 14, no. 2 (December 30, 2020): 49–55, <https://doi.org/10.52434/jp.v14i2.26>.

the context of social protection.⁸

The obstacles faced by TKSK in carrying out its duties and responsibilities vary widely⁹. One of the main challenges is the low public awareness of their social rights. A study by Rahman (2021) shows that many vulnerable communities are not aware of the existence of social protection programs offered by the government. This results in suboptimal implementation of TKSK's legal responsibilities. For example, the social assistance provided is often not on target or does not meet the needs of the community, as expressed by Sari (2020).

In the context of handling vulnerable communities, TKSK is also required to develop a more inclusive and responsive approach. Research by Siti (2022) emphasizes the importance of a participatory approach in social protection programs, where communities are involved in every stage of program planning and implementation.¹⁰ This will help create more relevant and effective programs for vulnerable communities. Through this approach, TKSK not only functions as a program implementer, but also as a facilitator that encourages active community participation.

In an effort to increase the effectiveness of social protection programs, evaluation of program implementation is also very important. According to Mulyadi (2021), systematic evaluation can help identify strengths and weaknesses in program implementation and provide recommendations for future improvements. This is important to ensure that the resources allocated to social protection programs can be used optimally and have a significant impact on the community.

Along with the times, the challenges faced by vulnerable communities are increasingly complex. In the era of globalization and technological advances, social inequality can increase, and access to basic services such as health, education, and legal protection becomes increasingly limited for already marginalized groups. According to the World Bank (2021), around 9.2% of Indonesia's population is in the extremely poor category, meaning they do not have enough resources to meet basic needs. This indicates the need for more effective intervention from the government and related institutions, including TKSK, to help the community face these challenges.

The social protection policy implemented by TKSK is expected to have a significant impact on reducing poverty rates and improving community welfare. On the other hand, the effectiveness of social protection programs is also influenced by community participation in their implementation. The community needs to be given sufficient understanding of their rights, as well as how they can access available programs. Therefore, TKSK needs to develop an effective communication strategy to reach the

⁸ Yefni Yefni and Y Rahmat Akbar, "Peran Tenaga Kesejahteraan Sosial Kecamatan (TKSK) Pada Masa Pandemi Covid-19," *Masyarakat Madani: Jurnal Kajian Islam Dan Pengembangan Masyarakat* 6, no. 2 (December 10, 2021): 70, <https://doi.org/10.24014/jmm.v6i2.14535>.

⁹ Sri Susanty Bata, Lisdawati Muda, and Zuchri Abdussamad, "The Effectiveness of The Role of Sub-District Social Welfare Workers (Tksk) in The Poverty Prevention Program in The Social Office of Bone Bolango Regency," *Journal of Economic, Business, and Administration (JEBA)* 2, no. 1 (April 11, 2021): 23–32, <https://doi.org/10.47918/jeba.v2i1.206>.

¹⁰ Amalia Magfira, Rara Nabilla Arieno, and M. Prasetyo Nugroho, "Pemetaan Potensi Usaha Masyarakat Melalui Pembentukan Kelompok Usaha Bersama (Kube) Yang Kreatif Dan Inovatif Di Desa Sukaraja, Kecamatan Jerowaru, Kabupaten Lombok Timur," *Jurnal Warta Desa (JWD)* 2, no. 1 (May 11, 2020): 73–78, <https://doi.org/10.29303/jwd.v2i1.101>.

community, especially in isolated or underserved areas.¹¹

The role of TKSK in protecting vulnerable communities must also be seen from a human rights (HAM) perspective. Every individual has the right to receive protection and access to adequate social services. According to the Republic of Indonesia Ombudsman Report (2020), there are still many cases of social rights violations that occur, which shows the need for stricter supervision and law enforcement of the implementation of social protection programs. TKSK is expected to play an active role in overseeing the implementation of policies and ensuring that no community is neglected.¹²

In a legal context, TKSK's responsibilities are also related to compliance with existing laws and regulations. Law Number 13 of 2011 concerning Handling the Poor mandates that the government is obliged to provide social protection to people in need. However, implementation in the field is often not in line with the provisions of the law. Research by Kurniawan (2022) shows that there are many obstacles in implementing the program, including the lack of coordination between TKSK and other government agencies, as well as the low capacity of human resources at the sub-district level. Several previous studies related to this research are: first, previous research by Surya (2020) highlighted budget constraints as one of the main obstacles in implementing social protection programs in the regions. Surya found that minimal budget allocations are often an obstacle to providing adequate social assistance to vulnerable communities. As a result, many social protection programs cannot optimally meet the basic needs of the community, especially in areas with high poverty rates.

Rahman (2021) stated that low public awareness of social protection programs is one of the factors that influences public participation in this program. Many people do not know their social rights and how to access existing social protection programs. Lack of information and socialization are the main causes, so that the potential benefits of the program are not fully felt by vulnerable communities.

Kurniawan (2022) discusses the obstacles to coordination between agencies in implementing social protection programs. This study found that the unclear division of tasks and responsibilities between TKSK and other government agencies often causes overlap or even confusion in program implementation. This problem reduces the effectiveness of the program and makes it difficult for TKSK to carry out its duties optimally.

Nugroho (2022) examines the use of information technology in social protection programs. This study shows that the use of technology, such as digital applications, can accelerate public access to social services, increase transparency in data management, and facilitate communication between the government and the community. Information technology has also been shown to increase public participation and reduce administrative constraints in implementing social programs.

Yuliana (2020) emphasizes the importance of collaboration between agencies in ensuring the implementation of targeted social protection programs. This study found

¹¹ Bambang Sugeng Rukmono, Pujiyono Suwadi, and Muhammad Saiful Islam, "The Effectiveness of Recovering Losses on State Assets Policy in Dismissing Handling of Corruption," *Journal of Human Rights, Culture and Legal System* 4, no. 2 (May 27, 2024): 299–330, <https://doi.org/10.53955/jhcls.v4i2.259>.

¹² "Accountability of Recruitment of District Social Welfare Personnel in the Context of Effective Implementation of the E-Warong Program in the District of West Medan," *Aksaqila International Humanities and Social Sciences [AIHSS] Journal* 2, no. 1 (February 15, 2023), <https://doi.org/10.30596/aihss.v2i1.363>.

that good cooperation between TKSK and other government institutions is essential to overcome various challenges in the field. Without effective collaboration, many social programs cannot reach vulnerable communities optimally, thus reducing the expected positive impact.

Different from previous studies, this study focuses on the legal responsibility of TKSK in social protection for vulnerable communities in Lubuklinggau City. In addition to identifying obstacles such as limited resources, lack of coordination, and low public awareness, this study also provides an in-depth analysis of the legal basis underlying the TKSK's duties. With a normative legal approach, this study not only examines practical aspects but also offers strategic recommendations to improve the effectiveness of social protection programs, thus providing new contributions to strengthening the role of TKSK that have not been widely discussed before.

Methods

This study uses a normative legal approach with a qualitative descriptive method to analyze the legal responsibility of Sub-district Social Welfare Workers (TKSK) in social protection for vulnerable communities in Lubuklinggau City. Primary data will be collected through in-depth interviews with social workers, TKSK officials, and beneficiaries of social protection programs, while secondary data will be obtained from laws and regulations and related reports.¹³ Data analysis will be conducted qualitatively with content analysis techniques to identify key themes and assess the suitability of field practices with applicable regulations.¹⁴ This study is expected to provide in-depth insight into the role and challenges of TKSK in protecting vulnerable communities.

Discussion

Legal Responsibility of TKSK in Implementing Social Protection Programs

The legal responsibility of the Sub-district Social Welfare Workers (TKSK) in implementing social protection programs in Lubuklinggau City includes several fundamental aspects, starting from identifying community needs to evaluating programs that have been implemented. According to the Regulation of the Minister of Social Affairs of the Republic of Indonesia Number 19 of 2018, TKSK has the responsibility to carry out social interventions for communities in need, including vulnerable communities such as people with disabilities, the elderly, and poor families (Ministry of Social Affairs of the Republic of Indonesia, 2018). This responsibility also includes managing data and information regarding the social conditions of the community and preparing appropriate programs.¹⁵

One of the main tasks of TKSK is to identify communities that potentially need assistance. This process involves collecting data through surveys and interviews with

¹³ Tunggal Ansari Setia Negara, "Normative Legal Research in Indonesia: Its Origins and Approaches," *Audito Comparative Law Journal (ACLJ)* 4, no. 1 (February 2, 2023): 1–9, <https://doi.org/10.22219/aclj.v4i1.24855>.

¹⁴ Muwaffiq Jufri et al., "State Power Limitations on Religion for The Fulfillment of The Constitutional Rights of Indigenous Religion Believers in Indonesia," *Journal of Indonesian Constitutional Law* 1, no. 3 (December 16, 2024): 194–220, <https://doi.org/10.71239/jicl.v1i3.23>.

¹⁵ Ahmadi Ahmadi and Rachmat Bowo Suharto, "Synergy of Potential Sources of Social Welfare and District Social Welfare Workers in Handling People with Social Welfare Problems," *Law Development Journal* 2, no. 3 (October 11, 2020): 368, <https://doi.org/10.30659/ldj.2.3.368-382>.

communities in each sub-district.¹⁶ The results of this identification are then used to determine priorities in distributing assistance. In practice, TKSK in Lubuklinggau City has implemented social protection programs designed to provide direct support to the community. These programs include cash social assistance, the family hope program (PKH), and assistance for people with disabilities and victims of natural disasters. In an interview with the Head of TKSK Lubuklinggau City, it was explained that in 2023, more than 1,500 families in South Lubuklinggau District had received cash social assistance. This shows that TKSK is actively playing a role in fulfilling its legal responsibility to provide social protection for vulnerable communities.¹⁷ This program is designed to provide direct economic assistance to families in need, so that they can meet basic needs such as food, health, and education. The family hope program also aims to increase community access to health and education services, by providing incentives for families to send their children to school and have regular health checks.

However, although TKSK has tried hard to carry out its legal responsibilities, there are several challenges that hinder the effectiveness of social protection programs. One of the main obstacles is the limited budget allocated by the local government.¹⁸ Many TKSK in various regions, including Lubuklinggau City, face difficulties in providing optimal services due to lack of financial support. This results in limitations in the amount of assistance that can be provided and difficulties in implementing broader and more comprehensive programs.

In addition, the lack of trained and experienced human resources is also a problem. Many TKSK officers have not received adequate training in program management and social interventions.¹⁹ This results in a decrease in the quality of services provided to the community. In an interview with one of the TKSK officers, it was explained that they often have to work with limited resources and in less than ideal situations, which results in difficulties in achieving the set targets.

In the context of implementing social protection programs, TKSK is also expected to act as a facilitator who collaborates with various stakeholders, including non-governmental organizations, the private sector, and local communities. This collaboration is very important to ensure that social protection programs can reach wider communities and meet diverse needs.²⁰ However, in practice, many TKSKs have difficulty in establishing effective partnerships. Most of their time and resources are focused on program implementation, so the lack of attention to aspects of collaboration with other

¹⁶ Dalem Tria Angga Praja, "Pengaruh Implementasi Kebijakan Penyaluran Bantuan Pangan Non Tunai (BPNT) Terhadap Kinerja Tenaga Kesejahteraan Sosial Kecamatan (TKSK) Dalam Mewujudkan Efektivitas Program Bantuan Pangan Non Tunai (BPNT) Di Kabupaten Garut," *Jurnal Publik* 14, no. 2 (December 30, 2020): 49–55, <https://doi.org/10.52434/jp.v14i2.26>.

¹⁷ Eugenia Brandao Da Silva et al., "A Model of Election Supervision Based on Village Judicial Institutions; A Review of Legal Anthropology in Madura," *Trunojoyo Law Review* 6, no. 1 (February 28, 2024): 96–119, <https://doi.org/10.21107/tlr.v6i1.23230>.

¹⁸ Naufal Rizqiyanto et al., "Tax Regulation Challenges in the Digital Economy Era: Legal Analysis and Implications in Indonesia," *Trunojoyo Law Review* 7, no. 1 (January 14, 2025): 65–102, <https://doi.org/10.21107/tlr.v7i1.28540>.

¹⁹ Bhismoadi Tri Wahyu Faizal et al., "Competition Law Paradigm in the Majapahit Constitution," *Trunojoyo Law Review* 7, no. 1 (January 13, 2025): 103–22, <https://doi.org/10.21107/tlr.v7i1.28487>.

²⁰ Halimi, "Notary Responsibility for Third Party Losses Due To The Issuance of The Deed of Binding of Land Purchase Agreement," *Trunojoyo Law Review* 5, no. 2 (August 29, 2023): 101–28, <https://doi.org/10.21107/tlr.v5i2.21163>.

parties is a significant obstacle.

Furthermore, program evaluation is also an important part of TKSK's legal responsibilities.²¹ The evaluation process is needed to assess the effectiveness of the programs that have been implemented, including their impact on the community. Systematic and planned evaluations can help TKSKs identify the strengths and weaknesses of each program being implemented. This allows for continuous improvement in program implementation, so that it can be more responsive to community needs. However, currently there are still many TKSKs that have not implemented routine evaluations, which makes it difficult to improve and optimize existing programs.

Overall, although TKSK has carried out its legal responsibilities in implementing social protection programs, the challenges faced require attention and appropriate solutions. Strategic steps are needed to increase the capacity and understanding of the community about their social rights, as well as strengthening human resources at the TKSK level. In addition, collaboration with various parties must also be improved so that social protection programs can be implemented effectively and provide maximum benefits for vulnerable communities in Lubuklinggau City.

In addition to its legal responsibility in distributing social assistance, TKSK also has an important role in empowering vulnerable communities. This empowerment includes efforts to increase the capacity and independence of the community, so that they do not only depend on social assistance, but can also improve their quality of life in a sustainable manner. Social empowerment is a process that aims to empower individuals and groups to increase control over their lives.

The empowerment program run by TKSK in Lubuklinggau City includes various activities, such as skills training, entrepreneurship education, and assistance in developing micro-enterprises. For example, TKSK has organized sewing and handicraft skills training for housewives in Lubuklinggau Utara District, which aims to improve their skills and create business opportunities. The results of this training are expected to help participants generate additional income for their families. However, despite empowerment efforts, challenges in its implementation remain. One of the main obstacles is the low level of community participation in the empowerment programs offered. This is due to several factors, including a lack of information about the programs available and minimal motivation from the community to participate. In this context, TKSK needs to increase socialization and promotion of the benefits of social empowerment programs. Through more active outreach and involving community leaders, TKSK can encourage higher participation from the community.

One of the main challenges faced by TKSK in implementing social protection programs is the problem of coordination between agencies. In many cases, the lack of coordination between TKSK and other government agencies, such as the Social Service and Health Service, hinders the effectiveness of program implementation. For example, in the program for distributing health assistance to vulnerable communities, information regarding the criteria for recipients of assistance is often not clearly conveyed to TKSK, resulting in uncertainty in the distribution of assistance. Research by Kurniawan (2022)

²¹ Abd Wachid Habibullah et al., "Actualization of Public Service Principles by the Ombudsman of the Republic of Indonesia," *Journal of Indonesian Constitutional Law* 1, no. 2 (October 31, 2024): 126–39, <https://doi.org/10.71239/jicl.v1i2.30>.

shows that many TKSK find it difficult to coordinate with other agencies, which has an impact on the quality of services provided to the community.

In addition, administrative and bureaucratic problems are also obstacles in the implementation of social protection programs.²² Submitting and disbursing assistance often takes a long time and complicated procedures, thus hindering people's access to the assistance they need. According to data from the Ombudsman of the Republic of Indonesia (2020), there are many reports regarding the slow administrative process in distributing social assistance, which causes people in need to have to wait a long time to receive assistance.

In today's digital era, the use of information technology can be a solution to overcome several challenges²³ faced by TKSK in implementing social protection programs. The use of digital applications or platforms can help TKSK in managing data on aid recipients, monitoring program implementation, and facilitating communication between the community and the government. Research by Nugroho (2022) shows that the use of information technology in social protection programs can increase community participation and accelerate access to services.

An example of the use of technology that can be applied is the use of mobile applications for registration and submission of social assistance. With this application, the community can easily access information about available programs and register online without having to go through a complicated administrative process.²⁴ In addition, this application can also be used to provide feedback from the community regarding program implementation, so that TKSK can better evaluate community needs.

Based on the results of the study, there are several recommendations that can be put forward to improve TKSK's performance in carrying out its legal responsibilities in social protection. First, it is necessary to increase the capacity of human resources through training and education for TKSK officers. This training should cover aspects of program management, communication, and understanding of community social rights, so that officers can carry out their duties better.²⁵

Second, TKSK needs to strengthen coordination with related agencies to create synergy in program implementation. This can be done through regular communication forums between TKSK and other agencies, so that all parties can exchange information and overcome problems faced in program implementation.

Third, more intensive socialization regarding social rights and social protection

²² Mila Sari Devi Sidabutar, Agung Suharyanto, and Evi Yunita Kurniaty, "The Effectiveness of the Performance of State Administrative and Population Civil Servants at the Bandar Sub-District Office, Simalungun Regency, North Sumatra - Indonesia," *Cognizance Journal of Multidisciplinary Studies* 3, no. 5 (May 30, 2023): 141–58, <https://doi.org/10.47760/cognizance.2023.v03i05.011>.

²³ R. Wahjoe Poernomo Soeprapto, "Meaningful Participation Through Online Channels in Legislation Making in Indonesia via Dpr.Go.Id Page," *Trunojoyo Law Review* 6, no. 2 (September 7, 2024): 189–210, <https://doi.org/10.21107/tlr.v6i2.25960>.

²⁴ Frei Fitri Astuti and Laila Nur Jannah, "Flexibility in Accessing Legal Information Through Social Media and Its Implications for Law Enforcement," *Journal of Indonesian Constitutional Law* 2, no. 1 (March 5, 2025): 23–36, <https://doi.org/10.71239/jicl.v2i1.37>.

²⁵ Siobhan E. Laird, "African Social Services in Peril: A Study of the Department of Social Welfare in Ghana under the Highly Indebted Poor Countries Initiative," *Journal of Social Work* 8, no. 4 (October 2008): 377–98, <https://doi.org/10.1177/1468017308094991>.

programs needs to be carried out to increase public awareness.²⁶ The use of social media and other digital platforms can be utilized to reach the wider community, so that they better understand what their rights are and how to access existing programs.

Fourth, the use of information technology in managing social protection programs must be improved.²⁷ The development of user-friendly digital applications or platforms will make it easier for the public to access information and register for social assistance, as well as provide feedback on program implementation.²⁸

Overall, the legal responsibility of TKSK in implementing social protection programs for vulnerable communities in Lubuklinggau City is a complex and multidimensional issue. Cooperation and commitment from all parties are needed to ensure that people in need receive proper protection and support.²⁹ With the right steps for improvement, it is hoped that social protection programs can run more effectively and have a significant positive impact on the welfare of vulnerable communities.

Obstacles Faced by TKSK in Carrying Out Legal Responsibilities

In carrying out legal responsibilities, Sub-district Social Welfare Workers (TKSK) face a number of obstacles that are regulated in various regulations. Several regulations that are relevant to this analysis are Law Number 13 of 2011 concerning Handling the Poor, Regulation of the Minister of Social Affairs of the Republic of Indonesia Number 19 of 2018 concerning TKSK, and several other guidelines.³⁰ This obstacle analysis includes the following aspects:

Limited Resources

Based on Article 4 of Law Number 13 of 2011, the government has an obligation to provide a budget and human resources to implement social protection programs. However, in its implementation, many TKSK, including in Lubuklinggau City, experience budget constraints that are insufficient to meet the needs of vulnerable communities. This violates the state's obligations as regulated in the regulation. According to data from the Ministry of Social Affairs, the allocation of funds is often insufficient to support sustainable programs. In addition, Article 3 of the Minister of Social Affairs Regulation Number 19 of 2018 requires TKSK to have appropriate competencies. However, the low number of trained workers indicates a misalignment between regulations and practices in the field.

One of the main obstacles faced by TKSK is limited human resources and budget. Many TKSK in the regions have to work with limited staff and insufficient budgets to run

²⁶ Jonathan Davis Smith, Ronald Adam, and Samsul Maarif, "How Social Movements Use Religious Creativity to Address Environmental Crises in Indonesian Local Communities," *Global Environmental Change* 84 (January 2024): 102772, <https://doi.org/10.1016/j.gloenvcha.2023.102772>.

²⁷ Bassam Abu Hamad et al., "Can Social Protection Contribute to Social Connectedness in Contexts of Forced Displacement and Crisis? Lessons from Jordan's Labelled Cash Transfer for Education," *World Development* 188 (April 2025): 106886, <https://doi.org/10.1016/j.worlddev.2024.106886>.

²⁸ Elly Kuntjorowati et al., "Effectiveness of Strengthening Social Protection and Security Programs in Alleviating Poverty in Rural Areas through Multi-Sector Partnerships," *Heliyon* 10, no. 23 (December 2024): e40485, <https://doi.org/10.1016/j.heliyon.2024.e40485>.

²⁹ Phuong Hong Nguyen et al., "Diet Quality Among Mothers and Children in India: Roles of Social and Behavior Change Communication and Nutrition-Sensitive Social Protection Programs," *The Journal of Nutrition* 154, no. 9 (September 2024): 2784–94, <https://doi.org/10.1016/j.tjnut.2024.07.026>.

³⁰ Mashdurohatun Anis et al., "Factors Affecting Legal Aid for the Poor People in Indonesia," *Journal of Law, Policy and Globalization*, no. 128 (January 2023), <https://doi.org/10.7176/JLPG/128-06>.

social protection programs optimally. Based on an interview with the head of the TKSK in Lubuklinggau City, it was explained that they often lack trained workers to handle various social programs. This results in a high workload on existing officers, reducing the quality of services that can be provided to the community.³¹

In addition, the limited budget allocated by the local government is also an obstacle to program implementation. Data from the Ministry of Social Affairs of the Republic of Indonesia shows that the budget for social protection programs is often not in line with the number of people who need assistance.³² This has a direct impact on

TKSK's ability to provide adequate assistance to vulnerable communities. Research by Surya (2020) noted that in several regions, the available funds were insufficient to meet the basic needs of the community, which these programs should protect.

Administrative and Bureaucratic Issues

According to Article 8 of the Minister of Social Affairs Regulation Number 19 of 2018, the administrative process in social protection programs must be carried out transparently and efficiently. However, reality shows that long and complicated administrative procedures actually hinder people from obtaining their rights. For example, applying for assistance often requires data verification that takes a long time, contrary to the principle of efficiency in the regulation.

The complicated administrative and bureaucratic processes are also a significant obstacle in the implementation of social protection programs.³³ Many people have to go through long and complex procedures to apply for assistance.³⁴ For example, the process of verifying recipient data often takes a long time, so that people in need have to wait a long time to get the assistance they need. A report from the Ombudsman of the Republic of Indonesia (2020) revealed that the slow administrative process often causes dissatisfaction among people in need, who feel that their rights are not being fulfilled in a timely manner.³⁵

The complicated bureaucracy not only affects the community, but also affects the performance of the TKSK itself. In an interview, a TKSK officer stated that they often face challenges in disbursing social assistance funds, which require various administrative requirements. This hinders their ability to immediately provide assistance to people in need, especially in emergency situations, such as natural disasters or social crises.

³¹ Judith Prima Hapsari, "The Poor and Justice: Implementation of Legal Aid for the Poor in Indonesia (Problems and Solutions)," *The Indonesian Journal of International Clinical Legal Education* 3, no. 4 (December 1, 2021): 553–68, <https://doi.org/10.15294/ijicle.v3i4.48274>.

³² Rini Jarwati Indah N. C et al., "Freedom of Expression in the Spread of Hoax News on Social Media Between Indonesia and South Korea," *Journal of Indonesian Constitutional Law* 1, no. 3 (December 28, 2024): 246–62, <https://doi.org/10.71239/jicl.v1i3.12>.

³³ Paul Atagamen Aidonojie et al., "The Increase of Child Labour in Nigeria: Legal Custody of Victim by the Nigerian Government as a Panacea," *Journal of Indonesian Constitutional Law* 1, no. 3 (December 15, 2024): 151–75, <https://doi.org/10.71239/jicl.v1i3.26>.

³⁴ Abdillah Abdillah et al., "Big Data Security & Individual (Psychological) Resilience: A Review of Social Media Risks and Lessons Learned from Indonesia," *Array* 21 (March 2024): 100336, <https://doi.org/10.1016/j.array.2024.100336>.

³⁵ Habibullah Habibullah, "Homelessness in the Context of Extreme Poverty: Social Policy from Indonesia," in *Homelessness to Hope* (Elsevier, 2024), 365–84, <https://doi.org/10.1016/B978-0-443-14052-5.00020-3>.

Lack of Coordination Between Agencies

Article 5 of Law Number 13 of 2011 states that the implementation of social protection programs must involve cross-sectoral cooperation. However, in practice, TKSK often has difficulty coordinating with agencies such as the Social Service or Health Service. Unclear division of tasks often leads to overlapping authorities, so that the program does not run optimally.

Poor coordination between TKSK and other government agencies is also an obstacle in the implementation of social protection programs. Unclear division of tasks and responsibilities between TKSK and other institutions often results in overlapping program implementation or even confusion in data management. Research by Kurniawan (2022) shows that many TKSK find it difficult to establish effective communication with other agencies, such as the Social Service and Health Service, which should be partners in social protection programs. For example, in the health assistance distribution program, information regarding recipient criteria is often not clearly conveyed to TKSK. As a result, TKSK has difficulty in distributing assistance to the right target community. In addition, this lack of coordination can also lead to program duplication or distribution of assistance that does not match the community's needs.³⁶

Low Public Awareness

Based on Article 6 of Law Number 13 of 2011, socialization regarding social rights is the government's responsibility to increase public awareness. However, the low level of public knowledge about social protection programs indicates a lack of implementation of this provision. TKSK needs to strengthen socialization so that the community better understands their rights and can access available programs.

Low public awareness of their social rights is a major challenge in the implementation of social protection programs.³⁷ Many people do not realize that they have the right to receive protection and assistance from the government. A study by Rahman (2021) shows that the lack of information about social protection programs is one of the factors causing low community participation in accessing assistance.³⁸

Many individuals who actually meet the criteria for assistance do not apply because they are unaware or confused about the process that must be followed.³⁹ In interviews with several beneficiaries, they revealed that they did not know where to apply for

³⁶ Ha Nguyen Thanh et al., "Social Cohesion among Healthcare Workers during COVID-19: Qualitative Research in Indonesia, Nepal, and Vietnam," *SSM - Qualitative Research in Health* 5 (June 2024): 100404, <https://doi.org/10.1016/j.ssmqr.2024.100404>.

³⁷ Bambang Sumantri, Ane Nor Cahya Ilmiah, and Salfanil Farizi, "Fulfillment of the Constitutional Rights for Persons with Intellectual Disabilities in General Elections," *Journal of Indonesian Constitutional Law* 1, no. 3 (December 16, 2024): 176–93, <https://doi.org/10.71239/jicl.v1i3.28>.

³⁸ Tia Rahmania, Septantri Shinta Wulandari, and Asep Marfu, "Sustainable Financial Institution in Indonesia: An Empirical Analysis of Social-Cultural Context, Nepotism, and Moral Hazard on the Shaping of Non-Performing Loans," *Sustainable Futures* 8 (December 2024): 100279, <https://doi.org/10.1016/j.sftr.2024.100279>.

³⁹ Eugenia Brandao Da Silva and Lin Asyiqoh, "The Idea of Legal Pluralism in Dispute Resolution of Village Head Election in Madura," *Journal of Indonesian Constitutional Law* 1, no. 1 (August 21, 2024): 61–83, <https://doi.org/10.71239/jicl.v1i1.22>.

assistance or did not even know what types of assistance were available to them.⁴⁰ Therefore, increasing socialization and education to the community regarding their rights and existing social protection programs is very important to increase community participation.

Conclusion

Based on the research results, it can be concluded that the Legal Responsibility of TKSK in social protection of vulnerable communities in Lubuklinggau City is very important and complex. TKSK must implement various social protection programs, including cash social assistance, family hope programs, and support for people with disabilities. However, implementing this responsibility is not free from various obstacles that hinder the program's effectiveness. These obstacles include limited resources, complicated administrative and bureaucratic problems, lack of coordination between agencies, and low public awareness of their social rights. Although TKSK has tried to carry out its legal responsibilities, these challenges require serious attention from the government and other stakeholders. Efforts to increase the capacity of TKSK, adequate budget allocation, improvement of the administrative system, and increased socialisation of social protection programs are needed to improve the effectiveness of program implementation.

Acknowledgement

None

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⁴⁰ Mari Kangasniemi et al., "The Role of Social Protection in Achieving Resilient and Inclusive Rural Transformation," *Global Food Security* 44 (March 2025): 100836, <https://doi.org/10.1016/j.gfs.2025.100836>.

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