



# Evaluation of Public Policy on Street Children (Case Study of the Bandung City Social Services Agency)

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## Abstract

*This study aims to evaluate the public policy on street children enforcement implemented by the Social Services Department of Bandung City. The issue of street children in Bandung City is a complex social phenomenon that requires serious attention from the Social Services Department. Despite various enforcement efforts, the number of street children remains fluctuating from year to year. The study also identifies the challenges and efforts made in its implementation. This study uses a descriptive qualitative method with a case study approach. Data was collected through in-depth interviews, direct observation, and documentation, using the Miles and Huberman data analysis model, which includes data reduction, data presentation, and drawing conclusions. Informants in the study were purposively selected from the Social Services Agency, Satpol PP, and street children as the target group of the policy. Policy evaluation was conducted based on six indicators from William N. Dunn (Dailati, 2018), namely effectiveness, efficiency, adequacy, equity, responsiveness, and accuracy. The results of the study indicate that policy evaluation is not yet fully optimal across all indicators. The obstacles faced include budget constraints, inadequate facilities, lack of coordination between institutions, and minimal involvement of street children's families. Efforts that have been made include outreach, guidance, and cross-sectoral cooperation, but these have not been able to resolve the root of the problem comprehensively. Therefore, a more integrative, sustainable, and child-friendly policy strategy is needed.*

**Keywords:** Policy Evaluation, Street Children, Social Services Agency, Regulation, Public Policy.

## 1. INTRODUCTION

Article 18 Paragraph (1) of the 1945 Constitution explains that Indonesia is a unitary state with a republican system of government. In the administration of government, the territory of the state is divided into several administrative levels, such as provinces, regencies, and cities. Each level has its own regional government that is responsible for regulating and managing local interests based on the principle of regional autonomy (Makhfudz, 2012). Through regional autonomy, regional governments are given the authority to establish regional regulations (perda) and other regulations necessary to carry out their duties. The purpose of this autonomy is to enable each region to optimally manage its local potential and resources in accordance with its needs and characteristics (Suherman et al., 2024).

The implementation of regional autonomy has driven rapid progress in various regions (Rohim, 2024), especially in urban areas. This is due to the flexibility of local governments in managing local potential and resources according to their respective needs (Guntoro, 2021). However, rapid urban



growth also has negative impacts, one of which is increased urbanization. This rapid development attracts many people from other regions to come to the city in search of a better life (Hidayati, 2021). As a result, the demand for residential land has increased sharply, while the availability of land is very limited (Prihatin, 2015). This condition causes most of the population to live in densely populated and poorly organized areas. Urbanization also triggers various social problems, such as increased crime rates, unemployment, the presence of street children, beggars, and homeless people (Hidayati, 2021). High unemployment rates and limited job opportunities make it difficult for many residents to meet their basic needs. On the other hand, the local government's limitations in providing adequate social facilities and infrastructure further exacerbate the situation.

As discussed earlier, a similar situation also occurs in the city of Bandung, where economic growth and development have not been evenly distributed. The city of Bandung has indeed experienced significant progress, especially in infrastructure development such as highways, skyscrapers, and shopping centers (Sobarna, 2020). However, this rapid development has also had negative impacts. Many migrants from outside the city come with the hope of finding job opportunities and improving their economic conditions. Unfortunately, most of them lack adequate education, skills, or knowledge, making it difficult for them to secure decent employment. Despite this, they choose to stay in the city, believing that finding a livelihood there is easier than in the countryside. This mindset encourages them to come to the city even without sufficient skills. If this situation continues, social issues in Bandung City, such as the increasing number of street children, are feared to escalate further.

The presence of street children is one of the complex social issues in major cities in Indonesia (Astri, 2014). In Bandung, for example, street children can be easily found in various locations such as traffic lights, stations, terminals, markets, shopping centers, and malls (Pratama et al., 2025). It cannot be denied that some of them are under the control of organized groups that operate systematically and professionally, recently known as the street children mafia. Each individual within these groups has specific tasks, such as determining operational locations at each intersection, arranging transportation for the children, and so on. In this practice, children become objects of exploitation for financial gain. Ironically, many of these cases involve the consent of their own parents, who sometimes directly participate in the activities of these mafia groups.

**Table 1.** Data on the Number of Social Welfare Service Recipients (PPKS) in Bandung City for the Years 2023-2024

| Type of PPKS                          | Year 2023 | Year 2024 |
|---------------------------------------|-----------|-----------|
| Children Requiring Special Protection | 0         | 3         |
| Abandoned Toddlers                    | 0         | 2         |
| Street Children                       | 38        | 10        |
| Abandoned Children                    | 18        | 27        |

Source: Data from the Social Affairs Office of Bandung City. 2025

Based on data from the Bandung City Social Service Agency, the number of street children, including vagrants and beggars, has not increased significantly. However, this number tends to fluctuate from year to year, with possible increases or decreases. Therefore, the Bandung City Social Affairs Department, hereinafter referred to as the Social Affairs Department, is one of the working units within the Bandung City Government tasked with providing services to the community in the field of social welfare (Cahyani, 2024). In addition, the Social Affairs Department also plays a role in assisting the Mayor in carrying out governmental functions that are the authority of the region, particularly those related to social affairs.

To implement the Bandung City Regulations on Social Welfare, the Mayor of Bandung issued Regulation No. 54 of 2022 on the Structure, Organizational Structure, Duties and Functions, and Work Procedures of the Bandung City Social Services Department, Article 4 paragraph (2) explains that "The Social Services Department has the duty to assist the Mayor in administering Government Affairs that fall under the authority of the Region in the social sector." Furthermore, based on



paragraph (3), "In carrying out the duties referred to in paragraph (2), the Head of the Department shall perform the following functions:

- a. formulating social policies;
- b. implementing social policies;
- c. conducting evaluations and reporting on social matters;
- d. administration of the department in the social sector; and
- e. other functions assigned by the Mayor related to its duties and functions.

Street children are part of the younger generation who should be prepared to participate in development and serve as the foundation for the nation's future. If the younger generation cannot be relied upon because they are trapped in life as street children, the sustainability of the nation will be in a precarious position.

## 2. METHOD

The method used in this study is a qualitative method. Qualitative research is a method used to explore and understand the meanings given by individuals or groups regarding social or humanitarian issues (Creswell W, 2018). The qualitative research process involves several important steps, such as asking relevant questions, collecting specific data from participants, analyzing data inductively (Achjar et al., 2023), starting from specific themes to more general themes, and interpreting the meaning of the data. The final report in qualitative research has a flexible structure. Researchers involved in this approach must have an inductive perspective, focus on individual meanings, and be able to interpret the complexity of the issues at hand.

For data validation in this study, the triangulation method was used. Triangulation is a technique used to increase data validity by combining various data sources, methods, theories, or researchers in one study. With triangulation, researchers can ensure that their findings do not rely solely on one source or method but are supported by stronger evidence from various perspectives. There are several types of triangulation, including data triangulation, method triangulation, theory triangulation, and researcher triangulation. Data triangulation, for example, involves the use of various data sources such as interviews, observations, and documents to check the consistency of the findings (Sugiyono, 2018).

Data collection techniques are the methods used by researchers to gather information, which is an important step in achieving research objectives so that the data obtained aligns with expectations and field conditions (Nashrullah et al., 2023). Data collection techniques can be used separately or combined with other techniques, whether using two or more techniques. The following are some commonly used data collection techniques (Silalahi, 2006):

### 1) Interviews

Interviews are a data collection technique conducted through face-to-face sessions between the researcher and the informant via question-and-answer sessions. With the rapid development of technology, interviews can now also be conducted through various media, such as telephone, email, or video call applications like Zoom or Skype. Interviews can be divided into two types: structured interviews and unstructured interviews.

- a. **Structured Interviews.** In structured interviews, the researcher already knows exactly what information they want to gather from the informant. Before the interview is conducted, the researcher usually prepares a systematic list of questions. During the interview, the researcher asks the interviewee questions and records the answers given. Additionally, the researcher may use various research tools, such as cameras, photos, voice recorders, and other instruments.
- b. **Unstructured Interview.** An unstructured interview is a more flexible and open-ended interview. In this type of interview, the researcher does not use guidelines with specific questions, but only



notes important points related to the issues they want to explore from the respondents.

## 2) Observation

Observation is a fairly complex data collection method because it involves various factors in its implementation. In observation, the researcher observes the attitudes of the respondents and records various phenomena that occur. This technique is very suitable for research aimed at studying human behavior, work processes, or natural phenomena. The observation method is also more appropriate for use with a small number of respondents. Observation data collection techniques are divided into two types, namely:

- a. Participant Observation. In participant observation, the researcher participates directly in the daily activities of the people or situations being observed to obtain data.
- b. Non-Participant Observation. Unlike participant observation, in non-participant observation, the researcher does not directly participate in the activities or processes being observed.

## 3) Document Study

A document study is a data collection method that does not involve direct interaction with the research subjects. In this method, researchers analyze various relevant documents for analysis. The documents used in data collection can be divided into two types, namely:

- a. Primary Documents. Primary documents are documents written by someone who was directly involved in or experienced an event, such as an autobiography.
- b. Secondary Documents. Secondary documents are documents written based on reports or stories from others, such as biographies.

According to Moleong (2006:151), after data is collected from the field, the next step is to process the data. Some techniques used in the data processing process are:

1. Data Collection. In this study, data collection was a key factor in obtaining primary or secondary data through interviews, documentation, and evidence in the form of data.
2. Data Editing. The data obtained was then reanalyzed to evaluate its completeness and quality, whether the data collected was adequate or still needed improvement, such as data processed from interviews.
3. Data Interpretation. Interpretation is carried out to explain the research problem based on the data that has been collected and processed, then concluded as the result of the research. In this study, data interpretation is carried out by describing the conclusions obtained from the results of the research analysis.

## 3. RESULT AND DISCUSSION

The Bandung City Government does not work alone in implementing development in the field of social welfare. To realize the welfare of the community, the local government has delegated this authority and responsibility to the Bandung City Social Service. As an institution with authority in the field of social welfare, the Social Service is tasked with implementing programs planned by the local government and providing social services needed by the community. The Bandung City Social Services Agency, hereinafter referred to as the Social Services Agency, is one of the working units under the Bandung City Government that has the task and authority to provide services to the community in the field of social welfare. Here, the researcher will present several explanations of the vision and mission as well as a description of the work of the Bandung City Social Services Agency.



## **Description of Public Policy Evaluation on Street Children Control (Case Study of the Social Services Agency of Bandung City)**

### **1) Effectiveness**

According to William N Dunn in Surya Dailati (2018: 122), effectiveness means that a policy issued by the government is in line with the targets and objectives that have been set. Policies designed by the government aim to convey the values that are intended to be achieved to the public and to effectively address various social issues. Effectiveness is one of the criteria for evaluating the Public Policy on Street Children Regulation at the Social Affairs Department of Bandung City. Effectiveness means the appropriateness of a policy in achieving its desired objectives.

The results of the interviews conducted by the researcher with key informants and informants regarding the effectiveness indicators in the Public Policy Evaluation on Street Children Regulation (Case Study of the Social Affairs Department of Bandung City) can be summarized as follows: Based on the interview results, the goal of eradicating street children has not been fully achieved due to budget constraints and lack of parental support, despite educational programs, counseling, and training conducted by the Social Affairs Department. The Public Order Agency emphasizes training in skills such as automotive repair and sewing. Street children admit that they have been instructed not to return to the streets. The hope of the Social Services Department and the Public Order Agency is that children who have been rehabilitated will not return to life on the streets, but challenges remain in achieving effective long-term results.

### **2) Efficiency**

According to William N Dunn in Surya Dailati (2018: 125), efficiency relates to the amount of effort or cost required to produce a specific result. Efficiency serves as a measure of success based on how much resources or costs are used to achieve the output of a program or activity. This capability involves performing tasks optimally without wasting time, effort, or costs. Efficiency is one of the criteria for evaluating the public policy on street children regulation at the Social Affairs Department of Bandung City. Efficiency means measuring the ratio between the resources (budget, manpower, time) used and the results achieved.

The results of the interviews conducted by the researcher with key informants and informants regarding efficiency indicators in the Public Policy Evaluation of Street Children Regulation (Case Study of the Social Affairs Department of Bandung City) indicate that the street children regulation policy is being implemented procedurally, but it is not yet efficient due to constraints such as limited budget, human resources, training facilities, and an unsustainable approach. The handling is still temporary and does not address the root of the problem, so street children easily return to the streets after being regulated. A more integrated and sustainable approach is needed, as well as more concrete budgetary and program support for these children.

### **3) Adequacy**

According to William N Dunn in Surya Dailati (2018: 126), adequacy relates to the extent to which the effectiveness of a policy is able to meet needs, values, or opportunities that may cause problems. An assessment of adequacy can also be seen from the extent to which the results achieved are able to resolve existing problems. Although adequacy indicators are closely related to effectiveness, a new policy can only be considered effective if productivity or the availability of resources has been fulfilled and is able to achieve the expected objectives. However, further evaluation is still needed to determine whether the objectives achieved are truly able to meet needs comprehensively in various aspects.

The results of interviews conducted by researchers with key informants and informants regarding adequacy indicators in the Evaluation of Public Policy on Street Children (Case Study of the Bandung City Social Service) indicate that public policy in dealing with street children in Bandung City is considered quite good in concept, covering the aspects of outreach, rehabilitation, and social reintegration. However, its implementation is not yet uniform due to budget constraints, human



resource limitations, and inter-sectoral coordination issues. From the field implementers' perspective (Satpol PP), enforcement is still not optimal due to personnel shortages and limited surveillance areas. Meanwhile, from the street children's perspective, the assistance received is limited to education, without concrete support for their future, such as access to further education or economic empowerment.

#### 4) Equality or Equity

According to William N Dunn in Surya Dailati (2028: 126-127), equity in public policy refers to fairness in the distribution of benefits and costs to target groups. This includes equality in receiving the results of government programs. The government has a responsibility to serve the public fairly, and equity is an important part of the principles of justice and fairness in distributing the results of policies to all intended parties. The results of the interviews conducted by the researcher with key informants and informants regarding equity indicators in the Evaluation of Public Policy on Street Children Control (Case Study of the Bandung City Social Service) can be summarized as follows. Efforts to achieve equity in street children control in Bandung City have been carried out through periodic evaluations, cross-regional collaboration, and the implementation of SOPs that cover the entire city, including peripheral areas. The Social Services Agency emphasizes the importance of a family- and community-based approach, while the Public Order Agency (Satpol PP) develops schedules and routes for raids that are equitable and collaborates with the areas of origin of street children. Interviews with street children indicate that the implementation of activities is perceived as fair and equitable, without discrimination.

#### 5) Responsiveness

According to William N Dunn in Surya Dailati (2018: 127-128), responsiveness refers to the target group's response to the implementation of a public policy, whether in the form of acceptance, rejection, or criticism. This shows the extent to which the policy is able to meet the needs, values, or preferences of the community. Responsiveness is an important aspect because a policy is considered successful if it can address the real needs of the target group, even when all other indicators such as effectiveness, efficiency, and equity have been met. The results of the interviews conducted by the researcher with key informants and informants regarding responsiveness indicators in the Public Policy Evaluation of Street Children Regulation (Case Study of the Bandung City Social Service) indicate that street children's responses to the policy evaluation vary. Most show resistance due to economic reasons and social ties on the streets. However, their attitudes can become more cooperative if given understanding and concrete solutions such as housing, education, or training. Satpol PP officials acknowledge that street children often feel afraid and resistant during enforcement, but a communicative approach involving social parties can increase their openness. Meanwhile, street children feel uncomfortable with enforcement actions because they are on the streets not to commit crimes but to make a living.

#### 6) Accuracy

According to Winarno in Surya Dailati (2018: 87), accuracy refers to the value and strength of the assumptions underlying the objectives of a program. This criterion is used to assess and select the most feasible policy alternatives as recommendations. This assessment is based on substantive rationality, which focuses on the appropriateness of the content of the policy objectives, not on how they are achieved. The results of the interviews conducted by the researcher with key informants and informants regarding the accuracy indicator in the Public Policy Evaluation of Street Children Control (Case Study of the Bandung City Social Service) indicate that the Social Service & Poverty Alleviation Agency's strategy in rehabilitating street children includes periodic evaluations and stakeholder involvement, but it is still lacking in the use of measurable performance indicators. The Civil Service Police Unit focuses on control and reporting without further involvement in the rehabilitation process. Meanwhile, street children state that they only receive education without real support to continue their lives in the future. This shows that the strategies and facilities provided are not yet fully appropriate and comprehensive.



## **Challenges in Implementing Public Policy Evaluation on Street Children Control (Case Study of the Bandung City Social Service)**

In implementing the evaluation of public policy on street children control, the Bandung City Social Service faces various obstacles that impact the overall effectiveness of the policy. These obstacles arise from structural, cultural, and social support aspects that are not yet optimal. These factors are challenges that need to be considered in the process of improvement and further policy-making. The obstacles in question include the following:

- 1) Limited budget: The Social Services Agency stated that funding constraints prevent the full implementation of the entire program, from outreach to rehabilitation and reintegration, resulting in some street children not receiving optimal services. Meanwhile, the Public Order Agency (Satpol PP) does not have specific funding to support the enforcement process.
- 2) Limited human resources: The number of social workers, counselors, and Satpol PP personnel remains insufficient, resulting in less intensive and uneven guidance and monitoring processes.
- 3) Resistance from families: Some parents do not support their children participating in rehabilitation programs, making reintegration difficult and uneven.
- 4) Community culture: There is still a mentality of “pampering” or giving “money” that reinforces the appeal of street life; in addition, low legal awareness makes children feel that their activities are normal.
- 5) Inadequate facilities: The lack of specialized social welfare homes for street children and suitable temporary shelters makes the rehabilitation process less thorough.

## **Efforts in Implementing Public Policy Evaluation on Street Children Regulation (Case Study of the Social Affairs Department of Bandung City)**

To improve the implementation of street children regulation policies and enhance the quality of public policy evaluation. These efforts are aimed at addressing various challenges encountered in the field while strengthening the effectiveness of policy implementation to ensure it is more targeted, measurable, and sustainable. The following are some of the steps taken:

- 1) Increasing the budget and human resources, particularly social workers and rehabilitators in each region.
- 2) Enhancing cross-sectoral coordination (health, education, NGOs, local governments of the children's origin) and involving families from the initial stage.
- 3) Optimizing public communication through campaigns and outreach to improve public understanding.
- 4) Strengthening shelter facilities and rehabilitation centers, as well as integrating advanced economic training programs.
- 5) Developing performance indicators and regular monitoring to ensure that enforcement is more targeted and sustainable.

## **4. CONCLUSION**

Based on the results of the research and discussion conducted by the researcher regarding the Evaluation of Public Policy on Street Children Control (Case Study of the Bandung City Social Service), it can be concluded that the policy on street children control by the Bandung City Social Service together with the Civil Service Police Unit has not been implemented optimally. Although this policy conceptually covers aspects of outreach, rehabilitation, and social reintegration, its implementation is still hindered by budget constraints, human resource limitations, inadequate facilities, and a lack of support from the families of street children.



The effectiveness of the program remains low because the scope of accompaniment and training has not reached all street children, while its efficiency has not been achieved due to temporary and repetitive handling without long-term solutions. The strategies implemented are not fully appropriate due to the lack of measurable performance indicators and the absence of concrete support such as access to further education or sustainable skill training. Efforts to ensure equity have been made through Standard Operating Procedures (SOPs) that cover central and peripheral areas, as well as collaboration with the children's areas of origin, and the implementation is perceived as fair by the children who are reached. However, the response from street children varies; some show resistance due to economic and social ties on the streets, while the repressive approach of the Satpol PP often instills fear. Therefore, this policy requires a more humanistic, cross-sectoral integrated approach, data-driven evaluation, as well as budgetary support and concrete empowerment programs to effectively and sustainably address the issue of street children.

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