

## THE ROLE OF THE DEPARTMENT OF SOCIAL IN EMPOWERING THE STREET CHILDREN IN MAKASSAR

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**Abstract:** *This study is it aimed to analyze and assess the role of the Social Service in the empowerment of street children in the city of Makassar Province, Indonesia. Data were collected through interviewing official at the Department of Social office Makassar. A qualitative descriptive case study on the informant-led Social Service is Makassar. Chief Nursing Development of Street Children, the Governing NGOs. Observer street children, members of the legislature Makassar, and street children both while undergoing the process of empowerment for children streets that still roam the streets, through focused interview guides and observation sheet. Data were analyzed with interactive models through data reduction, data display, and conclusion drawing. The results showed that the role of the Department of Social Welfare in the empowerment of street children in the city of Makassar still needs to be improved, through: (1) the optimization of social institutions and participation of parents and society in empowering street children, (2) the function of coordination among agencies that are directly related to the empowerment of children streets, such as the Department of Education, Department of Health, Department of Labor and Department of Tourism, not maximized done, and (3) the supervisory function of Social Service Makassar less effective in empowering street children.*

**Keywords:** *Role of Department of Social, Empowerment, Street Children*

### INTRODUCTION

The existence of street children is commonly visible in the main cities in Indonesia. Public sensitivity seems inadequate. Where as the children are gifts from God and that God entrusted to her inherent dignity as human beings who must be upheld. Children's rights are part of human rights as contained in the 1945 Indonesian Constitution, Law no. 39 of 1999 on Human Rights, and the Decree of the President of

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the Republic of Indonesia no 36 of 1990 on Ratification of the Convention on the right of the child (Convention on the Rights of the Child). According Surbakti et al, Eds, (1997: 24-26) (1) of street children can be grouped in categories based on the relationship with their parents, namely; First, children who lost contact with their parents, not schooled and lived on the streets; Second, child-related with irregular and non-frequent with her parents, not school, back to her parents once a week, two weeks once two months or three months, so-called children working in the streets Third, children who are in school or already dropped out of school, this group in the category of vulnerable children become street children (vulnerable to be street children). Necessary institutional can handle a full and comprehensive, and sustainable. According to Nasution (2002: 123) (2) The institution has an idea as a container and as a norm. Organization or institution is a set of rules, procedures, norms, and individual behavior is crucial for the development of the phenomenon of street children. Basically, institution has two terms, namely: as a sign of institutional rules (rule of the game) in the interaction of personal and institutional as an organization that has a hierarchy Hayami and Kikuchi (1987: 89) (3).

The existence of street children in Indonesia has been since the 1980s. Based on the results of a social survey conducted Atma Jaya in 2004 the number of street children in 12 major cities of Indonesia there are 40 861 children, made up of 32 678 men and 8183 women. The twelve cities include Medan, Padang, Palembang, Bandar Lampung, Jakarta, Bandung, Yogyakarta, Semarang, Surabaya, Makassar, and Mataram. While a report from UNICEF in 2004 put the number of street children in Indonesia reached 60,000 people. According to Data and Information Center (Media Centre) of the Ministry of Social Affairs, the number of street children throughout Indonesia from year to year to show improvement. According to official data of UNESCO, in the past two years has been 40,000 street children in Jakarta. This does not include Surabaya, Semarang, Medan, Yogyakarta (4).

In the city of Makassar where street children are very visible, especially in public places such as, at the intersection of highway reform and Urip Sumiharjo, street intersection AP Pettarani and Sultan Alauddin, the intersection of Jl. Monginsidi and Jalan Veteran, in the terminal, in landfills (TPS and TPA), wandering in government offices and private. Most of the street children in Makassar are migrants from various areas in the vicinity, among others Maros, Pangkep, Gowa, Jenepono and even there is from Java, Lombok, and Borneo. They are the children of migrants who try to find a better life in the city of Makassar (5).

The social problem is a social reality that is not in accordance with the ideal conditions expected. The subject and objective generally do a measurement of social issues. Subjective means that the problem is defined by specific values, such as prostitution is regarded as a problem among religious communities. Objectively means defining a problem is based on standards, such as poverty seen as a lack of income and sufficient financial resources. In general, there are many social issues in this country starting from a common and classic problem such as poverty to social issues of

prolonged and simultaneously feature. In general, the street children work in the informal sector. The option of the informal sector is an answer to the lack of education and skills possessed by the street children. Typically, street children choose to work as a seller of snacks, soft drinks, selling newspapers, shining shoes, singers, scavengers, sweepers and beggars' public transportation. They put themselves in a shopping center (market/mall), terminals, parks, intersections, and landfills. (Source informant with the Head of the Department of Social Street Children Empowerment Makassar).

Conditions role of Social Service of Makassar on the empowerment of street children is based on the following assumptions. First, the parents of street children less undertake the responsibility. Second, street children in physical condition are less developed, limited mental-spiritual, no basic education, aspirations. Besides, motivation is not growing, and the social communication is only to the community. Third, the community who donated money in the street, help community organizations, employers (public sector) and public figures for welfare but it does not resolve the problem fundamentally. Fourth, the role of government agencies through programs of education, health, social, religious and others are still partial. There is no common goals, target alignment. There is also no collaboration between activities, coordination of time and focus and locus. Therefore, these programs are not effective. Under these conditions, it is necessary to study in depth of institutional strengthening Social Services, NGOs, parents, and community participation in the area of the empowerment of street children in the city of Makassar. (Informants Source: one member of the Society of Social Institutions Makassar).

## **LITERATURE REVIEW**

Definition of regional government institutions as well as weights and measures can not be separated from the notion of the organization itself. Differences in the understanding of the organization will result in it being applied management and measurement of its success will be different. Some previous research results related to the issue of empowerment as well as the phenomenon of street children, among others. The Research conducted by Ernawati Anasiru (2010: 340) concerning Prevention Policy Implementation street children in Makassar. The result shows there are several factors that support the implementation of policies in the prevention of street children, namely; the existence of political will, the social welfare institutions, the formation of a coordination team. Furthermore Research conducted by Syamsiar (2012: 243) on the Implementation of the National Program for Community Empowerment in Rural Areas In Wajo highlighted the description of the stages of policy implementation PNPM-MP as well as determinant factors in policy implementation. Jopang (2013: 203) also argued that there are four factors that support and hinder the implementation of the National Program for Combating Poor Urban (PNPM-MP) in Kendari is communication, resource factors, the attitude of the apparatus, implementing, and bureaucratic structure, Jansens research (2010: 245) on Women's Empowerment and The Creation of Social Capita In Indian vilages. Was conducted using data from 2,000 households

in India. Assessing the impact of women's empowerment programme in India to trust and work facilities. The result of research that involves the community empowerment program, significantly increase public confidence and the performance of the National program for Community Empowerment Urban.

Research study, provide important information, but an in-depth study of the nature, certainly not immune from some methodological limitations and the limitations of the study substance. For instance quantitative and qualitative approaches be have as a limitation similar to previous research that both have limitations in methodological aspects because it only uses a qualitative approach alone. Therefore, it becomes important to know the limitations of previous studies of aspects of the substance of research as an element of novelty in this research.

Local government institutions, in this case, the Social Service of Makassar, has the function of the existence of street children. These functions such as control functions, empowerment and coordination functions. In order to empower street children, local governments create policies to address the problem of street children. These policies are implemented in the form of programs to empower street children in Makassar. The flow of the conceptual framework of the research can be seen in Figure 1 below.

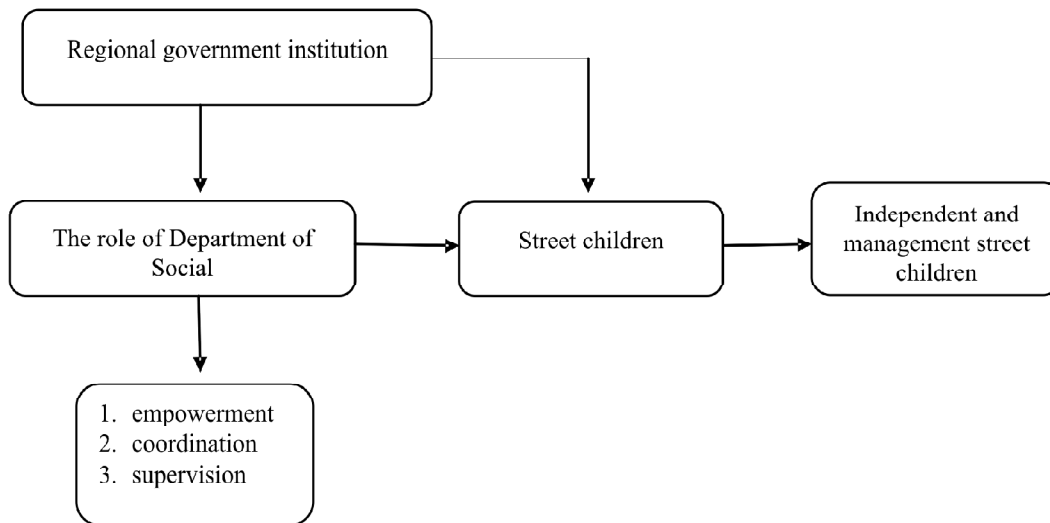


Figure 1: Conceptual Framework of the Research

## DEFINITION AND CONCEPTUAL FRAMEWORK

The concept is an abstraction of a phenomenon that was formulated on the basis of generalization of a number of characteristics, event, group or individual circumstances. Therefore, the definition of the concept in this research are:

1. The role of local government institutions are actions carried out by individuals or groups that directed the government to achieve the goals that have been set in the previous policy decisions.
2. Empowerment Program is a procedure that is provided as the basis for determining the content and size of the development activities.
3. Street children are children who most of his time in the streets or in public places.

As an indicator of the role of local government institutions in empowering street children are:

1. Standards and objectives of the role of local government institutions in empowering street children, which includes a mechanism procedures (Standard Operating Procedures) that arrangements governing the working procedures in conducting activities related to policies empowering street children program .
2. Resources, which includes
  - (a) Human resource consists of the number of employees, employee education level, expertise, skills, and the ability of employees to carry out its duties and functions.
  - (b) Budgetary resources are the source and amount of funding to carry out program empowering street children.
  - (c) Facilities ie facilities and infrastructure needed in implementing the development programs of street children.
3. Communication between the organization and strengthening of activity, include: socialization, both internal and external socialization, coupled with the discussion forums among employees and the parties directly involved in the policy development program of street children.
4. Characteristics of the implementing agency, include: organizational structure, roles and responsibilities, lines of command or control range and accuracy or appropriateness of the program to the level of structural organization to implement the program.
5. The condition of social, economic and political, including: economic resources owned by the organization and also the socio-economic circumstances of the people concerned.
  - (a) Opinion of street children empowerment program targeted street children.
  - (b) Adjustment of the economic condition of the Social Service for the continuity of local government institutions in the policy of empowerment of street children.
6. Disposition implementor, ie cognition implementor in implementing institutional role in the empowerment of street children include:

- (a) Neutrality and objectivity implementor
- (b) The response from the implementor of the implementation of local government institutions in empowering street children program.

## **METHODS**

This study aims to discover, understand, explain, and get a description of the phenomenon studied in depth. This type of research is qualitative as well as the opinion and Biklen Bogdan (1988) (6) or type of naturalistic study of Lincoln and Guba (1985) (7). This research was conducted in the city of Makassar. This study uses a case study approach (case study) with a snowball sampling technique. Selection of informants is based on five things, namely (1) information derived from the Social Department of Makassar, (2) the informant obtained from community leaders, NGOs, (3) informants who came from Parliament; (4) the informant came from the Department of Social Makassar, (5) Parents of children displaced.

The focus of this research is to analyze the role of local government institutions and agencies other civil society empowerment of street children in the Social Service of Makassar as well as observe the role of institutional seen from the dimensions of empowerment, coordination and supervision in the face in a complex analysis of empowerment of street children within the scope of the City Makassar. Through the data networking instrument, it is determined by setting the reference open interviews and grilles for the implementation of the Focus Group Discussion (FGD) and sheets of observations that supported the study documentation. The tools used to collect data are the recording device (tape recorder), record, and a camera for taking photos. Data were analyzed with interactive models through data reduction, data display and conclusion (8). Based on the description above, the study determines the informant using snowball sampling technique, namely: the determination of the informant is not based on strata, position, guideline or region but on the specific objectives to keep in touch with the problems of the study, the researchers in this case using informants research consisting of: 1. The key informants (key informant) that the head of the Department of Social and section chief of Makassar. Informants mainly consists of 10 employees of the social services that are directly involved and are not directly involved in the social development of the street children, 1 of Panti Bina Social Makkareso, 3 NGOs engaged in empowering street children, 1 person in charge at one orphanage in Makassar, 15 street children were fostered social and 3 legislators Makassar. As an illustration to clarify the focus of the study, the set of indicators based on that focus. Complete, the focus of research, indicators and description of the focus can be seen in the format of the development of instruments and interview guides (attached). Here is an explanation of these indicators:

Focus Role of Institutional and indicators are:

- 1) Empowerment: The focus is to see how the education of street children, street children training, development interests and talents as well as financial assistance.

- 2) Coordination: The process of unification of the goals of institutions and activities at the level of a separate unit in order to achieve the goals set in advance.
  - (a) Coordination must be centralized, so there is an element of control in order to avoid any moving parts on their own which is nature that has existed in any part, remember that the organization is a collection of people who have needs different desires.
  - (b) Coordination must be integrated, the integration of the work shows the state of the complementarities and giving.
  - (c) Coordination must be continuous, ie a series of activities that connect to each other, always, always worked and always emphasized the relation with previous activities.
  - (d) Coordination must use a multi-national approach, with each form providing relevant information in order to avoid overlap with the tasks one task to another.

Application of the principles of science and technology in the management, control and technical processing activities. Not limited to use only tools, but also involving all the principles of science and technology that helps and run the program activities. Of this coordination, we can see the indicator are:

1. Networking Social Service with the regional work units within the scope of the Local Government Makassar
  2. Networking Social Service with non-governmental organizations (NGOs)
  3. Networking Social Service with the Ministry of Social Affairs.
- 3) Monitoring: By The indicators are:
    1. Supervision of street children
    2. Supervision help street children
    3. Monitoring the use of funds of street children
    - b. Empowerment programs of street children
      1. Provide skills to every street children
      2. Provide Mental Development to every street children
      3. Conducting group Singer Street Children
    - c. Constraints faced by the Government
      1. Human Resources (Apparatus)

With the labor shortage in the Social Service Makassar then any activity undertaken many obstacles.
      2. Fund is required to perform each activity. But the limited funds the activities to be carried a little choked Financial Resources.

## RESULTS AND DISCUSSION

Empowerment the real problem of the street children is not only the responsibility of one of the parties Social Services but also a shared responsibility between government networks, NGOs, academia and society as a whole. In general, the role of social institutions engaged in the development and empowerment of street children do not yet optimal. There is still an element of personal and group interests as well as the particular community in the use of street children as a medium for the benefit of infrastructure, the popularity of institutional and community development or followers who are militant. On the other hand, the role of social Department to embrace and encourage NGOs and other agencies responsible for participating in the empowerment of the child is not maximized done. There is still less communicative and provision of space in understanding the concepts and strategies for the empowerment of street children. In line with the concept of social institutions is a direct translation of the term "social institution", but some are using the term social institution that refers to the existence of elements that regulate the behavior of citizens. Koentjaraningrat (1997: 197) (9) states that social institutions are the system of behavior and relationship centered on the activities of complexes to meet special needs in public life. Uphoff (1993: 129) (10) also confirms that the institutions, whether Organizations or not, are complex of norms and behaviors that persist by serving valued purposed collectively. While the organization is strictures of recognized and accepted roles. Those limits are different, but both are stable, solid and patterned, and serve to specific objectives within the community.

One thing that is very sad case that the number of street children nurtured actors beggar who was none other than their own parents had become gaze ordinary every day seen in Makassar, with a variety of conditions very diverse ranging from normal, but small to have physical flaws, but apparently those physical deficiencies is also empowered to sell higher by themselves, so that it gives a sense of compassion higher. While a sense of empathy always accompanies it, they will continue to stand with intelligence rhetoric that somehow learn where seduce ask for mercy, some of them are extremely diverse ranging from children ranging from 3 or 4 years to 13 or 14 years, there are still sitting on the school bench as well as some that choose not go to school and prefer to move on sidewalks, these sights are easy to find in many streets in the city of Makassar.

Coordination process that has been done should achieve the goals and objectives that have been set in advance, both among government agencies and non-government although not maximized done. The type of coordination that have been made, namely: (1) The coordination must be centralized, so there is an element of control in order to avoid any moving parts on their own which are nature that has existed in any part, remember that the organization is a collection of people who have needs wishes different, (2) Coordination should be integrated, the integration of the work shows the state of complementary and provide, (3) coordination must be sustainable, ie chain and activities that are mutually connect, always, always worked and always



emphasized the relation with the previous activities, and (4) Coordination should use a multi-national approach, with each form providing relevant information in order to avoid overlap with the tasks one task to another.

Supported the concept of coordination proposed by GR Terry (11) that coordination is a synchronous and regular effort to provide the exact amount and timing, and direct the implementation to produce a uniform and harmonious action on specific targets. Meanwhile, according to E.F.L. Brech (12), the coordination is to balance and move the team to give a location of a suitable job with each and ensure that the activities carried out with proper alignment between the members themselves (Hasibuan, 2007: 85) (13). While Handayani (1985: 89) (14) describes the coordination is a process in which a group of business leaders developed a pattern of regularly between his subordinates and to ensure unity of action in achieving a common goal. Handoko also affirmed (2003: 195) (15) that coordination as the process of integrating the objectives and activities into separate units (departments or functional areas) of an organization to achieve organizational goals efficiently. Coordination is the arrangement of the relationship of the joint venture to acquire the unity of action in achieving common goals as well. Coordination is a process that set the division of labor of various people or groups can be arranged into integrated needs as efficiently as possible (Siagian, 1987) (16).

The role and functions of government organizations Makassar as public institutions should cover the problem of street children as a matter of aspects of social life. The problem is, so far, the actions of the handling of street children is still done sporadically, sectorial and temporal and also unplanned well, less well integrated. It quickly became evident that the people and Government of Makassar are thoARE are not so good. As a result, the efficiency and effectiveness of the program in the empowerment becomes not find the accuracy and the phenomenon of street children still exist until now. Complexity is then implied inefficiency and ineffectiveness that should be the target goal of public management practices.

A community-based approach is prevention and treatment approach. This approach is an alternative approach to institutionalizing the street, children. This is an attempt to overcome a problem that is not only focused on the child, but also to strengthen the family and society. Family and community is the human resource element of the community. The process takes place in a community-based approach to street children and their families that allow their communities to create change. In this community-based intervention, paradigm lies in the function of psychological support do families and communities. This intervention model collaborates several approaches at once, such as family counseling, skills development, spiritual and psychosocial.

The forms of training street children conducted in a variety of complementary, i.e., direct intervention with street children and families include outreach, shelter home, support group, home visit, family empowerment and occupational programs. (2)

Assistance is carried out using the principle of receiving street children are, empowerment performed includes social, psychological and spiritual, and (3) community-based intervention program was carried out by institutions that have religious values and spiritual commitment. The process takes place in a community-based approach to street children and their families that allow their communities to create change. This community-based intervention paradigm lies in the function of psychological support do families and communities. This intervention model collaborate several approaches at once, such as family counseling, skills development, spiritual and psychosocial.

The existence of an institution that has concern for children who have deficiencies in various aspects, namely the children who have deficiencies in terms of economic, moral and education. That is, these institutions have a shelter home. Program services developed is to provide education for poor children, neglected, dropouts and street children.

Solving the problem of street children who have been the main responsibility of Social Service Makassar, cannot be done alone though moved all its resources, without good work coordination between institutions, to jointly cope with and provide assistance in empowering street children. The main problem of street children is very complex, ranging from the terms of the welfare of the vulnerable by poverty, family issues are not getting the love and protection, distribution of talents and interests through education and skills adequate level of safety and comfort of users in the highway, so all stakeholders in each SKPD must participate in the role and duties in accordance with its authority.

The Government and the community has made various efforts in handling the social problems of street children in Makassar, among other things: shelter, supervision of street children based orphanage, educational skills through institutions of course, provision of facilities and infrastructure at the foundation engaged in handling Street children. That is, should be pursued cooperation and togetherness in developing coping strategies, especially street children through community-based financial aid businesses and other social institutions.

Coordination or integration is a process to develop and maintain good relationships between the physical activity and the mental activity. Coordination is important in complex organizations because a lot of different activities carried out by many people in many parts. Coordination is needed to arise at any time if the individual or group responsible for the perfection of a task. If there is a state of mutual dependence between the activities of the effective results will be achieved only if these activities are coordinated (Freeman, 1984: 17; Smith and Akib, 2015). Coordinating internal organization is a form of leadership to optimize the entire description of the tasks assigned to each employee, then correlated in form of teamwork and mutual support in supporting the empowerment of street children efficiently and effectively.

One of approach models is used by the Department of Social and Welfare in collaboration with the municipal government of Makassar South Sulawesi Provincial Social Service through the development and empowerment of street children in Children's Social Development Youth (PSBR) Makkareso. The approach model is implemented by classifying the dormitory services for street children according to the gender and the type of skills the chosen child. Street children receive physical protection through sports activities and the protection of psychic through mental development, as well as educational services and sewing skills, skills hair makeup street children women, skills workshops, skill HP service skills and electronically for street children of men, as well as rehabilitation programs other, Street children have to acquire life skills (life skills) are adequate. Skills training tailored to their talents and interests owned by each of street children and child reef so that the effect would be a good future. Restoring the street children of school interests and improve skills possessed as well as preferred, so that they can learn to be happy and enjoy, not forced to learn things they do not like. On the other hand, the Makassar City Government through Decree Makassar Mayor has issued a policy free of street children. This policy is still not contained in the regional regulations, which still needs the approval of the Regional Representatives Council (DPRD). This policy is still a ban on the provision of street children in any form, which is thus expected that children are not stimulated to live and make a living on the streets in the form of any activities, busking, begging or other.

In doing coaching, development and protection of children, it should be the role of the community, either through service agencies and child protection, religious institutions, social institutions, community organizations and social organizations, businesses, media and educational institutions through programs that support and fit the needs of children, such as providing some services to meet the needs of children, such as providing services to meet the needs of children and prepare their future so that people become productive through a halfway house program undertaken by the government. Successful implementation of policies not only determined by the extent of the stakeholders (implementers) know what to do and capable of doing so, but it will also be determined by the willingness of policy actors have had a strong disposition against the policies being implemented. Disposition is defined as a tendency, a desire, or the agreement of the implementer to implement the policy. If you want to be successful policy implementation effectively and efficiently, the executor is not enough to just know what to do and have the ability to carry out that policy, but the implementer must have the will to implement the policy.

In line with the implementation, policy through local legislation requires perfection, it is necessary for research in order to find out the problems that accompany it as an attempt to get a way out of the problem as a refinement step. In addition, the implementation of this policy requires a certain amount of information from people who have received services as stipulated in the Regional Regulation, will then be used as a benchmark in improving the quality of services that can ultimately satisfy the

user community as well as the implementation of a policy goal. The responsibility of the government for providing public services to the public must be able to anticipate the effects of a policy. That is, the government plays a significant role in optimizing its duties and authorities so that people can accept all forms of service received.

Empowerment of street children faced were: (1) strengthening the role and function of parents to their children, (2) the fulfillment of children's rights to develop aspects of formal education, health care, mental coaching spiritual and others, (3) adolescents have expertise, a job and a decent income, (4) encourage social behavior becomes conducive to the development of children and (5) program synergize government agencies, private sector, community participation and legal compliance (compliment) community that supports government agencies to empower street children. Reinforced by Setiana (2005: 7) (18), the most important thing that should be known by the officer and the offender empowerment is empowerment must begin by creating the conditions, the atmosphere or the climate that lead to the creation of community independence by utilizing the existing potential. Empowerment is a process that cannot be understood as a single project with a beginning and an end. Such way or philosophy of the implementation and adjustment requires coaching and a long process (Wilson 1996: 432) (19). The concept of empowerment is the result of interaction at the level of ideological and practical. At the ideological level, this concept is the result of the interaction between the concept of top-down and bottom-up, between growth strategy, and people countered strategy. Whereas, in the praxis level, interaction occurs through the fight between autonomy. Thus, the concept of empowerment contains the concept of siding with the people below the poverty line Sumodiningrat (2007: 51) (20).

## **CONCLUSION**

It is important to optimize the social institutions and participation of parents and society in empowering the street children. Inter-agency coordination functions directly related to the empowerment of street children, such as the Department of Education, Department of Health, Department of Labor and Department of Tourism, which are not done optimally. On the other hand, the supervisory function of Social Service Makassar less effective in empowering street children fit the expectations of all parties.

## **SUGGESTION**

Based on the findings and conclusions of the discussion of the study it is suggested as follows:

1. The process of optimization of community organizations and participation of parents and society in empowering street children functioned well.
2. The function of inter-agency coordination related to street children further improved iety in empowering street children functioned well.
3. The oversight function of social Department of Makassar in empowering street children is maximized

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