



Implementation of the social assistance program for people with severe disabilities: A disability and social inclusion perspective

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ABSTRACT

Background: The assumption that disability is a disgrace, curse and shame makes families not open about their family members who have disabilities. In addition, the assessment of society that considers people with disabilities to be unproductive and unable to carry out tasks and responsibilities because of their physical disabilities. Often people with disabilities are equated with sick people, helpless, so they do not need to be given education and work, just pitied and cared for for their survival. **Methods:** This research approach is a qualitative approach, namely by reviewing data that begins with reviewing all available data from various data sources that have been collected, studying data, reviewing, compiling it into a unit. **Findings:** People with disabilities face both physical and mental limitations, compounded by a lack of support from their families and communities. This isolation leads to feelings of inferiority, social difficulties, and limited participation in life's activities. Their social roles are often hindered, resulting in further marginalization. **Conclusion:** Based on data from the results of the research conducted, the Implementation of the Social Assistance Program for People with Severe Disabilities (ASPDB) in Harjosari II Village has not been running well. Of the four variables of George C. Edward III's Implementation Theory, only variable (3) disposition has been running well. While variables (1) communication (2) resources and (4) bureaucratic structure have not been running well. **Novelty/Originality of this Study:** This study offers a unique perspective on the challenges in implementing the Social Assistance Program for People with Severe Disabilities/*Asistensi Sosial Penyandang Disabilitas Berat* (ASPDB) in Harjosari II Village, using George C. Edward III's Implementation Theory. It highlights issues in communication, resources, and bureaucratic structure, contributing valuable insights for improving disability support programs.

KEYWORDS: ASPDB; assistance; disabilities; programme; social.

1. Introduction

Up until now, individuals with disabilities are often looked down upon. The belief that disability is a disgrace, a curse, or an embarrassment leads families to hide their members who have disabilities (Weber et al., 2023; Barbareschi et al., 2021; Scavarda et al., 2024). On one hand, these individuals must navigate life with physical and mental limitations; on the other hand, they face a lack of support and acceptance from their families and communities (Chronister, 2021; Thomas et al., 2017). This situation significantly impacts their psychological well-being and social lives. The challenges faced by people with disabilities contribute to social issues, making it difficult for them to fulfill social roles and leading to further marginalization (Muzaki, 2015; Namkung & Carr, 2020).

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The Convention on the Rights of Persons with Disabilities, established by the United Nations and embedded in Indonesian Law Number 19 of 2011, outlines the broad rights of individuals with disabilities. These rights include freedom from torture or cruel, inhumane, and degrading treatment; protection from exploitation, violence, and arbitrary actions; and respect for their mental and physical integrity on an equal basis with others. Unfortunately, this reality starkly contrasts with what many individuals with disabilities actually experience (Quinn & Degener, 2017).

To ensure the rights and freedoms of individuals with disabilities are upheld, social welfare measures are essential (Bratas et al., 2020; Lewis & Richardson, 2020; Eriksen et al., 2021). According to Law No. 11 of 2009, social welfare initiatives involve directed, integrated, and sustainable actions conducted by the government, regional authorities, and communities to meet every citizen's basic needs, including social rehabilitation, social security, social empowerment, and social protection (Fahrudin, 2012). Efforts in social rehabilitation and empowerment are aimed at individuals with mild to moderate disabilities who can still assist themselves and/or their families (Hayes & Bulat, 2017). Conversely, the focus on maintaining social welfare levels is intended for those who cannot be rehabilitated and depend entirely on others for daily activities (Edemekong et al., 2023; Khasnabis, 2010).

To protect the rights of individuals with severe disabilities who are entirely reliant on assistance, the Ministry of Social Affairs has implemented a Social Assistance program specifically designed for them. This initiative provides social assistance through the Directorate of Social Rehabilitation for People with Disabilities, in accordance with Presidential Instruction Number 3 of 2010 regarding the Equitable Development Program and Presidential Instruction Number 14 of 2011 concerning the Acceleration of National Development Priorities.

The provision of social assistance for individuals with severe disabilities has been in place since 2006, though the program's name has changed over time—from Social Security for People with Disabilities/Social Security for People with Severe Disabilities (JSPACA/JSODKB) to the current ASPDB. This program has been operational since 2011, following the Regulation of the Director General of Treasury Number PER-51/PB/2011, which outlines the guidelines for disbursing and distributing social assistance funds for persons with severe disabilities.

The assistance provided consists of direct cash support of IDR 300,000.00 per person per month for one year, distributed in three installments. ASPDB benefits are given to individuals with severe disabilities through their guardians, as indicated in the Decree, Recipient Card, and Distributor Account, to help meet their basic life and care needs. The criteria for recipients of ASPDB benefits include: [a] their disability cannot be rehabilitated; [b] they are unable to perform daily activities such as eating, drinking, and bathing without assistance; [c] they cannot support themselves and lack a stable source of income to meet their basic needs; [d] they are aged between 2 and 59 years (for initial data gathering and replacement); [e] they are not receiving services in a shelter; [f] they are registered as local residents; and [g] priority is given to those from underprivileged families (Selisko et al., 2024; Bachfischer et al., 2023).

The rights obtained from the ASPDB program are in accordance with Government Regulation of the Republic of Indonesia Number 39 of 2012 concerning the Implementation of Social Welfare, which includes several important aspects. Social welfare is explained as a condition in which the material, spiritual, and social needs of the community can be met, so that they can live properly and have the opportunity to develop themselves and carry out their social functions. In addition, social protection plays an important role in efforts to prevent and deal with risks that arise from social shocks or vulnerabilities (Mupedziswa & Ntseane, 2013; Kuntjorowati et al., 2024). Social security, on the other hand, is a scheme that has been institutionalized to ensure that every individual can meet their basic needs for a better life. All of these aspects are interrelated to create a social welfare system that is inclusive and accessible to all levels of society.

The number of people with severe disabilities based on BPS Susenas data in 2012 was 170,120 people, while those who had received assistance through the ASPDB program from 2006 to 2016 were 29,701 people, including those who had died, moved address and were not targeted and had been replaced by other people with severe disabilities. In 2017, there were 22,500 people with severe disabilities who met the criteria and could be recipients of ASPDB, spread across 34 provinces and 366 districts/cities. Until January 2017, there were 7,540 prospective ASPDB recipients on the waiting list for prospective ASPDB recipients. In North Sumatra, it was recorded that in 2017 the number of people with severe disabilities was 6,172 people. While the number of ASPDB recipients was 957 people. The number of recipients of this assistance is still very minimal, only less than 7% of the number of people with severe disabilities in North Sumatra. The following are details of the distribution of ASPDB program recipients in North Sumatra Province:

Tabel 1. List of ASPDB program recipients in North Sumatra

No	City/district	Total
1.	Medan	203
2.	Pematang Siantar	40
3.	SourthTapanuli	118
4.	Nias City	32
5.	Simalungun	264
6.	Langkat	40
7.	Deli Serdang	15
8.	Toba Samosir	13
9.	Gunung Sitoli	61
10.	Batu Bara	14
11.	West Nias	15
12.	North Nias	30
13.	Sourth Nias	40
14.	West Pakpak	13
15.	Samosir	34
16.	Dari City	8
17.	Serdang Berdagai	7
18.	Mandailing Natal	5
19.	Karo	5
Total		957

Based on the table, it can be seen that the largest recipients of ASPDB program assistance are in Simalungun Regency, which is 264 people, then Medan City with 203 people and in third place is South Tapanuli Regency with 118 recipients. Medan City is one of the three largest cities/regencies that receive assistance from the ASPDB program in North Sumatra. As the capital city of North Sumatra Province, Medan City is also the largest city outside Java and the third largest city in Indonesia after Jakarta and Surabaya. With a very advanced city life, it turns out that there are still many social problems, especially people with severe disabilities whose existence is rarely known.

Based on the table, it can be seen that the number of recipients of ASPBD program in Medan City is spread across 19 Districts, consisting of 81 Urban Villages. Of all the Villages/Urban Villages in Medan City, Harjosari II Urban Village in Medan Amplas District is the urban village that received the most assistance from the ASPDB Program, namely 15 people.

Harjosari II Urban Village is one of 7 (seven) urban villages in Medan Amplas District. The types of disabilities experienced by people with severe disabilities in Harjosari II Urban Village are 6 (six) people with physical limitations and 9 (nine) people with physical and mental limitations. The distribution of social assistance will be carried out if the recipient of assistance has received a determination based on the Decree of the Director of Social Rehabilitation for People with Disabilities and has received an Account Number from the distributing company. Initially, the ASPDB funds were distributed through the post office, but after the operational costs of IDR 75,000.00 per person were revoked, the post office

withdrew. At the request of the Ministry of Home Affairs, BNI was appointed as the ASPDB distribution company based on an MOU (Memorandum of Understanding) in 2017. When collecting funds, the family or guardian of the ASPDB recipient is also accompanied by a companion for the Medan Amplas sub-district. The companion is determined through a Decree of the Head of the Medan City Social Service, and in coordination with the North Sumatra Provincial Social Service.

All costs related to the implementation of the ASPDB are charged to the DIPA (Budget Implementation List) of the Directorate of Social Rehabilitation for People with Disabilities. In 2011-2014, the funds received by people with severe disabilities in Harjosari II Village amounted to IDR 300,000.00 per person for 12 (twelve) months while from 2015-2017 the funds received amounted to IDR 300,000.00 per person for 10 (ten) months which was distributed 3 (three) times a year. The provision of assistance in Harjosari II Village is one of the efforts to maintain social welfare in the form of additional fulfillment of basic needs (food, clothing, clean water, special needs) for people with severe disabilities. In addition, it is also considered necessary to improve business development skills so that families can carry out economic and social activities that can support the fulfillment of family economic needs (Haldane et al., 2019).

2. Methods

This type of research is descriptive research. Descriptive research is a type of research conducted with the aim of describing and describing the objects and phenomena being studied (Nassaji, 2015). This research approach is a qualitative approach, namely by reviewing data that begins with reviewing all available data from various data sources collected, studying data, reviewing, compiling in a unit.

Qualitative research does not require making generalizations from its research, therefore qualitative research does not have a population and sample (Suyanto, 2008). So this research is a type of descriptive research with a qualitative approach. By using a descriptive type of research, researchers want to know the picture of how the ASPDB program is implemented in Harjosari II Village, Medan Amplas District, Medan City. This research was conducted in Medan City, especially in Harjosari II Village, Medan Amplas District. Harjosari II Village is the village with the most people, namely 15 people who received assistance from the ASPDB program in Medan City.

2.1 Research informants

Research informants are people who are used to provide information about the situation and conditions of the research background. Informants are people who really know the problems to be studied (Hofer et al., 2022). The informant selection technique in this study uses the Purposive or Judgemental Sampling technique, where this sampling uses an expert's assessment in selecting cases, or selecting cases with a specific purpose in their thinking. In this Judgemental Sampling, selected cases rarely represent the entire population (Palinkas, 2015).

In this study, the author does not use population and sample, but rather uses research subjects that are reflected in the focus of the study. The subjects of this study become informants who will provide various information needed during the research process. Informants in this study consist of three types, namely: first, Key Informants, namely those who know and have various basic information needed in the study. The key informants in this study are the Head of the Social Rehabilitation Section for Persons with Disabilities at the North Sumatra Provincial Social Service which handles the ASPDB program; second, Main Informants, namely those who are directly involved in this study as beneficiaries of the program and program implementers, namely the assistants recorded in the Decree of the Directorate of Social Rehabilitation for Persons with Severe Disabilities who receive ASPDB program assistance and ASPDB assistants in Harjosari II Village; third, Additional Informants, namely those who can provide information even though they are not directly

involved in the social interaction being studied. Additional informants in this study are the neighbors of the main informant (ASPDB recipient).

2.2 Data collection techniques

The data collection technique used in this study is triangulation or combination. Triangulation is a data validity checking technique that utilizes other sources to compare interview results with research objects. Data collection is carried out by combining various existing techniques and data sources, namely through literature studies and field studies. Literature studies are the process of obtaining data or information related to the problem to be studied through the study of books, journals, and other written works. Meanwhile, field studies are carried out by collecting data or information directly at the research location to find facts that are relevant to the problem being studied. One method in field studies is observation, namely observation of objects and phenomena related to research. In addition, interviews are also conducted through conversations or questions and answers between data collectors and informants to obtain the data needed in the study. In this study, the interviews conducted were unstructured, so that researchers were free to dig up information from informants but still referred to the interview guidelines that had been prepared. To ensure data accuracy, researchers will trace the differences in existing information and confirm these differences with informants and other sources.

Data obtained from the results of the interviews are written directly at the research location according to the results of the interviews. Data analysis is the process of making data provide a message to the reader. The data analysis technique used in this study is a qualitative analysis technique, namely by reviewing data that begins with reviewing all collected data, studying data, reviewing, compiling it into one unit, which is then categorized in the next stage and checking the validity of the data and defining it with analysis according to the researcher's ability to make research conclusions (Paré & Kitsiou, 2017).

3. Results and Discussion

3.1 Description of research data

The following section presents the results of interviews conducted by researchers with selected informants. The study involved one key informant, four main informants, and two additional informants, each providing valuable insights into the research topic. The key informant in this study was Mr. L (60 years) who holds the position of Head of the Social Rehabilitation Section for Persons with Disabilities. His highest level of education is a bachelor's degree. Through his position, he plays a crucial role in overseeing the implementation of social rehabilitation programs for persons with disabilities, making his insights particularly significant for this research.

Mr. L. is a staff member who has worked at the North Sumatra Provincial Social Service since 1986. In 1986, Mr. L. worked in the Counseling section, in 1990 he was assigned to the Medan Timur District, in 1993 in the Medan Area District, in 2000 he entered Linjamsos, in 2007 to the Social Empowerment Sector, in 2013 he returned to Linjamsos, and finally in 2017 to the Social Rehabilitation Sector for Persons with Disabilities. Since 2017, Mr. L. has been the Head of the Social Rehabilitation Section for Persons with Disabilities who is responsible and the most knowledgeable about this ASPDB program. During the interview, the researcher asked whether there had ever been any socialization of the ASPDB program in Harjosari II Village and how the process was. Mr. L. said that there had never been any specific socialization, it was only informed to the Medan City Social Service and then coordinated with the ASPDB assistant in Harjosari II Village. The following are the results of the researcher's interview with Mr. L.:

"The socialization of the ASPDB program from the beginning was not specifically in Harjosari II, we only informed the Medan City Social Service that there was social security

assistance for people with severe disabilities, because they were unable to be independent so that they could be helped in terms of health, additional assistance to fulfill basic needs or additional nutritional assistance. In the past, there was a brochure from the Ministry of Social Affairs, that's what we gave to the Medan City Social Service. After that, to make it easier, a companion was appointed, this companion is the one who provides information to the community. The socialization has been carried out since 2011 until now, the objectives and criteria for recipients of this assistance have also been conveyed quite clearly, especially since the companions go directly to the houses". – Mr. L

Then the researcher asked Mr. L. whether the ASPDB program implementers were sufficient. Mr. L. said not yet and hoped that the Health Office, Sub-district and Village also have to play a role in improving the health of people with severe disabilities. The following are the results of the researcher's interview with Mr. L.

"Actually, to make it good, there should be an addition at least there should be an addition to the assistance received because it is too small, it is not enough for them for one month because it is called additional assistance to meet basic needs. Even then, they are very grateful for this program and we also hope that the Health Office will also play a role, if just checking their health at the Health Center is still not enough. The recipients are also from poor families, the Social Service does not have expertise in the health sector, there should be routine therapy, so that they can finally develop and develop further and not depend on others. The Sub-district also wants in terms of identity, for example, many still do not have an ID card. The Village can also refer to the Health Office or must play a very important role in other sectors so that a program for severe disabilities is held". – Mr. L

The researcher also asked Mr. L. whether the funds received by Persons with Severe Disabilities were sufficient. Mr. L. said it was still lacking. Moreover, the recipients of this assistance are from underprivileged families and there are still many people with severe disabilities who have never received this assistance. The following are the results of the Researcher's interview with Mr. L.. Finally, the researcher asked Mr. L., his hopes for this ASPDB program. The following are the results of the researcher's interview with M. L.:

"The quota for ASPDB recipients has actually been determined by the Ministry of Social Affairs, the quota for North Sumatra is so much. That's what they determined, 203 people. That's the only capacity of the Ministry of Social Affairs. In addition to not all being helped, we hope that the assistance will be increased a little, because it is too small for people who cannot do anything, let alone their families are poor". – Mr. L

"We hope that this program will continue and that the community receiving ASPDB can use this assistance properly." – Mr. L

3.1.1 Key informant

3.1.1.1 Key informant I

Mrs. G. (49 years) has been a companion for the ASPDB Program in Harjosari II Village since 2009. Ms. Tina has accompanied 15 people who received the ASPDB program in Harjosari II Village. Her highest level of education is a bachelor's degree. Since 2009, she has served as a companion for the ASPDB Program in Harjosari II Village. Throughout her role, she has provided assistance and guidance to 15 individuals who have received support from the ASPDB program in the village. Her experience and dedication in assisting program beneficiaries highlight her significant contribution to the success of the program's implementation.

Table 2. List of ASPDB program recipients in Harjosari II Village

No	Name of ASPDB program recipient	Age
1.	SA	32 years
2.	M	17 years
3.	RA	35 years
4.	RL	2 years
5.	RF	2 years
6.	MY	7 years
7.	DA	8 years
8.	APR	3 years
9.	DR	3 years
10.	R	9 years
11.	FU	13 years
12.	SY	14 years
13.	RK	35 years
14.	P	27 years
15.	IN	18 years

During the interview, the researcher asked Mrs. T. whether there had ever been any socialization of the ASPDB program in Harjosari II Village and how the process was. Mrs. T. said that from the beginning there was no socialization, only data collection directly from the field. The following are the results of the researcher's interview with Mrs. T.

"From the beginning there was no socialization, but we as assistants collected data directly from the field, went to the field to find out which ones had disabilities in all the respective neighborhoods and sub-districts. We collected data without socialization". – Mrs. T.

Then the researcher asked whether the recipients of the ASPDB program were right on target or according to the criteria and all people with severe disabilities had received the ASPDB program. Mrs. T. said it was right on target but there were still many who had never received this ASPDB Program. The following are the results of the researcher's interview with Mrs. T.

"Exactly. Because if they are already walking, there are also children who can walk after several years. The money given is used by them for therapy so it does have benefits. If they can walk, we stop, we replace them with those on the waiting list. There are still many who have not received the program because the quota is determined". – Mrs. T.

Then the researcher asked Mrs. T. whether the ASPDB program assistants in Harjosari II Village were sufficient, Mrs. T. said not yet. The following are the results of the researcher's interview with Mrs. T. Then the researcher asked Mrs. T. whether there is an SOP in implementing the ASPDB program in Harjosari II Village. Mrs. T said there was none. The following are the results of the researcher's interview with Mrs. T:

"I think it should be increased. Because, in Amplas, I assisted 38 to 40 people. I was in charge of one sub-district". – Mrs. T.

"There is none. It goes directly from there. More to the Provincial Social Service. Because for us, we were only given a travel letter to the field". – Mrs. T.

3.1.1.2 Main Informant II

Mrs. P. (74 years) is the mother of Bang Rahman, a recipient of the ASPDB Program in Harjosari II Village. They live together in the same household. During the interview, when

asked whether she received assistance from the ASPDB program, Mrs. P. confirmed that she had received support from the Department of Social Affairs. The following section presents the detailed findings from the researcher's interview with Mrs. P.

"I received assistance a long time ago. From the Department of Social Affairs. I don't remember the year but it's been six years. From SBY, the President. When I got it, I was given this card, but I don't know the year, I forgot whether there was one or not. But now, after the end of the year in December, this is requested. In the past, it was not requested two or three times. This is still the same for us, but after that until now, it has been requested by that person". – Mrs. P.

Then the Researcher asked Mrs. P., how the ASPDB fund distribution process was. Mrs. P. said it was gradual, to the Post Office three times a year. This past year Mrs. T. was the one who delivered the money. The following are the results of the Researcher's interview with Mrs. P. Then the researcher asked Mrs. P., whether the companion often visited Bang Rahman. Mrs. P. said often. The following are the results of the Researcher's interview with Mrs. P.

"At first, I went to pick it up at the Post Office three times. But when it was Mrs. T. who let me know. That's what I got. That was in July. So because one month was 300, so seven times three two one was given. Then later I will inform you if it will continue again on the twelfth of May, ma'am, I will get it again. I will get one million five hundred. It will be done in stages." – Mrs. P.

"The companion is often Mrs. T. If there is something, it's Mrs. T. Sometimes lately, she's the one who delivers the money to the house. She doesn't take it there. She also visits her child, sometimes she's disturbed, just playing around. In the past, when she came here, she would let me know and tell me to get angry. So I happened to have a cell phone. My child said, Mom, I have a cell phone, even if it's old-fashioned, the important thing is that I can receive it. I can't send SMS, that's okay. So I gave Mrs. T. my number. Keep her busy, so she can let me know using that". – Mrs. P.

3.1.1.3 Key informant III

Mrs. S. 952 years) is the mother of Dillah, a recipient of the ASPDB program, who lives together with their family. During the interview, when asked whether she received assistance from the ASPDB program, Mrs. S. confirmed that she had received support from the Social Service. The following section presents the detailed findings from the researcher's interview with Mrs. S.

"I don't remember since when. The funds are from the Social Service, huh, that's all I know". – Mrs. S.

Then the researcher asked Mrs. A. how the ASPDB fund distribution process was. Mrs. A. said to come directly to the Post Office. In 2017, Mrs. T. was the one who gave it directly to the house. The following are the results of the researcher's interview with Mrs. A.

"Just call her. The person must come". She gets three hundred per month. It is disbursed every four months. Rp.1,200,000.00". The last one was given by Mrs. T. in 2017. The one from BNI". – Mrs. A.

Then the researcher asked Mrs. A. whether the companion often visited Dillah. Mrs. A. said she had. The following are the results of the researcher's interview with Mrs. A.

"If you want something, it's paid out. But the development was only that day and from the Health Center. From the Health Center, the mother already knew, the doctor came, how was the child, yes, that's how it was, told to walk but couldn't walk". – Mrs. A.

3.1.1.4 Key informant IV

Mrs. SU (55 years) is the mother of DE, a recipient of the ASPDB program in Harjosari II Village. During the interview, when asked whether she received assistance from the ASPDB program, Mrs. SU. confirmed that she had received support from the Ministry of Social Affairs. The following section presents the detailed findings from the researcher's interview with Mrs. SU.

"Oh, from the Ministry of Social Affairs, yes". It's been a long time. Now she's 14 years old. Only 6 years old or so. She only got it when she was 8 years old". – Mrs. SU.

Then the researcher asked Mrs. Suti, how the ASPDB fund distribution process was. Mrs. Suti said the funds were taken at the Post Office. In the last year, Mrs. T. was the one who delivered the funds. The following are the results of the researcher's interview with Mrs. Suti. Then the researcher asked Mrs. SU., what was the attitude of the officers in the process of providing assistance for the ASPDB program. Mrs. T. said it was good.

"She did pick it up herself from the post office. But she accompanied her. I mean, she told me the funds had been disbursed, Last time Mrs. T. came and delivered it. But it was photographed that the money had been received. We hold the card. Her parents' names received it. A year, twice". – Mrs. SU.

3.1.2 Additional informants

3.1.2.1 Additional informant I (Head of Neighborhood XVI Harjosari II)

Mr. H (56 years) serves as the Head of Neighborhood XVI in Harjosari II Village. He is aware that one of his residents is a recipient of the ASPDB Program. During the interview, the researcher asked him about the socialization process of the ASPDB Program in Harjosari II. Mr. H. explained that his role was limited to informing the program's Companion about the presence of a resident with a severe disability. The following section presents the detailed findings from the researcher's interview with Mr. H.

"Mrs. T. is the assistant. If we really can't socialize or provide direction. Oh, in my neighborhood there are people with disabilities like this, this person is the one who deserves all of them, not all of them. Like us, the Kepling, the residents get assistance, even if we are happy, be grateful". – Head of Neighborhood

Then the Researcher asked Mr. Har, what were the obstacles when accompanying people with severe disabilities who received assistance from the ASPDB program in Harjosari II Village. Mr. H said there were none. The following are the results of the Researcher's interview with Mr. H.

"I don't think there are any obstacles, if there are obstacles, the identity of the parents is definitely if there is none, it is impossible to get assistance from parents". – Head of Neighborhood

3.1.2.2 Additional informant II

Mrs. SR (65 years) is a neighbor of Mrs. A. and Mrs. P. and has knowledge of the ASPDB program in Harjosari II Village. During the interview, the researcher inquired whether she

was aware of the ASPDB program and since when she had known about it. Mrs. SR confirmed that she was familiar with the program and had known about it for a long time. The following section presents the detailed findings from the researcher's interview with Mrs. SR. Then the researcher asked Mrs. SR, whether there were Social Service officers who visited the homes of ASPDB program recipients. Mrs. SR said she did not know.

"Oh, the one who got the money was assistance for Dillah's child. I don't know how much. I think it's been a long time, the one Ana said that day never came out, he has it. Or just with A". – Mrs. SR

3.2 Discussion of research results

3.2.1 Communication

For successful policy implementation, it is essential that the implementer understands the necessary actions to take. The goals and objectives of the policy must be clearly communicated to the target group to minimize any distortions in the implementation process. If the target group is unclear about the policy's goals and objectives or is unaware of them altogether, there is a higher likelihood of resistance from them.

From the results of interviews conducted by researchers with informants, communication in the implementation of the ASPDB Program in Harjosari II Village has not been fully running well. This is in accordance with the statements of key informants and main informants (ASPDB assistants) that the goals and objectives of the program have been socialized to the target group. Meanwhile, from the results of interviews with the main informants (Mrs. P. and Mrs. S.) it was stated that the assistants did not inform the objectives of this ASPDB program.

3.2.2 Resources

Although the policy has been communicated clearly and consistently, its implementation will not be effective if the implementer lacks the necessary resources. These resources can include human resources, such as the competence of the implementer, as well as financial support. Resources are a crucial factor in ensuring effective policy implementation. Without adequate resources, the policy will remain just a document on paper.

From the results of interviews with the three main informants (guardians/parents of ASPDB program assistance recipients) also said that the money was not enough. This can be seen from the results of interviews with Mrs. S. and Mrs. SU. who said that there were many costs for the needs and care of the program targets. Meanwhile, Mrs. P. is no longer working and can meet her daily needs because of help from neighbors. So it is clear that the implementation of the ASPDB program has not been effective due to the lack of resources to implement the program. The money obtained from the ASPDB program must also be increased so that the objectives of the ASPDB program can be achieved.

3.2.3 Disposition

Disposition is the nature and characteristics of the implementer, if the implementer has a good disposition, then he will implement the policy well as desired by the policy maker (Malkab et al., 2015). When the implementer has a different attitude or perspective from the policy maker, the policy implementation process will also be ineffective.

Based on the results of interviews with key informants (ASPDB assistants) in responding to people with disabilities who do not have complete files, assistants fill out the questionnaire according to the data needed. Data from interviews with key informants (ASPDB assistance recipients) also said that the implementer often visited them, informed and accompanied them directly when withdrawing funds and even delivered them directly

to their homes. Officers from the Jakarta Ministry of Social Affairs have also visited them. This can be seen from the statements of the three informants who received assistance, Mrs. P., Mrs. S. and Mrs. SU., that Mrs. T. as the ASPDB program assistant often visited homes, informed about the disbursement of funds and accompanied the distribution of funds. They even said that the attitude of officers in implementing the ASPDB program was also good. In addition, the results of interviews conducted with the Kepling also confirmed that the ASPDB program assistants in Harjosari II Village had a good disposition.

3.2.4 Bureaucratic structure and bservation results

The organizational structure tasked with implementing policies has a significant influence on policy implementation (Silva, 2023; Howlett, 2018; Bach, 2012). One of the important structural aspects of every organization is the existence of standard operating procedures (SOP). SOPs serve as guidelines for every implementer in acting.

In this study, the bureaucratic structure greatly influences the implementation of the ASPDB program in Harjosari II Village. From the results of interviews with key informants and main informants (ASPDB assistants), it was stated that there was no SOP in the implementation of this ASPDB program. Coupled with the data collection process that was carried out in stages and continued from the Kepling to the Ministry of Social Affairs of the Republic of Indonesia, it is clear that the structure is too long. The quota and determination of severe disabilities who are eligible for assistance are entirely the rights or authority of the Ministry of Social Affairs. This causes the provision of assistance to be uneven.

From the results of observations conducted by researchers during the data collection process, the implementer (ASPDB program assistant in Harjosari II Village) does have a good disposition, this is proven when the researcher visited the implementer, the severely disabled people who were visited recognized him and were familiar with him. For recipients of program assistance, they are indeed very worthy of receiving the assistance, because some of the severely disabled people who were visited were indeed less able, and their level of disability was severe (Burns et al., 2023; Lawson & Beckett, 2021).

4. Conclusions

Based on the results of the research conducted, the implementation of the Social Assistance ASPDB in Harjosari II Village has not gone well. Of the four variables in George C. Edward III's Implementation Theory, only disposition shows positive results. The variables of communication, resources, and bureaucratic structure are still the main obstacles in the implementation of this program.

The communication factor has weakened the implementation of the ASPDB program in the village. Although the funds provided have been used to meet the needs of the target group, the target group does not fully understand the main objectives of this program. Lack of understanding of the objectives of the program results in potential distortions in the use of assistance. Without clear communication, recipients of assistance may not be able to optimize the benefits that should be obtained from this program.

In addition, the resource factor is also a major problem in the implementation of the ASPDB program. The financial resources distributed through this program are still insufficient to meet the basic needs and daily care of people with severe disabilities who receive assistance. This shows that the objective of this program, namely to improve the welfare of people with disabilities, has not been optimally achieved. The lack of assistants involved in the program also makes the implementation of the program ineffective, considering the importance of the role of assistants to ensure that aid recipients actually get the support they need.

However, on the other hand, the disposition of the implementers in Harjosari II Village supports the smooth implementation of the ASPDB program. The Head of the Disability-Friendly Social Rehabilitation Section and the assistants assigned to this village show a good disposition. This can be seen from the absence of reports of violations and the

implementation of the program in accordance with the expectations of policy makers. The good disposition of the implementers is a key factor in maintaining the sustainability of the program, even though there are challenges in other aspects.

Finally, the bureaucratic structure is a significant obstacle in the implementation of the ASPDB program. The absence of clear standard operating procedures (SOPs) and long bureaucracy hinder the smooth implementation of the program. The village does not have the authority to determine who is entitled to receive assistance because the decision is in the hands of the Ministry of Social Affairs of the Republic of Indonesia. This makes the North Sumatra Provincial Social Service, even though it knows the conditions in the area better, unable to provide appropriate assistance to people with severe disabilities who have not received this program.

Overall, although the disposition of the program implementers showed positive results, major challenges related to communication, resources, and credibility structures still hinder the successful implementation of the ASPDB program in Harjosari II Village. Improvements are needed in these aspects so that this program can run more effectively and achieve its goals.

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Author Contribution

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