






## Policy Politics and Human Rights: Study on the Implementation of Social Order Policy (Homeless and Beggar Free Zone) in Batam City Area

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### ABSTRACT

The Social Order Policy is designed by the Batam City Government in the Local Regulation of Batam City No. 6 Year 2002. This policy prohibits the presence of beggars and vagrants who can disturb social order in green lanes and public places such as roads, restaurants, tourist attractions, and others. The type of research used by researchers is descriptive using a qualitative approach. Data collection techniques in this research were conducted by interview, observation, and documentation techniques. The data obtained was analysed using indicators of Policy Implementation theory according to Edward III which includes disposition, bureaucratic structure, resources, and communication. And analysed using political perspectives and human rights. This research found that the Implementation of Social Order Policy in Batam City has been running, but the implementation has not been done optimally. Various efforts have been made by the Social and Empowerment Agency of Batam City in handling the problem of beggars and vagrants, namely by conducting outreach efforts, then providing guidance and training for beggars and vagrants. Then also to support the process of implementing this policy, an outreach team / Quick Reaction Team (TRC) was formed, then a rehabilitation building was built UPTD P2PMKS Nilam Suri. However, there are also inhibiting factors, namely the commitment and consistency of the outreach officers are still considered lacking, then the training and guidance conducted at UPTD Nilam Suri has not been able to fully benefit the beggars and vagrants.

**Keyword:** Implementation, Policy Politics, Encampments, Beggars

### ABSTRAK

Kebijakan Ketertiban Sosial dirancang oleh Pemerintah Kota Batam dalam Peraturan Daerah Kota Batam No. 6 Tahun 2002. Kebijakan ini melarang keberadaan pengemis dan gelandangan yang dapat mengganggu ketertiban sosial di jalur hijau dan tempat-tempat umum seperti jalan raya, rumah makan, tempat wisata, dan lain-lain. Metode penelitian yang digunakan peneliti adalah dengan menggunakan pendekatan kualitatif deskriptif. Teknik pengumpulan data dalam penelitian ini dilakukan dengan teknik wawancara, observasi, dan dokumentasi. Data yang diperoleh dianalisis dengan menggunakan indikator teori Implementasi Kebijakan menurut Edward III yang meliputi disposisi, struktur birokrasi, sumber daya, dan komunikasi. Serta dianalisis dengan menggunakan perspektif politik dan hak asasi manusia. Penelitian ini menemukan bahwa Implementasi Kebijakan Ketertiban Sosial di Kota Batam sudah berjalan, namun pelaksanaannya belum dilakukan secara optimal. Berbagai upaya telah dilakukan oleh Dinas Sosial dan Pemberdayaan Kota Batam dalam menangani masalah pengemis dan gelandangan, yaitu dengan melakukan upaya penjangkauan, kemudian melakukan pembinaan dan pelatihan terhadap pengemis dan gelandangan. Kemudian juga untuk mendukung proses pelaksanaan kebijakan ini dibentuklah tim penjangkauan/Tim Reaksi Cepat (TRC), kemudian dibangunlah gedung rehabilitasi UPTD P2PMKS Nilam Suri. Namun, terdapat juga faktor penghambat yaitu komitmen dan konsistensi dari petugas penjangkau yang dinilai masih kurang, kemudian pelatihan dan pembinaan yang dilakukan di UPTD Nilam Suri belum sepenuhnya dapat dirasakan manfaatnya oleh pengemis dan gelandangan.

**Keyword:** Implementasi, Politik Kebijakan, Gelandangan dan Pengemis



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## 1. Introduction

Indonesia, a developing country, has various social problems, one of which is the problem of poverty. This poverty issue certainly has an impact on the increasing number of social problems related to the problem of Persons with Social Welfare Problems. PMKS is a person or a family who, due to difficulties, obstacles, cannot carry out their social functions in an effort to fulfil their needs. These obstacles, difficulties and disorders are related to disability, neglect, social disabilities, poverty, or environmental changes that are not supportive and favourable (Safitri, D & Sadad, A, 2023).

The problem of PMKS requires all levels of government in Indonesia, from the central government to local governments to be more responsive and creative in finding the right solution to its handling efforts. One of them is the Batam City government, which also has problems related to social welfare issues in its community. However, of the various social welfare problems that exist in Batam City, the focus of this research is the problem of vagrants and beggars or commonly abbreviated as gepeng. This is because the phenomenon of vagrants and beggars (gepeng) has become a part of the reality of people's social life that is difficult to separate. In fact, it has spread to almost all major cities in Indonesia, such as Jakarta, Medan, Surabaya, and Batam City. This can be seen in Table 1 below.

**Table 1. Data on Beggars and Vagrants in Batam City**

Quantity	Units	2016	2017	2018	2019
Number of Soul homeless people		1.022	700	-	333
Number of Soul Beggars		415	1.200	333	588

*Source: Sectoral Stastics Book 2020 Batam City*

Through the presentation of data on beggars and vagrants in Batam City in Table 1 above, it can be concluded that the number of vagrants and beggars in Batam City is difficult to control or control, and the number has not been fully reduced. It tends to increase sometimes. There are various kinds of begging activities they do in Batam City, such as busking on the highway using musical instruments and singing, begging by becoming a silver man, then there are those who beg by using clown costumes and dancing. There are also those who beg in hopes of getting mercy from the local community by relying on their physical limitations.

Social problems regarding beggars and vagrants are certainly not in line with the implementation of the Local Regulation of Batam City No. 6 of 2002 (Social et al., 2002) on social order, especially in Article 5 paragraphs (4) and (5) which clearly explain that: "Every person or entity residing and or domiciled in Batam City is prohibited from (4) Conducting business of shelter, distribution and acting as a beggar. (5) Performing acts as vagrants". Referring to the explanation of the article, it can be assessed that Batam City is a City designated as an area free from vagrants and beggars.

Various efforts have been made by the Batam City government and the Batam City Social and Community Empowerment Agency in realising Batam City as an area free from beggars and vagrants. One of them is that the Social and Community Empowerment Agency of Batam City in cooperation with Satpol PP conducts outreach activities for gepeng (vagrants and beggars) at red light points in Batam City where beggars and vagrants operate.

However, this outreach activity is considered ineffective in reducing the number of vagrants and beggars in Batam City. In addition to the fact that there is often resistance from the spongers, the spongers who are caught in the raids are often the ones who are often caught and caught back and forth by the Social Service and Satpol PP. In addition, the Social Service Office also provides special training and coaching for those caught in raids in order to change their mindset, build their work skills and build motivation for them to change their lifestyle, so that they no longer depend on the mercy of others.

In an effort to provide guidance and training for beggars and vagrants, the Batam City Government has built an Integrated Service Unit called UPT Nilam Suri. However, in practice, the existence of the Nilam Suri Social Rehabilitation Centre is considered to be of little benefit and seems useless. Because when gepeng has been secured and fostered for example for a week there, it does not make the beggars and

vagrants experience changes and in fact there are still some of them who still return to the streets to do begging activities again.

Apart from the nature and character of the gepeng who are ignorant, unwilling to be fostered and educated. There is another obstacle in handling the problem of sponging in Batam City, namely the problem of limited funds. This constraint makes the entire implementation of programmes and activities for handling PMKS in Batam City not maximally implemented in reaching Persons with Social Welfare Problems (PMKS) in Batam City.

## 2. Method

Moleong (2021) states that qualitative research is research that aims to understand the phenomenon of what is experienced by the research subject, for example motivation, perception, and others by describing in the form of language and words on a special scientific matter by utilising several scientific methods. The location of this research is at the Office of Social and Community Empowerment Agency of Batam City and also at a number of red light points on the highway of Batam City, such as Batuaji area, Kepri Mall, Batam Centre, Sekupang. The number of informants involved in this research is 28 people. The collection techniques in this research were conducted by interview, observation, and documentation study. Then the data obtained was analysed using several steps, namely, data reduction, then data presentation, and the last step is drawing conclusions. For processing in testing the validity of the data is done using source triangulation / data triangulation and method triangulation (Sugiyono, 2019).

## 3. Result and Discussion

In implementing the Social Order Policy (Free Area for Beggars and Vagrants) in Batam City, the Social and Community Empowerment Office of Batam City starting in 2022 applies three systems in terms of handling Persons with Social Welfare Problems (PMKS), namely:

### Upstream System: Data Collection of PMKS

In the implementation of social order policy, it is expected that Batam City will have valid data on social welfare problems including 26 PMKS, such as data on prostitutes, data on persons with disabilities, data on neglected children and neglected elderly, and so on. The data collection process is expected to realise the implementation of social programmes that are appropriate and also on target.

Data collection on the number of vagrants and beggars is situational, meaning that there is no exact data on the total number of beggars and vagrants in Batam City. It is very difficult to find out valid data on the total number of beggars and vagrants in Batam City. Instead, the data is only rough data on the number of beggars and vagrants who are caught during outreach and who are handled in terms of training and mentoring conducted at the UPTD P2PMKS Nilam Suri. The difficulty in obtaining exact data from beggars and vagrants is due to their very high mobility/movement. Thus, by the time outreach is conducted, the targeted beggars and vagrants have moved to another place while newcomers come to Batam City and become a new problem again, and so on.

### System Centre: Handling PMKS

In handling the problem of beggars and vagrants, the Social and Empowerment Office of Batam City has taken two actions, as follows:

#### a. Conduct Outreach Activities

The handling of PMKS problems in Batam City is expected to be handled by the Batam City government well, quickly, and responsively, especially by the Batam City Social and Empowerment Agency. In some of the processes of handling PMKS problems, the DINSOSPM of Batam City formed a Rapid Reaction Team (TRC). This TRC team is a team formed by DINSOSPM of Batam City that works as an extension of DINSOSPM of Batam City in realising social order by securing such as abandoned people, beggars on the streets, ODGJ who disturb other communities, and or people who need other social assistance (distributing assistance to people affected by social disasters, such as fire disasters). The TRC team in carrying out its duties also operates 24 hours with a call centre service, receiving reports from other communities related to the reporting of PMKS that are troubling residents, such as ODGJ who are troubling residents so that they need to be picked up. The Rapid Response Team in dealing with the problem of beggars and vagrants conducts outreach activities. Outreach activities here are raiding activities or curbing activities against beggars and vagrants.

### **b. Repatriation of Displaced Persons (Homeless) and Beggars from Outside Batam City to Their Home Regions**

Most of the beggars and vagrants in Batam City come from outside Batam City. In addition to migrants from other areas, there are also those who conduct their begging activities seasonally in certain conditions, meaning that at any time they conduct their begging activities in Batam and then they move to other cities. Seasonal beggars also look at the character and condition of the city where they beg. For example, previously he did his begging activities in Pekanbaru City for a month, then he moved again to Medan City after that to Batam City. This is done because it pays attention to the factor of the amount of income earned, but also to anticipate the outreach officers.

Therefore, in order to minimise the number of beggars and vagrants, the Social and Empowerment Agency of Batam City handles them by repatriating them to their respective areas of origin for beggars and vagrants who come from outside Batam City, and given a letter of agreement not to return to Batam to do the profession. This is done as a deterrent sanction so that they will not come back to Batam City to do begging and vagrancy activities.

### **The End of the System: Development of PMKS**

In this system, the entire problem of PMKS is immediately handled so that it can be followed up properly and properly, not just being arrested at the time of the outreach (raid), but providing guidance to PMKS. The provision of guidance to PMKS is carried out at the Nilam Suri Regional Technical Implementation Unit, which was inaugurated in 2010. These coaching activities include physical employability training activities and skills needed by the PMKS, such as workshop and welding training for men, sewing training and salon training for women. These training and coaching activities are carried out to be able to have a positive impact on the PMKS so that they have the skills to support their ability to work or open one of the business units.

In addition to providing job and skills training, UPTD Nilam Suri also conducts assessments to find out what factors and obstacles cause an individual to experience social problems. This is useful so that the individual is able to get out and rise from his social problems so that his social function becomes functional, both for himself and the surrounding environment.

### **The State's Responsibility to Fulfil the Right of Homeless and Beggars to Have a Proper Place to Live**

The ESCR states that economic, social, and cultural rights are guaranteed to all people without discrimination of any kind such as sex, colour, race, religion, political or other opinion, nationality, or birth. In addition, discrimination is also prohibited on any grounds, including gender identity, disability, family or marital status, or socioeconomic status. The social, economic and cultural rights associated with the ESCR are:

- a. The Ecosoc convention provides for economic rights, i.e., favourable conditions of work and the right to work, as well as the right to form trade unions and join trade unions of one's choice and the right to stop work.
- b. The ESCR regulates social rights, namely the right to protection, social security, and family assistance; the right to an adequate standard of living for themselves and their families, including clothing, food, and housing, sustainable improvement of living conditions; and the right to be free from hunger. Sustainable living conditions and freedom from hunger, the right to physical and mental health and the right to education.
- c. The ESCR regulates cultural rights, namely the right to enjoy the benefits of scientific progress, benefit from the protection of material and moral interests resulting from any scientific production, take part in cultural life, and the arts that have been created.

Indonesia is a member of the United Nations. Therefore, the provisions in the Universal Declaration of Human Rights (UDHR) of the United Nations (UN) are morally binding as a universal agreement that all human beings on earth have fundamental rights and freedoms. The long journey of the universal agreement is based on the spirit of respect for humanity. In the ESC Convention, Article 11 states that the state promises to fulfil the rights of the people in terms of clothing, shelter and housing. But in reality, the state is still unable to fulfil its promise or responsibility to the nation in the context of housing. One proof is that there are still many homeless people and beggars in many cities. Homelessness and begging are problems

that exist in Indonesia. With the presence of vagrants and beggars, the Indonesian state will be difficult to advance and Indonesia is now still a developing country.

### **Factors Affecting the Implementation of Social Order Policy (Beggar and Homeless Free Zone) in Batam City**

The policy implementation model according to Edwards III (in Mirza & Aisyah, S, 2020), in (Kadji, 2015) classifies four factors that influence the implementation of a public policy, namely:

#### **1. Communication**

Communication is an important indicator in the process of implementing a policy. Because the implementers involved must know what should and will be done (Maria, I.S & As'ari, H, 2022). The orders conveyed must be conveyed to the implementor precisely, clearly and consistently (Widiawati, Y, Rusli, D, & Andriani, D, 2021). This is so that the policy does not get out of the desired target. The indicators used in measuring the success of communication variables are:

##### **a. Transmission**

Transmission or channelling of communication is the first factor that affects the communication process of a policy. The Social and Community Empowerment Agency of Batam City endeavours to deliver information on the Social Order Policy (Free Area for Beggars and Vagrants) to the public by using various media, both through online media and through printed media.

The Social and Community Empowerment Office of Batam City endeavours to follow the development of information delivery through online media, such as by conducting talk shows on GoWestID YouTube channel. The talkshow discusses various social problems in Batam City and the efforts to address them. Then deliver information about the handling of PMKS problems through its social media account @dinsos-batam. In addition to online media, the Social and Community Empowerment Agency of Batam City has made a warning board containing a free area from vagrants and beggars at red light points. This is made to inform the public that it is prohibited to carry out begging and vagrancy activities on the road.



**Figure 1: Warning Board for Beggar and Homeless Free Zone**

*Source: Research, 2023*

##### **b. Clarity**

Clarity is the second factor that affects the communication process of a policy. This indicator of communication clarity is also an important element that determines the success of a policy implementation process (Pramono, J. 2020). Because the unclear message of the policy communication activities delivered will cause misunderstanding and may even be contrary to the intent and meaning of the original message (Fikri, Z, & Yusnita, 2020).

Clarity in the Implementation of Social Order Policy (Free Area for Homeless and Beggars) according to the Local Regulation of Batam City No. 6 Year 2002 which before carrying out outreach activities carried out by the officers of the Rapid Reaction Team is given a clear and precise SPT (Task Order Letter) in determining which red light points are targeted by the officers. The existence of SPT from DINSOSPM is needed so that the order to be carried out by TRC officers runs clearly, precisely in determining which red light points are the target of the officers, so as to reach all beggars and vagrants in Batam City, then avoid various possible obstacles that can occur in the field at the time of outreach.

##### **c. Consistency**

Consistency is the third factor that impacts the communication process of a policy. In order for the implementation process of a policy to run effectively, the delivery of implementation instructions must be

consistent. Consistency in the Implementation of Social Order Policy (Free Area for Homeless and Beggars) according to the Local Regulation of Batam City No. 6 Year 2002 is implemented through outreach activities conducted by Quick Reaction Team officers in curbing the homeless and beggars operating on the streets. These outreach activities are conducted routinely to minimise the number of beggars and vagrants. Outreach activities conducted by outreach officers are routinely carried out.

## **2. Resources**

In carrying out its main tasks and functions, the Social and Community Empowerment Office of Batam City has resources to drive the organisation in achieving the set goals and implementing the programmes properly. These resources include human resources and complete facilities and infrastructure in performing its duties and functions.

### **a. Human Resources**

Human resources are one of the important variables that influence the success of a policy implementation (Sallolo, Y, et.al, 2022). In terms of the implementation of social order policy in Batam City, all human resources in the OPD of Social and Community Empowerment Office of Batam City are involved. However, specifically in charge of carrying out handling activities for beggars and vagrants is the field of social rehabilitation, then there is also a team of outreach officers formed, namely the Quick Reaction Team (TRC). The social rehabilitation field itself consists of 8 employees. Then for outreach officers (TRC), DINSOSPM Batam City recruited 14 people. In addition, it is also assisted by 7 Satpol PP personnel. So the number of officers on duty in the field is 21 people. To support the quality of performance of each member of the outreach officers, technical guidance training is provided. This training takes the form of seminars to provide knowledge on the principles of social work, psychological guidance, and training on how to properly deal with beggars and vagrants.

### **b. Budget Resources**

Budget resources are also one of the important variables in the policy implementation process (Ardian, M, 2021). Because the budget is one of the supports for the implementation of a government programme or activity in overcoming existing social problems. In terms of the implementation of social order policy in Batam City, the overall budget resources used by the OPD of Social and Community Empowerment Office of Batam City is from the Regional Budget (APBD) of Batam City. However, the budget resources used do not necessarily only come from the Local Budget of Batam City, but there are also supported by other assistance funds that are not tied and are in the form of compassionate assistance. For example, in the case of repatriation of beggars or vagrants, the budgeted funds are not enough. Therefore, DINSOSPM of Batam City endeavours to contact the association of each of those who are to be repatriated so that someone is willing to help finance their repatriation needs. Because not a little money is needed to repatriate them to their home areas, while the budget owned by DINSOSPM is very limited.

### **c. Equipment Resources**

Equipment resources are tools used to implement the policy which include buildings, land, and facilities, all of which facilitate the delivery of policy implementation services (Mustika, M.E.S, et.al, 2022). In terms of the implementation of social order policy in Batam City by the Social and Community Empowerment Agency of Batam City, the provision of facilities and infrastructure is very necessary to support the performance of the employees in carrying out all activities and programmes to handle the problem of beggars and vagrants in Batam City.

In terms of implementing outreach activities, the Social and Community Empowerment Agency provides transport/vehicle facilities (minibus, ambulance, dalmal car). In terms of providing guidance and training, a rehabilitation building (UPTD P2PMKS Nilam Suri) was built in Nongsa sub-district. For UPTD Nilam Suri, it has been facilitated with qualified equipment and equipment as well, such as the availability of separate training rooms for salon training, sewing, and the room has also been facilitated by the tools needed to support training activities such as salon tools, sewing machines. In addition to the UPTD P2PMKS Nilam Suri building, DINSOSPM Batam City also has a shelter building to accommodate people with disabilities (ODGJ).

### **d. Resources Authority**

Another important resource in supporting the success of a policy implementation process is the resource of authority. The Social and Community Empowerment Agency of Batam City, especially in the field of social rehabilitation, has the authority to collect data and repatriate beggars and vagrants caught in raids. Furthermore, the authority to conduct outreach and control is carried out by Quick Reaction Team

(TRC) officers and accompanied by Satpol PP members. Although Satpol PP officers do not fully focus on securing beggars and vagrants, but instead focus on securing persons with disabilities (ODGJ). However, it is possible that Satpol PP members also accompany the outreach activities. Then those who are authorised to provide coaching and training are employees of UPTD P2PMKS Nilam Suri and assisted by social workers (such as clergy, psychologists, caregivers, and so on).

### **3. Dispositions**

Disposition is related to the nature or characteristics possessed by the actors implementing a policy (Wahab, S.A, 2016). This disposition also affects the success of implementing a policy. The implementers of the social order policy in realising a free area for beggars and vagrants in Batam City make democratic efforts, for example by conducting homevisits in finding solutions to social problems experienced by a family. Also, all DINSOSPM employees are always ready to accommodate all inputs from all staff/employees or social workers. This is done by conducting weekly meetings, to find solutions together.

### **4. Bureaucratic Structure**

Bureaucratic structure includes aspects related to the structure of the bureaucracy, the division of authority, and the relationship between units in an organisation. Bureaucratic structure can also affect the success of a policy implementation process, because the ineffective policy implementation process can also be caused by the inefficiency of the existing bureaucratic structure in the organisation. The bureaucratic structure in the Social and Community Empowerment Office of Batam City is also quite adaptive. This can be seen when the social rehabilitation unit in the Social and Community Empowerment Agency of Batam City cooperates with the association of each of the netted beggars and vagrants to ask for assistance in returning them to their respective home areas. The Social and Community Empowerment Office of Batam City is also ready to receive reports or complaints from the people of Batam City, when there are found abandoned people (vagrants), for later pick-up.

## **Factors Hindering the Implementation of Social Order Policy (Beggar and Homeless Free Zone) in Batam City Area**

### **a. Leakage of information and timing of outreach activities to be implemented**

Often information about outreach activities is already known in advance by beggars and vagrants, so outreach activities do not reach the target as expected. In addition, outreach activities are also often carried out only in the morning or afternoon, even though most of them start operating from the afternoon until the evening, because they think that in the afternoon or evening the officers will not conduct outreach activities.

### **b. The quality and quantity of human resources are still not favourable.**

Human resources in the implementation of social order policy of Batam City still have shortcomings, both in quantity and quality. The deficiency in quantity lies in the number of personnel which is considered to be less supportive in balancing the number with the mobility of Batam City which has a wide coverage. In terms of quality, there are personnel who lack knowledge and experience in the social field (in handling social problems).

### **c. Limited amount of budget available**

The budget provision for the implementation of handling activities is still fairly limited, not proportional to the complexity and number of social problems faced. Therefore, many activity programmes launched by the Social and Community Empowerment Service Office, with a target achievement of 100%, have not been fully achieved in accordance with the expected target. Because the complexity and number of social problems faced and handled by the Social and Community Empowerment Service Office at Batam City requires a large allocation of funds.

**d. The condition of the available facilities and infrastructure is still not favourable**



**Figure 4.2 Condition of UPTD P2PMKS Nilam Suri**

*Source: Research, 2023*

The infrastructure that has been provided is sufficiently qualified to support the implementation of social order policy in Batam City. However, there are still a few shortcomings in the provision and it requires a large amount of money if it is to be provided again. Then UPTD Nilam Suri itself is fairly poorly maintained, a lot of equipment that is considered still usable, but just stacked in one room without being arranged.

**e. Lack of commitment and consistency of outreach workers**

The commitment and consistency of the policy implementers as a whole are not perfect. There are still outreach officers of DINSOPM Batam City, namely TRC officers, who are not consistent in carrying out their duties. This is because there are still employees and officers who lack discipline in working according to the existing working hours. Then there are also sometimes those who have no enthusiasm and tend to be lazy in carrying out their activities.

**f. Lack of community awareness and involvement in supporting social order policies**

The people of Batam City are still not very involved in realising the Batam City area free from beggars and vagrants. It can be seen that when there are beggars, buskers and vagrants begging at the red light, there are people who still give money to them because of their compassion for them. Of course this will make these beggars and vagrants feel happy and tend to continue their begging activities. Because these actions are considered to be very easy to do and the income obtained is also quite large.

**g. Lack of firmness in sanctioning policy violators**

The local regulation of Batam City on social order needs to be revised, because it has been a long time in the making. The revision is necessary to strengthen and sharpen the firmness of sanctions for violators of social order policy, especially for beggars and vagrants in Batam City Area. In addition, strict sanctions should also be given to people who give money to those who beg. Actually, people are not prohibited to give money to those who are less fortunate, if it is given in the proper place such as a house of worship or to orphans in an orphanage. However, people are prohibited if they give their assistance on the streets.

### 3. Conclutions

Based on the results of the research, it can be concluded that in implementing the Social Order Policy (Free Area for Beggars and Vagrants) in Batam City, the Social and Community Empowerment Agency conducts communication activities by socialising through social media accounts, then by installing notice boards at red light points. Then in the implementation of Social Order Policy (Free Area for Beggars and Vagrants) in Batam City, DINSOSPM of Batam City has formed a team of outreach officers, namely the Quick Reaction Team (TRC). However, in terms of quantity and quality of human resources there are still many shortcomings. As for budget resources in implementing social order policy at Batam City, it comes from the Regional Budget (APBD) of Batam City. But in terms of budget provision for the implementation of handling activities is still fairly limited. Facility resources have also been provided with transport/vehicles (minibus, ambulance, dalmas car) to facilitate outreach activities, then in terms of providing guidance and training, a rehabilitation building (UPTD P2PMKS Nilam Suri) has been built located in Nongsa District which has also been facilitated with qualified equipment and supplies as well.

There is also a shelter building to accommodate people with disabilities (ODGJ). Another resource is the resource of authority, which in the Implementation of Social Order Policy in Batam City, the OPD of Social and Community Empowerment Office of Batam City, especially the social rehabilitation field has the authority to collect data and return the beggars and vagrants who are caught in raids. Then to conduct



outreach and control is carried out by Quick Reaction Team (TRC) officers and accompanied by Satpol PP members. For disposition in the implementation of this social order policy, it is still considered not in line. This is because the commitment and consistency of the policy implementers as a whole are not perfect. Finally, the bureaucratic structure aspect includes two crucial things, namely the mechanism and structure of the implementing organisation. The organisational structure and the division of authority and responsibility of each employee, then the mechanism of outreach activities is determined through the Standard Operating Procedure (SOP) prepared by the OPD of Social and Community Empowerment Office of Batam City. Homeless people and beggars are people who do not have a place to live. They should have the same rights as other people because all people have rights since they were born. The basic rights that should be obtained by them can be seen from article 11 of the ecosob convention which states that the nation gets clothing, food, and housing. But for homeless people to get basic rights such as getting housing or shelter for homeless people is very difficult, making people live on the streets which makes them homeless. The state should be aware or pay attention to homeless cases that occur in Indonesia. In the ESC convention, the state has the responsibility for its people to get clothing, food, and housing.

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