

COMPREHENSIVE EVALUATION AND STRATEGIC IMPROVEMENT OF THE SLRT PROGRAM: A CASE STUDY IN BANTAENG REGENCY

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Abstract. This study aims to evaluate the Integrated Referral Service System (SLRT) Program in poverty alleviation in Bantaeng Regency. This research uses a mixed-method approach, combining qualitative and quantitative methods. Qualitative data were collected through in-depth interviews with various key informants, including local government officials, program implementers, and program beneficiaries. Quantitative data were collected through surveys with questionnaires distributed to SLRT program beneficiaries.

The results show that the majority of the community has a positive perception of the SLRT Program. Most respondents believe that the program is effective in improving community welfare (80.6% agree and 11.1% strongly agree), although there are still challenges in the efficiency of resource use and the equity of benefit distribution. ANOVA analysis indicates that the independent variables (occupation, gender, and age) significantly affect the effectiveness and adequacy of the program, but do not significantly influence the efficiency, equity, and responsiveness of the program. Supporting factors for the program's success include support from various parties, the use of information technology, and good coordination between agencies. Inhibiting factors include budget constraints, complex bureaucracy, and resistance from some community groups. Recommendations for program improvement include increasing budget allocation, simplifying bureaucracy, enhancing coordination between agencies, maximizing the use of information technology, and improving training and socialization for the community. This research is expected to provide valuable insights for the development and enhancement of the SLRT Program's effectiveness in Bantaeng Regency and other regions.

Keywords: Adequacy; Effectiveness; Efficiency; Equity; Poverty Alleviation; Program Evaluation; Responsiveness; SLRT.

1. INTRODUCTION

The Integrated Referral Service System (SLRT) Program was initiated as a pilot project by the Ministry of Social Affairs in 2013 under the Program Pandu Gempita to address the needs of the poor and vulnerable in Bantaeng Regency. Over the years, SLRT has evolved, with significant updates in 2015 and 2016. This study aims to evaluate the effectiveness, efficiency, and overall impact of the SLRT program in alleviating poverty in Bantaeng Regency, identifying key success factors, challenges, and providing recommendations for improvement. The literature review focuses on key concepts and prior research relevant to the evaluation of social programs, particularly SLRT. Theoretical frameworks on program effectiveness, efficiency, equity, and responsiveness are examined, alongside previous case studies of SLRT implementations in other regions.

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effectiveness, efficiency, equity, and responsiveness are examined, alongside previous case studies of SLRT implementations in other regions.

2.1. Effectiveness and Efficiency in Social Programs

According to Al-Tit (2020), the success of social programs is often measured by their effectiveness in achieving desired outcomes and their efficiency in resource utilization. Studies by Andonov et al. (2021) highlight the importance of structured evaluation frameworks in assessing these dimensions.

2.2. Equity and Responsiveness in Service Delivery

Research by Koe and Sakir (2020) emphasizes the need for equitable distribution of benefits and the responsiveness of programs to community needs. This section will explore these concepts and their application in SLRT.

3. RESEARCH METHODS

This study employs a mixed-methods approach, combining qualitative and quantitative data collection and analysis. Qualitative data were gathered through in-depth interviews with key informants such as government officials, program implementers, and beneficiaries. Quantitative data were collected via surveys distributed to SLRT beneficiaries.

3.1. Qualitative Methods

Interviews were conducted with stakeholders to gather insights into the perceived effectiveness, challenges, and suggestions for improvement of the SLRT program. The interview guide included questions about program background, resource allocation, service delivery, and community impact.

3.2. Quantitative Methods

A structured questionnaire was designed to collect data on beneficiary satisfaction, perceived effectiveness, and resource utilization. The survey targeted a representative sample of the SLRT beneficiary population in Bantaeng Regency.

4. RESULTS AND DISCUSSION

4.1. Qualitative Results

4.1.1. Effectiveness of SLRT Program

The interviews revealed that the SLRT program is considered effective in improving the welfare of the community. Stakeholders, including local government officials and beneficiaries, emphasized that the program has significantly streamlined the process of obtaining social services. One respondent mentioned, "The SLRT program has made it easier for the poor to access various services, from health to education, without having to navigate through multiple bureaucratic layers."

4.1.2. Efficiency in Resource Utilization

While the program is viewed positively for its effectiveness, efficiency remains a concern. Many stakeholders pointed out the limited budget and resources allocated to the program. A government official noted, "The current budget is insufficient to cover all the necessary services. We often have to prioritize certain areas over others, which affects the overall efficiency."

4.1.3. Challenges in Ensuring Equity

Equity in the distribution of services was another major theme. The program has been successful in identifying and targeting the needy through accurate data. However,

some respondents highlighted that not all vulnerable groups are adequately reached. For instance, marginalized communities in remote areas still face challenges in accessing SLRT services.

4.1.4. Responsiveness to Community Needs

The program's ability to respond to the needs and preferences of the community was praised. Beneficiaries reported that their feedback is often considered and incorporated into the program's operations. However, there were instances where the response time was slower than expected, indicating a need for better coordination and resource management.

4.1.5. Barriers to Implementation

Several barriers to the effective implementation of the SLRT program were identified. These include bureaucratic red tape, insufficient training for staff, and resistance from some community groups. One of the key informants stated, "We face a lot of bureaucratic hurdles which delay the provision of services. Additionally, some community members are still skeptical about the program."

4.2. Quantitative Results

4.2.1. Survey Data on Effectiveness

The survey results indicate a high level of satisfaction with the SLRT program's effectiveness. 80.6% of respondents agreed, and 11.1% strongly agreed that the program has improved their welfare. This suggests that the majority of the community perceives the program positively.

4.2.2. Efficiency Ratings

Efficiency received mixed reviews. While 60% of respondents felt that resources were used efficiently, 40% believed that there could be better management of funds and services. This aligns with the qualitative findings on budget constraints and resource allocation.

4.2.3. Adequacy of Services

When asked about the adequacy of services, 70% of respondents felt that the program adequately addressed their needs. However, 30% indicated that there were still gaps, particularly in healthcare and education services.

4.2.4. Equity in Service Distribution

Survey responses showed that 75% of beneficiaries felt that services were distributed fairly. Nonetheless, 25% pointed out disparities, particularly in rural areas, suggesting that while progress has been made, there is still room for improvement.

4.2.5. Responsiveness and Feedback Mechanisms

The majority of respondents (85%) reported that their feedback was taken seriously and that the program adapted to their needs. However, 15% felt that the program's responsiveness could be improved, especially in addressing urgent needs.

4.3. DISCUSSION

4.3.1. Effectiveness and Adequacy

The findings indicate that the SLRT program is effective and meets the basic needs of the community, contributing significantly to poverty alleviation. The high satisfaction rates among beneficiaries confirm the program's positive impact. However, there is a need to ensure that all vulnerable groups are reached, particularly in remote areas.

4.3.2. Efficiency and Resource Allocation

Efficiency remains a critical area for improvement. The qualitative and quantitative data both highlight budget constraints and the need for better resource management. Streamlining bureaucratic processes and securing additional funding could enhance the program's efficiency.

4.3.3. Equity and Inclusiveness

Equity in service distribution is crucial for the program's success. While most beneficiaries feel that services are fairly distributed, efforts must be intensified to reach marginalized groups. This includes better targeting and ensuring that remote communities have access to SLRT services.

4.3.4. Responsiveness and Adaptability

The program's responsiveness to community needs is commendable. The incorporation of feedback into program operations has enhanced its relevance and effectiveness. However, addressing the delays in response time and improving coordination among stakeholders can further strengthen this aspect.

4.3.5. Addressing Implementation Barriers

To overcome the identified barriers, the program must focus on reducing bureaucratic red tape, enhancing staff training, and fostering community trust. These measures will not only improve efficiency but also ensure sustained community support and engagement.

CONCLUSION

The SLRT program in Bantaeng Regency has shown considerable success in improving community welfare and addressing poverty. However, challenges such as budget constraints, bureaucratic inefficiencies, and the need for better resource allocation remain. By addressing these issues through increased funding, streamlined processes, and enhanced coordination, the program can achieve even greater impact and sustainability.

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