

Public Service Responsiveness: Handling Homeless People with Psychotics in the UPTD Liponsos Keputih Surabaya

Oktarizka Reviandani^{1*}, Gloria M.P. Djurubassa², Katerina Bataha³

^{1,3} UPN Veteran Jawa Timur, Indonesia, ² Universitas Halmahera, Indonesia

Email: oktarizka.r.adneg@upnjatim.ac.id ; ipalakoka@gmail.com ; katerina.bataha.adneg@upnjatim.ac.id

Abstract. Surabaya City is the largest population center of people with severe mental disorders (ODGJ) in East Java Province where the number of ODGJ Surabaya City increased in 2019 from 5503 people to 5519 people in 2020. The increasing number of ODGJ or psychotic vagrants affects the development and growth of the country both in terms of health, social, economic, human rights (HAM) and so on. This research was conducted using qualitative methods with a case study approach. This study aims to explain the responsiveness of the Surabaya City government, especially the Social Office in maximizing the UPTD Liponso Keputih Surabaya by looking at the elements of speed, accuracy, and clarity of public services in dealing with the problem of homeless people with psychotic people in the city of Surabaya. The results of this study show that Liponsos' ability to respond to the community is good, as seen from its commitment to deal with the problems of people with social welfare problems, especially homeless people with psychotics by compiling operational service standards that are measurable and strengthened by Mayor Regulation Number 36 of 2016 starting from the speed and accuracy of service, as well as clarity of service in accordance with standard operating procedures.

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INTRODUCTION

Homeless psychotic displaced people are people who live in conditions that do not conform to the norms of decent life in the local community, have strange behavior and deviate from existing norms or someone who is a former mental illness who has received medical services and has received a certificate of recovery and has no family, is less able and needs to get help to live because they have lost their social function (Chulaifah & Prastyowati, 2016). This problem is vulnerable to urban communities due to high economic, environmental, and social pressures (Istiana & Yeni, 2019; (Ginting, M. N. K., Ginting, D., & Manullang, 2021) The city of Surabaya, which incidentally is the second largest metropolitan city in Indonesia, is one of the cities that cannot be separated from this problem. Research conducted by Puspitasari, N. Z., & Nawangsari, 2022 shows that Surabaya City is the largest population center of people with severe mental disorders (ODGJ) in East Java Province, where the number of ODGJ in Surabaya City increased in 2019 by 5503 people to 5519 people in 2020.

The increasing number of ODGJ or psychotic vagrants affects the development and growth

of the country both in terms of health, social, economic, human rights (HAM) and so on. The stigma, myths and misconceptions surrounding mental disorders underlie much of the discrimination and human rights violations faced by ODGJs on a daily basis. ODGJ is a vulnerable group of people who are neglected and become victims of neglect for various reasons of poverty, families cannot take care of them, families are ashamed, consider it a disgrace, lack of knowledge about mental illness, and still get stigma that ODGJ is dangerous (Sulistiyorini, W., & Sabarisman, 2017; (Harjani, H., & Fawzi, 2021).

The above problems become public problems that require the government to intervene to ensure the quality of social welfare services to all levels of society. According to Law Number 11 of 2009 article 1, social welfare is a condition of meeting the material, spiritual, and social needs of citizens in order to live a decent life and be able to develop themselves, so that they can carry out their social functions. From this understanding, social welfare services need to be provided to individuals, families and communities who need or experience social problems both preventive, development and rehabilitation in order to overcome the problems faced and / or meet the needs adequately so that they are able to carry out social functions adequately. The Surabaya City Government through Surabaya City Regional Regulation Number 2 of 2012 Concerning the Implementation of Social Welfare, article 15 paragraph 3 has regulated that the target of social welfare services is homeless psychotic sufferers. From the legal products above, it can be said that the Surabaya City Government has a concern in dealing with the problem of people with mental disorders (ODGJ).

The Surabaya City Government through the Social Office has taken steps to deal with these problems, one of which is by building the UPTD Liponsos Keputih Surabaya. UPTD Liponsos Keputih has been regulated in Surabaya Mayor Regulation Number 118 of 2021 concerning the Establishment and Organizational Structure of the Technical Implementation Unit of the UPTD Liponsos Keputih Surabaya Service at the Surabaya City Social Office where article 5 explains the duties and functions of UPTD to carry out social rehabilitation of vagrants, beggars, psychotic vagrants, prostitutes and street children. Furthermore, in article 6 letter (i) it is explained that UPTD has the function of implementing basic social services in the form of handling, especially for homeless people with psychotics.

This phenomenon is interesting and important to be researched because homeless psychotic sufferers are a community group that needs to be protected by the state and facilitated in accessing public spaces considering their limitations in interacting in public spaces due to mental disorders suffered. The government needs to intervene to ensure that homeless people

with psychotics get help and good treatment and ensure that homeless people with psychotics do not endanger the safety of themselves and others. This study will focus on describing the responsiveness of the Surabaya City government, especially the Social Office in maximizing the UPTD Liponsos Keputih Surabaya by looking at the elements of speed, accuracy, clarity, and follow-up in dealing with homeless psychotic sufferers of the city of Surabaya. This study also examines mechanisms, human resources, and facilities and infrastructure supporting public services to homeless people with psychotics.

Based on the problems previously described, this study seeks to find out and analyze how the responsiveness of the Surabaya City government in carrying out public services handles the problem of psychotic vagrants using Zeithmal theory (Hardiyansyah, 2011) namely: elements of speed, accuracy, and clarity of service. According to Sugiandi in Ramadani (2021), responsiveness is a concept that concerns the ability of the state apparatus to face and anticipate new aspirations, new developments, new demands, and new knowledge, so that a bureaucracy must respond quickly so as not to be left behind in carrying out its duties and functions as a service provider. Research related to public service responsiveness is important because it is one of the indicators in public services related to the responsiveness of the state apparatus to the needs of people who need services as stipulated in the law.

METHODS

This research uses qualitative methods with a case study approach. According to Creswell, 2015 qualitative research can be used to understand social interactions, for example by means of interviews and in-depth observation so that clear patterns will be found. The case study approach aims to investigate and understand an event or problem that has occurred by collecting various kinds of information which is then processed to get a solution so that the problem revealed can be resolved. Qualitative research methods with a case study approach are seen as being able to explain the focus of research and answer the formulation of the problem, namely how the responsiveness of public services in handling homeless psychotic sufferers in the UPTD Liponsos Keputih Surabaya. This study took the locus in Surabaya City as the city with the highest psychotic vagrant problem in East Java. Informants are people who really understand or perpetrators who are directly involved. The selection of informants in this study is in a purposive way where informants are selected subjectively with the intention that the selected informants have the information needed for the research to be carried out.

RESULTS AND DISCUSSION

Speed

The Surabaya City Government through the Surabaya City Social Office established the UPTD Liponsos Keputih Surabaya Service Technical Implementation Unit Organization (Liponsos) based on Surabaya Mayor Regulation Number 3 of 2013 as a form of the Surabaya City government's commitment in dealing with social problems, especially social rehabilitation of vagrants, beggars, homeless people with abandoned ex-psychotics, prostitutes and street children as a form of public service. The results showed that the Surabaya city government through the Social Office, especially Liponsos Keputih Surabaya, is very concerned about the problems of people with social welfare problems (PMKS) where in its implementation, all public service activities are based on Mayor Regulation Number 36 of 2016 concerning Amendments to Surabaya Mayor Regulation Number 22 of 2013 which regulates Standard Operating Procedures (SOP) for Social Welfare Services in the Technical Implementation Unit of the Service Keputih Social Cottage Environment at the Surabaya City Social Office in order to carry out some of the duties of the Surabaya City Social Office in the social sector.

In Mayor Regulation Number 36 of 2016, it is clearly stipulated that to accelerate public services to PMKS, including homeless people with psychotic disorders, UPTD Liponsos Keputih officers receive PMKS from raids/regulations accompanied by Handover Minutes signed by Liponsos Keputih Officers and Officers from authorized agencies such as the Pamoong Praja Police Unit, the Transportation Service, and Social Services. In addition, UPTD Liponsos Keputih officers also received PMKS which was submitted voluntarily accompanied by a letter of introduction from the village; photocopy of Family Card; photocopy of Identity Card of the Person in Charge of PMKS; and a Statement Letter of No Legal Claim for the Submission that has been made and signed by the Person in Charge of PMKS. The speed of service of Liponsos officers to deal with FMD, including vagrants with incoming psychotic disorders, can be seen from the swiftness of officers to identify FMD to find out various information and the background of the problem by first taking fingerprints which is intended to speed up handling. Acceleration of services to homeless people with psychotics is carried out by checking their communication skills. Furthermore, Liponsos health workers carry out basic health checks to determine the condition of weight and height, physical condition and five senses, and medical history / disease. Health workers who conduct examinations make recommendations for the results of medical examinations as a basis for providing early stage medical services for FMD who experience psychotic disorders and followed by examination by psychiatrists at the hospital then homeless psychotic sufferers are placed in special barracks. So far, the capacity of the Liponsos barracks

is 600 people. In his ministry, there was a separation between male and female psychotic vagrants.

The speed of public services is very important in ensuring public satisfaction, operational efficiency, and a positive image of the government or organization that provides services (Agus Dwiyanto, 2011) People tend to feel satisfied when services are provided quickly without sacrificing quality. The Determining Factor of Service Speed is certainly the process and workflow where there is a simplification of processes and workflows so as to reduce the time needed to complete the service. Identify unnecessary steps or remove them to help improve service speed. In Law No. 25 of 2009 concerning public services, it is explained that the public has the right to get quality services in accordance with the principles and objectives of service (article 18). The purpose of public service is to meet the needs of the community in order to obtain the desired and satisfactory service. Therefore, service providers must be able to identify the needs and desires of the community, then provide services in accordance with the wishes and needs of these residents (Dwiyanto, A., 2021) In addition to services to meet the basic needs of citizens, services to achieve other state goals included in public services are services to achieve the government's strategic goals (Agus Dwiyanto, 2011:20). One form of public service carried out by the government is to meet the needs of alleviating problems of people with social welfare problems.

Accuracy

The accuracy of public services is a critical aspect in maintaining the quality of services provided to the community. Proper service not only focuses on fast service delivery, but also emphasizes accuracy and reliability in meeting the needs of the community (Bataha, K., Hertati, D., Darmadi, D., & Nafi'ah, 2021). Accuracy of public services refers to the ability of the government or public institution to provide services that are in accordance with the expectations and needs of the community, with accuracy, integrity, and on time (Ramadani, 2021). From some of the above understandings, it can be said that service appropriately is in serving not to make mistakes both in terms of work and talk, in this sense the services provided by officers must be in accordance with the wishes of the community. The right service has a significant impact on various aspects ranging from community satisfaction. People feel valued and recognized when they receive services that are accurate and in accordance with their requests. Precision helps prevent errors that could result in process corrections or iterations, saving time, effort, and resources. Consistent and accurate service helps build public trust in the government or institution providing the service. Social welfare services at UPTD Liponsos Keputih adhere to the

following principles:

- a. each service is based on human rights and the uniqueness of client needs with consequences for the diversity of services both in type and duration;
- b. respect PMKS as a whole person who needs to be valued and respected and provide equal treatment without discriminating against each other;
- c. development of professional, comprehensive, integrated, interdisciplinary, and inter-institutional services based on professionalism in accordance with the scope of duties and responsibilities and carried out as optimally as possible;
- d. raising public participation based on information from the community and providing the widest possible access to the public to obtain information related to services.

From the research carried out, the services carried out by Liponsos officers have been carried out appropriately where in the early stages of service to PMKS, identification is always carried out as follows:

1. If PMKS personal data already exists in the database, there is no need to re-identify the PMKS;
2. If PMKS personal data already exists in the database, but there are differences in identification results, the Keputih Liponsos Officer carries out changes to the PMKS data; or
3. If PMKS personal data is not yet in the database, then PMKS is identified in the form of recording personal data which contains, among others:
 - 1) full name/registration number; 2) gender: male/female;
 - 3) place and date of birth (age); 4) religion; 5) recent education; 6) employment; 7) address; 8) type of PMKS.

Identification is carried out to answer the service needs of people with social welfare problems based on type. PMKS that have been identified and have been checked for health by UPTD Liponsos Keputih officers are grouped based on their types and service actions, including:

1. If the PMKS is a delinquent child, abandoned child and/or street child, then the UPTD Liponsos Keputih officer makes a referral letter to the UPTD Kampung Anak Negeri;
2. If the FMD has leprosy, the UPTD Liponsos Keputih officer makes a referral letter to UPTD Liponsos Tripe Acne;
3. If the PMKS is mentally impaired, the UPTD Liponsos Keputih officer makes a referral letter to UPTD Liponsos Kalijudan;
4. If the PMKS is an abandoned elderly, the UPTD Liponsos Keputih officer makes a referral letter to UPTD Griya Wreda; or

5. If the PMKS is a vagrant, beggar, psychotic or prostitute woman, then UPTD Liponsos Keputih officers provide guidance and services for a maximum of 2 (two) days and a maximum of 5 (five) days.

However, service and coaching activities for PMKS at UPTD Liponsos Keputih can be carried out in excess of the allocation of coaching and service time described above if they meet the requirements such as: PMKS has no family, abandoned and/or unknown whereabouts of their place of residence; PMKS that requires continuous and continuous handling of problems at UPTD Liponsos Keputih; PMKS who are caught from the results of raids and accommodated at UPTD Liponsos Keputih more than 1 (one) time and are residents of Surabaya City, then UPTD Liponsos Keputih officers provide guidance and services for a maximum of 4 (four) days and a maximum of 10 (ten) days. So far, the construction has been carried out to assist and foster People with Social Welfare Problems to be able to realize and improve the level of social welfare adequately and reasonably. Overall, the accuracy of public services is an important component in building positive relationships between government and society. People who feel their services are treated accurately and attentively tend to be more satisfied and confident in the government's ability to meet their needs.

Clarity

Clarity is a key element in public services related to providing clear, detailed, and understandable information to the public. Increasing clarity in public services has a broad positive impact, both for the government and for the community (Dewi, R. C., & Suparno, 2022). The results showed that in carrying out public services, UPTD Liponsos already has clarity of services through operational standards or SOPs so that it makes it easier for officers to carry out services to people with social welfare problems including homeless people with psychotics. PMKS located at UPTD Liponsos Keputih can receive basic social services. The social services in question are food services (per meal) with a frequency of 3 (three) times a day provided based on a list of meals taking into account the provisions of nutritional fulfillment standard requirements; clothing services in the form of providing coaching uniforms and assistance with appropriate clothing; board (dormitory) services provided according to gender; Coaching services through mental guidance, physical guidance, social guidance and skills guidance.

Clarity regarding the procedures for referral or return of PMKS has also been regulated in the SOP where PMKS who have received guidance at UPTD Liponsos Keputih will be referred or repatriated. The procedures for referral services are as follows:

- a) for PMKS who experience psychotic disorders, UPTD Liponsos Keputih officers draft a cover

letter prepared by the Head of UPTD Liponsos Keputih and the Secretary of the Service to be subsequently submitted to the Head of the Service to be signed and attested:

1. referral letter from puskesmas if PMKS is referred to Menur Mental Hospital or Lawang Mental Hospital; or
 2. minutes of submission if PMKS is referred to the Technical Implementation Unit at the East Java Provincial Social Service.
- b) for PMKS abandoned children, naughty children and/or street children, UPTD Liponsos Keputih officers make:
1. minutes of the handover of PMKS to UPTD Kampung Anak Negeri; or
 2. draft cover letter prepared by the Head of UPTD Liponsos Keputih and the Secretary of the Service to be subsequently submitted to the Head of the Service to be signed with the minutes of submission if the PMKS is referred to the Technical Implementation Unit at the East Java Provincial Social Service;
- c) for leprosy PMKS, Liponsos Keputih officers make minutes of the submission of PMKS to UPTD Liponsos Leprosy Tripe Acne or make minutes of the submission of PMKS to the Technical Implementation Unit at the East Java Provincial Social Service.
- d) for PMKS for children with disabilities, UPTD Liponsos Keputih officers make minutes of the handover of PMKS to UPTD Liponsos Kalijudan.
- e) for abandoned elderly PMKS, UPTD Liponsos Keputih officers make minutes of the handover of PMKS to UPTD Griya Wreda.

In addition, UPTD Liponsos Keputih is in charge and responsible for sending PMKS to each UPTD or institution that is a place of reference. Related to the clarity of PMKS repatriation services can be done by: picked up by the family or escorted by UPTD Liponsos Keputih officers. Meanwhile, the method of repatriation services by being picked up by the family is as follows:

- a. The family who picks up is required to bring:
 1. cover letter from Kelurahan;
 2. photocopy of family card;
 3. photocopy of pick-up Identity Card and/or PMKS;
 4. Power of attorney from the family if the person who picks up is not from the family.
- b. UPTD Liponsos Keputih officers make a report of repatriation to be returned to the family.

Meanwhile, the procedures for repatriation services delivered by UPTD Liponsos Keputih officers are as follows:

- a. for PMKS residents of Surabaya City with the following procedures:

1. UPTD Liponsos Keputih officers make news of repatriation;
 2. UPTD Liponsos Keputih officers return PMKS to their families;
 3. Families who receive PMKS submit a photocopy of Identity Card.
- b. for PMKS who are not residents of Surabaya City with the following procedures:
1. UPTD Liponsos Keputih officers make a letter of proposal for repatriation to the Social Service accompanied by an attachment of the names of PMKS;
 2. Social Services repatriate PMKS to the area of origin of PMKS.

Clarity in information and service procedures carried out by UPTD Liponsos as mentioned above will help avoid uncertainty for the community in this case PMKS and families. Clarity helps ensure that people's expectations match what public servants provide. This contributes to higher levels of satisfaction because people feel they are getting services that match what they need and expect and feel the presence of the government as public servants through regulatory interventions to provide clear services. Overall, clarity in public services is the cornerstone underlying the strong and mutually beneficial relationship between government and society. By providing clear and easy-to-understand information, public services can be more effective, efficient, and beneficial for all parties involved.

CONCLUSION

The responsiveness of public services is important as one of the indicators in public services related to the responsiveness of the state apparatus to the needs of people who need services as stipulated in the law. The problem of the high number of people with social welfare problems, especially homeless people with psychotic disorders, is a public problem that requires the government to intervene to ensure the quality of social welfare services to all levels of society. The results showed that UPTD Liponsos Keputih Surabaya as the Technical Implementation Unit of the Social Cottage Environmental Service of the Surabaya City Social Office has been very responsive to PMKS in terms of the elements of speed, accuracy, and clarity of service.

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