



Co-delivery Shelter-Based Women's Empowerment and Child Protection in Makassar City

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Abstract

Collaboration between communities and professional workers in creative, innovative, and collaborating ways is to create better public services. The residents' shelter program is a program initiated with the aim of bringing services closer to the community. The purpose of this research is to discuss co-delivery of Shelter-Based Women's Empowerment and Child Protection in Makassar City. The research was analyzed using a qualitative approach, the primary research data source was obtained from in-depth interviews with informants and secondary data from document review. Data analysis begins with describing it, synthesizing it, compiling it, selecting what is important, and drawing conclusions. The results of the study found that co-delivery of the residents' shelter program in Makassar City has been running but has become less prioritized after another program was initiated, thus demanding residents' shelters to add activities but with an inadequate operational budget. It is suggested to relevant stakeholders to make capacity building efforts for residents' shelter administrators in improving women's and children's protection services, as well as optimizing the operational budget of residents' shelters.

Keywords: Public Service; Community Empowerment; Violence Prevention

Introduction

The ideal conditions regarding the need for community involvement in the delivery of public services as mandated by Law No. 25 of 2009 and theoretical and conceptual explanations regarding changes in the governance paradigm and one of the principles of good governance, namely community involvement (participation) are legitimating tools regarding the importance of public participation in efforts to improve service quality public.

Community Satisfaction Index is data and information about the level of community satisfaction obtained from quantitative and qualitative measurement results of community opinion in obtaining services from public service providers by comparing their expectations and needs. The SMI survey aims to determine the performance level of service units on a regular basis as material for establishing policies to improve the quality of public services in the future.

Table 1 Community Satisfaction Index 2019-2020 Makassar City

Table with 3 columns: Description, 2019, 2020. Row 1: Community Satisfaction Index, 77,74, 77,66

Source: RPJMD Makassar City, 2021-2026

The data shows that, from a comparison of 2019 and 2020 Community Satisfaction Index data, there is a decrease of 0.12. This indicates that the quality of public services is declining. The community hopes that public services will continue to be improved and their quality improved.

Of course, reform of the concept of public service is a necessity. Initially, public services were understood to be only provided by the government. All goods and services provided by the government are then referred to as public services. Now, the implementation of public services requires the government to involve various stakeholders in the process of making various policies. The transformation of the government's role has taken place, from directing to serving, negotiating, and elaborating various interests of citizens and community groups.

Serve citizens, not customers (Denhardt, Janet V. Denhardt 2007). Serve citizens, not customers. The common interest is the result of a dialogue about shared values, not a collection of individual interests. Therefore, public servants do not only respond to the wishes of "customers", but instead focus on building relationships of trust and collaboration with and between citizens.

This paradigm shift implies that the community must be involved from the start in formulating various matters relating to public services, what types of services are needed, how to implement them, mechanisms for overseeing service processes and procedures for implementing service evaluations.

Co-production is generally identified as a partnership approach whereby service users (both individuals and groups) are empowered to collaborate with public service organizations during the production of services. Because of that Ostrom said that co-production is described as an "alternative institutional arrangement" positioning normatively to promote participatory democracy.

Another opinion (Brandsen and Honingh 2016) says that co-production is a relationship between organizations and groups with individual citizens who require direct and active contributions in designing and delivering services during the production phase. Meanwhile, Loeffler's opinion (E. L. · T. Bovaird 2021) describes the Co-production approach in which public service organizations and citizens make better use of each other's assets, resources, and contributions to achieve better results or increase efficiency. This approach is considered a "revolutionary concept" because of its potential to drive service improvement to achieve broad policy goals by placing public service users at the heart of service delivery.

The co-production approach in the implementation of public services is a form of public service with a theory-based approach to creating quality public services. Co-production as a public service reform approach has become increasingly attractive to policy makers, public management, and academics (Osborne, Stokosch, and Radnor 2018). Public engagement has gradually shifted from a marginal thought to a mainstream practice (Brandsen and Honingh 2018).

Co-delivery is about the actions of citizens who contribute to the actions of professionals working in public services to improve public services and/or outcomes. This means that in Co-delivery, co-production partially overlaps with voluntary (T. Bovaird and Löffler 2004). Co-delivery (delivering/giving together) is a collaboration between communities and professional workers to create better public services in creative, innovative, and collaborating ways. Co-delivery is more related to the traditional view of co-production and consists of joint activities between government and citizens, aimed at providing or improving public services (Alford and O'Flynn 2012; Thomas 2013), thus together in nature. Examples include students helping organize university welcome days (Honingh, Bondarouk, and Brandsen 2018), youth working as peer educators in schools (eg, Bovaird and Loeffler 2015), and patient involvement in health services (Gilardi et al. 2016; Sorrentino et al. 2017).

In general, participatory programs are initiated by non-governmental organizations (NGOs/CSOs) and/or development partner institutions. However, researchers managed to study one of the programs of the Makassar City Women's Empowerment and Child Protection Service (DPPPA). The program is called citizen shelter, which is a coordinated community movement at the sub-district level to participate in public services. Efforts to fulfill children's rights, prevention, protection, and case services for children and women victims of acts of violence. The government collaborates with citizens. Residents' shelters work voluntarily, form sub-district-based forums and become mouthpieces for the government, actively making efforts to prevent and handle cases of children and women that occur in alleys. Residents' shelters together with the government designed a prevention strategy, the government trained its capacity to carry out assistance work. Residents' shelters together with the government provide case services, connect with other relevant agencies, and are actively involved in monitoring and evaluating child protection programs at the sub-district level. To facilitate the explanation of the research, this research will be limited to see how the co-delivery of the residents' shelter program in Makassar City is in accordance with the concept of co-production.

Method

This study discusses the co-delivery of Shelter-Based Women's Empowerment and Child Protection in Makassar City. Research is analyzed using a qualitative approach, because it sees social phenomena in a complex, dynamic, and meaningful way (Sugiyono 2009). Researchers made observations, reviewed documents and interviewed informants at the Makassar City Women's Empowerment and Child Protection Office and residents' shelter administrators from various sub-district level. This research focuses on co-delivery in the Makassar City Residents Shelter program. The data collected in this study refers to the research focus on public services in the residents' shelter program in Makassar City. Data collection according to (Yin 2008) consisted of six sources, namely documents, archival records, interviews, direct observation, participant observation and physical devices. Informants in this study were determined by purposive sampling, by adjusting information about government and community cooperation in public services. The data collection technique used in this study used qualitative research techniques, namely through observation, researchers conducted in-depth interviews, and document reviews. Data analysis (Sugiyono 2009) is the process of systematically searching for and compiling data obtained from interviews, field notes, and documentation, by organizing data into categories, breaking them down into units, synthesizing them, arranging them into patterns, choosing what is important and what to learn, and drawing conclusions.

Results and Discussion

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Co-delivery (delivering/giving together) is about the actions of citizens who contribute to the actions of professionals working in public services to improve public services and/or outcomes. Co-delivery (delivering/giving together) is a collaboration between communities and professional workers to create better public services in creative, innovative, and collaborating ways.

Residents' shelters are a representation of the community in services for women and children at the lowest level. Where residents' shelters play an active role in serving community reports. Victims of violence, both women and children, report to the residents' shelter. After being assessed and deemed to need further treatment, then they were referred to Regional Technical Implementation Unit for the Protection of Women and Children. In fact, residents' complaints were made without any time limit for service or working hours, and there were often reports that had to be responded to in the middle of the night.

Residents' shelter services do not recognize working hours, because every resident who comes to complain must be served. In fact, some victims reported at night and some even in the early morning. As for complaint services that go to the Quick Reaction Team call center and Regional Technical Implementation Unit for the Protection of Women and Children, they will still coordinate with the residents' shelters.

The existence of residents' shelters is very important in providing services to the community at the sub-district level. His presence is also very helpful for the work of the sub-district government, because residents' shelter administrators have been trained to provide services and treatment for victims of violence.

Residents' shelter administrators are equipped with skills through training so they can provide good service. Since the replacement of the Head of Service, a new program has been pushed that is more focused on prevention. In order to optimize the prevention of child abuse, the Jagai Anakta program was created which also involved various elements of society. Another program that was also presented by the Makassar city government was the child mainstreaming program.

In principle, service with resident shelters is in line with the concept of co-production put forward by Alford and O'Flynn (2012) and Thomas (2013). Where in his explanation emphasized that co-production is a joint activity between the government and the community, which aims to provide or improve public services. In this case, services for complaints of violence are first received by the residents' shelter, then when they can no longer be handled, then they are referred to the Regional Technical Implementation Unit for the Protection of Women and Children with the assistance of the Quick Reaction Team likewise, when a complaint comes to the Regional Technical Implementation Unit for the Protection of Women and Children or to the Quick Reaction Team, they will still coordinate with the shelter of the residents at the location of the violence. this indicates that there is good cooperation in providing services for victims of violence against women and children.

The change of leadership at the Women's Empowerment and Child Protection Service level has changed the focus of services. Where for the protection of women it remains in residents' shelters, but for children's problems it is handled with a new program, namely taking care of children. In this service, not all residents' shelters are able to run services with a limited budget. So co-production as T. Bovaird and Löffler (2004) stated that its services partly overlap voluntarily. With this limited budget, residents' shelter services are required for some of their services to be carried out voluntarily. This is what makes many residents' shelters inactive in Makassar City, based on data from only 70 out of 153 sub-district level in Makassar City.

Conclusion

Co-delivery in the residents' shelter program in Makassar City itself has been running but has become less prioritized after another program initiated by the Women's Empowerment and Child Protection Service, namely the Jagai Anakta program which required residents' shelters to add activities but with an inadequate operating budget. It can be said that the existence of residents' shelters is very important in providing services to the community at the sub-district level. With a 24-hour service program, residents are greatly helped by the existence of this resident's shelter. It is suggested to the Makassar City Women's Empowerment and Child Protection Service to make capacity building efforts for residents' shelter administrators, especially in optimizing social capital in improving women's and children's protection services, as well as optimizing the Regional Revenue and Expenditure Budget for optimizing future programs.

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