

## **Institutional Dysfunction in Handling Street Children After Pandemic**

Zuchri Abdussamad<sup>1</sup>, Juriko Abdussamad<sup>2</sup>, Siti Nurcahyati Abdussamad<sup>3</sup>

### **Abstract**

*This article addresses the pressing issue of street children and highlights the institutional dysfunction in task distribution for their care post-pandemic. The study, conducted in Gorontalo City, employs descriptive qualitative analysis, drawing data from Social Services, Manpower, Job Training Centers, Municipal Police (Satpol), street children, and the community through interviews and observations. Findings reveal a lack of effective coordination among state institutions responsible for handling street children, leading to community unrest. This research contributes by emphasizing the neglected dimension of task division in explaining institutional dysfunction in post-pandemic street children care.*

**Keywords:** *institutional dysfunction; division of tasks; street children.*

### **1. Introduction**

Various policies implemented by institutions dealing with street children have not functioned as expected. Inequality in child development is a common phenomenon. Street children have been entangled in societal problems and become objects of social transactions. The implementation of Law No. 23 of 2002 concerning the development of street children, homeless people, beggars, and buskers does not substantially impact. According to the data from the Gorontalo City Social and Community Empowerment Service, there has been an increase in the number of street children, homeless people, beggars, and buskers in the last 3 years: 183 people (in 2020), 204 people (in 2021) and 217 people (in 2022). There are currently 604 street children in the city of Gorontalo. With the number of street children reaching 604 people, there needs to be a role for the Gorontalo City Social and Community Empowerment Service to guide street children referring to Government Regulation Number 1 of 2018 concerning Public Order in controlling the number of and developing the capacity of street children in Gorontalo City. Such a problem remains unresolved and has been the government's responsibility to tackle. Insignificant coordination between related institutions, i.e., the Social Service, the Manpower Service, and the Satpol officers in Gorontalo City, results in substandard capacity development of street children. Likewise, the Street Children Protection Law interpretation does not have a substantial impact. These conditions suggest a need for a serious solution to the problem of street children.

So far, the study of institutional dysfunction in handling street children after the pandemic has been examined from two perspectives. The first perspective is the evaluation of the communication carried out by institutions responsible for handling street children

---

<sup>1</sup> Faculty of Social Science, Universitas Negeri Gorontalo, Indonesia

<sup>2</sup> Faculty of Social Science, Universitas Negeri Gorontalo, Indonesia

<sup>3</sup> Faculty of Social Science, Universitas Negeri Gorontalo, Indonesia

(Sitompul & Retnowati, 2014; Wigianti & Marom, 2017; Alwindani, F & Dini, 2022). The second perspective is the weakening of institutional functions that only rely on a division of coordination perspective (Chaeroti et al., 2013; Sukmaningrum & Faizah, 2019; Latipah et al., 2021; Wahyudi et al., 2021). Muhammad (2021) argues that capacity development programs for street children in Gorontalo City are not only carried out by the Gorontalo City Social and Community Empowerment Service but also shares coordination with the Manpower Service and Gorontalo City Satpol. Such blame insufficient resources of capacity development programs targeting street children at the Gorontalo City Social Service. To worsen, street children are still objects in various social transactions. The insignificance of the street children development program can be shown in three aspects; 1) The interpretation of the law on the protection of street children does not have a substantial impact, 2) Coordination is not yet optimal between the relevant institutions and has not been well coordinated, 3) The lives of street children have become the object of livelihood for specific individuals. Criticism of the facts above appears to be that efforts by various parties to handle and develop street children have not shown encouraging results. Previous studies show that the structural dimensions of street children's development have received little attention. Even though it is related to the existence of street children as citizens who are obliged to earn a decent living, it is almost always structured by institutional forces.

The present work complements the shortcomings of previous studies, which ignored the structural dimension in explaining institutional dysfunction in the distribution of tasks for handling street children after the pandemic did not have a substantial impact. It notes three disparities, including; 1) inequality in the development of street children has not been linked to institutional and social forces prevailing in society. 2) unequal coordination of relations between several SKPDs is still a common symptom in handling the problems of street children, homeless people, beggars, and buskers, and; 3) Street children are still objects in various social transactions. In line with that, this article answers questions or maps how dysfunction occurs in the development of street children, which is often connected to problems of poverty and community welfare, and explains why this inequality occurs. This mapping and analysis of inequality, apart from providing a complex picture of inequality in handling street children, also provides a comprehensive explanation of the sub-optimal coordination between relevant institutions in handling street children, the occurrence of institutional dysfunction in the distribution of tasks for handling street children after the Covid-19 pandemic.

This article is based on an argument that there is institutional dysfunction in dealing with street children due to the division of tasks that have not been integrated. Sectoral inter-institutional relations in the development of street children give rise to overlapping division of tasks in handling street children. In this case, there has been miscommunication and coordination between institutions in the distribution of tasks for handling street children, especially in post-pandemic. This can be seen in 3 dimensions namely; 1) Sectoral ego factor: sectoral ego imbalance is visible when carrying out raids, and coaching in public places and roads; 2) Leadership factors that have not contributed, giving rise to misconduct, an imbalance in leadership dimensions by the behavior of leaders which allows SKPD leaders to act without coordination, and; 3) Skill factors or imbalances in practice. Institutional dysfunction in the distribution of tasks for handling street children after the pandemic is related to miscoordination in carrying out guidance.

## 2. Literature review

### Institutional Dysfunction

Institutional dysfunction refers to an institutional failure in policies for providing educational services (Clifford-Holmes et al., 2016). Such a condition occurs in the institutional structure with a relationship in management (Shrestha et al., 2010).

Institutional dysfunction blames miscoordination between institutions. Usually, institutional dysfunction is because activity parameters deviate from the parameters designed by several institutions (Vodyanenko, 2018). It leads to little interest among students to take part in formal education (Aenurohmah & Junitasari, 2021). This attitude can be seen in the change in children becoming lazy, falling behind in their studies, and being harsh towards their parents (Talopo et al., 2019). On top of that, institutional dysfunction disrupts the ability to carry out normal functions (Sulferina & Fitri, 2018). In the policy system, such dysfunction compromises the effectiveness of institutions in providing instruction to children (Dewi et al., 2021). It also affects schools and other organizations. Thus, institutional dysfunction has been a significant concern among institutions.

Institutional dysfunction becomes a social problem that changes behavior patterns, interaction, and social conflict (Taftazani, 2017). Such constraints the conduct of social processes, which can weaken people's awareness of the norms of life (Haryanti, 2014). One notable example is handling street children during the pandemic, which suggests a shift in functions (Putri et al., 2020). Children experiencing changes in behavior patterns tend to do things that are harmful to themselves and the environment, such as emotional changes (Ahmad, 2019). Moreover, structural and processual patterns of social interaction experience changes that have an impact on life patterns (Siti Rahma Harahap, 2020). To worsen, social conflict will further escalate when there is no serious handling of street children; this can be seen in the case of Klitih in Yogyakarta. This condition sparks social conflict and violence everywhere (Jatmiko, 2021). Thus, there needs to be serious institutional functions in dealing with street children after the pandemic.

#### Task Distributions

Task distributions provide adaptive assistance to each institution (Teunissen et al., 2020). Such an approach is usually planned to get the desired results (Saplacan et al., 2020). It is usually allocated within a selection of task areas that assign responsibilities to each agency (Van Rijn-Van Gelderen et al., 2020). Task distributions can be divided into two: informal and formal. This division of labor distinguishes that, as informal caregivers provide more hours of assistance and come out of strong personal ties, the likelihood of informal specialization increases, whereas the likelihood of formal specialization decreases (Jacobs et al., 2014). This distribution of tasks aims to select a division of labor that can maximize the use of individual attention capacity (Wahn & Kingstone, 2020). Leaders who adopt the distribution of tasks in compensating for followers' contributions (Gregor, 2015). Thus, this process is a responsibility given by a leader to a person or an institution.

Dysfunction leads to an unclear structure of the distribution of tasks. This ambiguity can be seen from two factors, namely sectoral ego and bureaucratic structure. Sectoral ego can be formed from an educational background that still adheres to seniority and the lack of role of individual implementers in building interpersonal communication and conflict management (Kuzairi et al., 2018). This dysfunction results from failure caused by a lack of coordination between stakeholders (Minardi, 2021). Meanwhile, bureaucratic structure is part of organizational trust from the formation of certain institutions (Kalkan, 2016). Dysfunction in the bureaucratic structure of an organization causes micro-coordination in each institution. This dysfunction is a serious concern for organizations because it interferes with the attainment of organizational goals (Soral et al., 2020). With dysfunction in the division of tasks in an institution, these two factors create uncertainty in the handling of street children.

#### Street Children

Street children are people who live and work on various streets (Mugianti et al., 2018). Usually, street children work as buskers, shoe shiners, selling newspapers and magazines, washing vehicles, scavengers, and as coolies (Suci, 2017). They are considered as those

who have no clear future and their existence often becomes a problem for parties, families, society, and the state (Siti et al., 2019). Street children usually face problems of violence, low self-esteem, emotional disorders, exploitation, early pregnancy, poor health, and discrimination. (Ongowo et al., 2021). In addition, street children experience segments of the population that are mutually marginalized in their rights to survival, development, education, and protection in each region (Mulu et al., 2022). This illustrates that street children are part of social life and experience a tendency to live and survive on the streets.

Several factors cause the phenomenon of street children. These factors are divided into three: family environment, social environment, and when the child starts going out (Issa, 2020). According to research conducted in Blitar, East Java, it was explained that 100% of teenagers from family factors wanted to behave freely, 92.3% of teenagers from poverty factors had a reason to earn money for themselves and help their parents, and 88% of teenagers from community factors had the reason to entertain themselves (Mugianti et al., 2018). This phenomenon requires immediate solutions. Empowerment from authorized institutions is essential. Putra and his friends said that empowerment includes the expected target of overcoming the social problems of street children by increasing their educational abilities, skills training, and moral education. (Putra et al., 2015). However, if social institutions experience dysfunction in dealing with the phenomenon of street children, conditions will worsen. This consequently results in an endless loop of problems among street children.

### 3. Method

The study of institutional dysfunction in the distribution of tasks for handling street children after the pandemic was studied using a descriptive research type of qualitative analysis. Focusing on the city of Gorontalo, the present work aims to obtain an overview and to understand policies related to institutional dysfunction in the distribution of tasks for handling street children after the pandemic. It employed a descriptive qualitative approach to describe how conditions relate to institutional dysfunction by looking at the real conditions occurring in the field. Specifically, detailed discussion and transparency are also the main reasons why this research approach was employed. Employing the descriptive method enables the evaluation of data irrelevant to actual conditions in the field so that descriptive analysis focuses more on data patterns obtained in the field and identifies which data is less relevant.

The source of information was based on primary data from observation and interviews conducted with officials at the Social Service, Manpower, Job Training Centers, street children, and the community. All sources add validity to this research, resulting in reliable information by considering respondents' various types of answer patterns. Secondary data were also collected from publications of Social Services and research journals related to handling street children and research journals discussing institutional dysfunction in the division of tasks. The secondary data functioned as a comparison of primary data obtained from the field.

Observations and interviews involving informants, families of street children, officials, and policymakers were carried out for three months. Direct involvement of street children and competent parties in the street children development program was the key to decision-making. The observation technique was chosen to provide researchers with a real picture of institutional dysfunction in the distribution of tasks related to street children. Meanwhile, the interview technique was also chosen to be used to seek deeper information so that researchers could obtain as accurate data as possible regarding institutional dysfunction in the distribution of tasks related to handling street children.

The data analysis process began by reviewing all available data from various sources, namely interviews, personal documents, official documents, photographic images, etc. After reading, studying, and analyzing the data, the next step was data reduction by abstracting. The data were not only objective but also subjective to ensure reliable results. Steps: 1) Preparation/pre-field, 2) fieldwork, and 3) data analysis.

#### **4. Results**

Various policies implemented by institutions dealing with street children have not functioned as expected. Inequality in child development is a common phenomenon. Street children become a problem in society and become objects of social transactions. The study has three focuses: 1) Discoordination between Institutions, 2) Unclear structure of division of tasks, and 3) Misconduct (deviations in the implementation of tasks).

After the street children development program was rolled out through Law No. 23 of 2002 concerning the development of street children, homeless people, beggars, and buskers, coordination between institutions has not been running significantly. There is an imbalance in the coordination of relations between several SKPDs, which shows general symptoms in handling the problems of street children, homeless people, beggars, and buskers.

The fact that street children remain the objects of various social transactions is revealed in the interview with HS, an informant from the Social Protection and Security Rehabilitation Section, Gorontalo City Social and Community Empowerment Service:

"There is a program from the Social Service for street children, namely forming an order coordination team consisting of the Social Service, Labor Service, and Satpol. During raids, we will identify or look for information about street children, and then provide guidance to them" (Gorontalo, 2023)

Meanwhile, AM, Staff of the Department of Manpower, Cooperatives and MSMEs of Gorontalo City stated that:

"Indeed, our program deals with neglected unemployed people, including street children who are given guidance in the form of creative work training for the 15 to 20-year-old group, but when carrying out the guidance program, miscommunication often occurs with the Social Service and other institutions" (Gorontalo, 2023)

Discoordination between relevant institutions in handling the problem of beggar street children was also revealed from the results of an interview with one of the 10-year-old KA street children who often hung out at red light intersections. Ahmad Yani commented:

"Every afternoon I often sing at red light intersections to entertain drivers because I want to help my parents. I often get caught by the police and often get arrested by Social Service employees" (Gorontalo, 2023)

The trigger for miscoordination between institutions arises from the interpretation of the law on the protection of street children, which does not have a substantial impact. Coordination between related institutions is not yet optimal. This can be seen in the overlap in the handling of guidance, compromising the lives of street children as they become the servants of mafias or unscrupulous individuals. Multiple efforts to improve the status of street children by various parties have not shown encouraging results due to the discoordination of institutional functions in the distribution of tasks for handling street children after the pandemic. One example is a case of a beggar who had hundreds of millions in savings, it was only discovered when one of the Satpol officers was raided at 22.30 WITA wandering around the restaurant around the Youth Taruna field. An interview with one of the Satpol officers mentions that:

"Lufti Haryono, who has been operating from morning until evening with a mosque proposal, has often been warned by the public because he operates until midnight. I followed him until he entered the ATM at one of the banks. At that time I was interrogated, it was revealed that Mr Lufti had an account book and an ATM card. The next day, the person concerned was picked up by the police, and located in Ipilo sub-district, it was revealed that Mr. Lufti was a rich beggar who had savings of hundreds of millions of rupiah. I also sent the video to you."



Fig. 1: Rich Beggar News

Source: Tribun YouTube Channel

Based on the picture above, it is clear that there is a lack of coordination between institutions that deal with street children, proven by the case above, which shows that the negligence of organizations that supervise and develop street children is real. Social services and organizations whose function is to supervise street children are unable to carry out their functions optimally. The lack of optimal development of street children is the trigger of this case. The conditions of street children show the lack of guidance from the relevant agencies that guide them so that people can be deceived and easily give money to these street children. Lack of supervision as a follow-up to coaching is also another major factor. With this, further treatment is needed regarding institutional dysfunction handled by the government.

Unclear structure of the distribution of tasks (sectoral ego)

The main duties and job description of handling street children are based on Regional Regulation No. 1 of 2018 concerning Public Order is still generally not running well. This is caused by the sectoral ego of agencies connected to the handling or development of street children, neglected children, and the homeless. The division of duties outlined in the job description at the Social Service is not integrated with the main duties at several related agencies. Similar to the ability to carry out actions and skills when providing training programs at the Manpower Service, Job Training Centers, and halfway houses as well as at the Satpol. The results of interviews with NK, the staff from the Social Institutions and Partnerships Section of the Social Service, reveal that,

"The policy regarding the development of street children is important, so there are regional regulations or regional regulations that have been determined as the most important and strategic part of the development to become a guideline and basis for implementing the policy for the development of street children, but it has not been integrated into several related agencies." (Gorontalo, 2023)

The absence of specific regulations, namely regional regulations (Perda) that regulate street children in Gorontalo City, is one of the things that hinders the relevant agencies from carrying out programs to deal with street children in Gorontalo City. Based on data from interviews, other factors this year have led to the unclear structure of the division of tasks in handling street children, namely the competence of the authorities in carrying out

guidance, both when carrying out raids, and the ability to carry out guidance actions at shelter homes.

The results of interviews with LM, a staff from the Gorontalo City Social Service show that

"We must be transparent, open ourselves up to build synergy, unite to build networks to ensure that the program for handling and treating street children can be carried out properly. I suggest that to avoid unclear structure of division of tasks, there should be synergy and collaboration, otherwise sectoral egos will become a major obstacle" (Gorontalo, 2023).

This is related to the absence of a special regional regulation that regulates this matter, which has resulted in the inadequate construction of shelter homes or rehabilitation centers as facilities for providing guidance and empowerment for the homeless. The unclear structure of the division of tasks between related agencies is due to the absence of regional regulations that specifically regulate homeless children. Such a condition causes cooperation between related agencies to not be optimal, such as networking activities, data collection, as well as guidance, and training, to not run optimally because they are dominated by the tasks of certain agencies, one of which is assigned to the Social and Community Empowerment Service.

Table 2. Division of tasks from various SKPDs

No	SKPD	Task Distribution
1.	Social Services	Carry out the function of knowledge development
2.	Workforces	Responsible for skill development
3.	Job Training Center	Conducting HR development training and training functions
4.	Satpol	Carry out the function of developing character and personality

Misconduct (in task execution)

The unresolved problem of street children is caused by deviations in the distribution of tasks by policy implementers. Deviant behavior is a violation committed by staff. Some examples are not carrying out superiors' instructions, deliberately slowing down the work process, arriving late, treating colleagues with disrespect, and acting rudely. This is in accordance with the expression of RT (community residents)

"I have seen and observed..... Overlapping often occurs in the handling of street children when coaching occurs because each SKPD has the authority to carry out coaching so that the coaching implementation mechanisms often overlap on the same object" (Gorontalo, 2023)

Inequality in human resources, in this case coordination between institutional leaders, has implications for deviations in providing services for developing street children. The process of providing direction and influence on activities related to the tasks of a group of members. Leadership aspects not included in the contributing factors lead to miscommunication in carrying out tasks (misconduct). Sectoral ego, when carrying out coaching, causes overlapping in the division of tasks and job descriptions. When providing assistance programs for children who have problems with the law. The results of this research indicate that the unresolved problem of street children is caused by deviations in the distribution of tasks by stakeholders. There has been miscommunication



and coordination between institutional leaders in distributing tasks for handling street children after the pandemic.

One of the misconduct related to street children in Gorontalo City is the involvement of the Police Unit (Satpol), which should be the first step in capturing homeless children in Gorontalo City and bringing them to the Social and Community Empowerment Service to be recorded. However, in its implementation, this task is only carried out by the Department of Social Affairs and Community Empowerment. Such is in line with the results of interviews with LM, and staff from the Gorontalo City Social Service:

“The division of institutional functions in carrying out the task of supervising and coaching street children has always been conveyed, but the reality of what is happening in the field is that the Satpol is still slow in managing homeless children in the corners of the city of Gorontalo. Satpol is always less fast than the Social and Community Empowerment Service so that the task of registering homeless children is carried out again by the Social and Community Empowerment Service” (Gorontalo, 2023)

Table 3. Misconduct of Duties and Authorities

No .	Institution Name	Misconduct of Duties and Authorities
1	Social Services	Activities at the halfway house are monotonous
2	Workforces	A coaching team that does not yet have professional competence
3	Job Training Center	Prolong training duration, boredom among the participants
4	Satpol	In carrying out their duties, Satpol officers after capturing and providing guidance, are not immediately taken to the Social Service for data but are immediately released.

The communication between raid officers from the Social and Community Empowerment Service and the families or parents of street children is still less effective, in fact, officers rarely integrate directly with the families or parents of street children (see Figure 2 below).



Fig. 2: Street Children

The news published by Tribungorontalo.com with the title Homelessness in Gorontalo City continues to increase if the party starts publishing less, these homeless people will



move cities. That is the strategy, said Mrs. Endang. She suspected that someone was using the services of these homeless people. This case is not only from outside the province of Gorontalo, it also occurs in Gorontalo Regency. Endang detailed that the number of street children in the city of Gorontalo in 2021 will be approximately 40 people, 83 homeless people, and 81 beggars, bringing the total to 204 people. Meanwhile, in just four months, the total number will reach 177 people, including 40 street children, 70 homeless people, and 67 beggars. Even so, Endang said she was preparing a place for rehabilitation, which takes place for almost 14 days. Not only are they rehabilitated, but homeless children are also usually assisted in the form of Productive Economic Enterprises (UWEP).

## **5. Discussion**

The capacity enhancement of street children is a form of public policy carried out by the Gorontalo City Social and Community Empowerment Service, because one of the social problems, especially in the field of social welfare, is street children. In developing street children, the Gorontalo City Social and Community Empowerment Service has carried out routine raids 3 (three) times a week at hanging out places, which are used as places for begging or begging.

Various policies implemented by institutions dealing with street children have not functioned as expected. The research results show that the policies implemented have not reduced the number of street children. A special regional regulation is needed that discusses the regulation of street children in Gorontalo City to prevent the unclear structure of the division of tasks in Gorontalo City, namely the task of the Satpol to take street children to the Social and Empowerment Service. However, its implementation lacks coordination with the Social Service and Empowerment. Inequality in child development is a common phenomenon. Street children become a problem in society and become objects and victims of social transactions. This finding aligns with a study by Issa (2020).

Thus, various efforts to deal with street children do not work as expected. Such a condition blames two factors. First, there is no knowledge dissemination of laws and regulations regarding the protection of street children. Second, the government's role is not optimal. Handling street children should be a shared responsibility of all elements. Apart from that, assistance efforts are needed by competent institutions.

### **Discoordination among related institutions**

After the street children development program was rolled out through Law No. 23 of 2002 concerning the development of street children, homeless people, beggars, and buskers, coordination between institutions has not been running significantly. The results revealed that the performances of school principals related to participative decision-making. There is an imbalance in the coordination of relations between several SKPDs, which shows general symptoms in handling the problems of street children, homeless people, beggars, and buskers. Street children remain the objects of various social transactions. Such a condition blames two factors. First, there is no knowledge of the dissemination of laws and regulations regarding the protection of street children. Second, the government's role is not optimal. (Kalkan, 2016)

Efforts to improve the status of street children by various parties have not shown encouraging results due to institutional dysfunction in the distribution of tasks for handling street children after the pandemic. The reason is to determine the criteria that must be taken into account by policymakers in implementing the development of street children: several criteria, according to those that have been determined, are 1) Planning, which is a series of decisions made as a guideline that becomes a benchmark in implementing activities to achieve a goal with adequate and available resources. 2)

Implementation is an effort to mobilize the workers involved in carrying out coaching and planning so that they work in accordance with the targets and shared goals. 3) Evaluation is where the implementation process will be used as an effort to improve the quality of employees in carrying out coaching (Kuzairi et al., 2018)

Unclear structure of the distribution of tasks (sectoral ego)

The lack of clarity in the structure of the division of tasks in terms of handling street children after the pandemic can have various impacts, for example: 1) abstain of implementation of activity programs due to overlapping, 2) the objectives of the activity programs being implemented are not optimal because the relevant Institutions do not support them, and 3) the emergence of a feeling of displeasure or suspicion between Institutions. Sectoral ego between institutions is an old problem that almost always becomes an obstacle in the implementation of bureaucracy related to handling street children during the pandemic. Policies that have been prepared to deal with pandemic problems have often failed because of sectoral egos. The cause of failure in many institutional relationships, especially if intended as conditions of cooperation involving many parties with specific goals. Given this condition, ideally, there should be concrete steps to stem the sectoral ego by building communication with all parties, transparency, joint evaluation, and creating various joint breakthroughs and innovations in handling the development of street children in the city of Gorontalo. Sectoral egos between institutions must be stopped immediately as the right solution to deal with the failed implementation of policies for handling street children caused by institutional dysfunction.

Misconduct (in task execution)

The main duties and job description of handling street children's problems based on Regional Regulation No.1 of 2018 concerning public order have not gone well. This research shows that the handling of children's problems has not been following applicable laws and regulations. The job duties are not in accordance with the expertise in the field, hindering the goal attainment. Such a situation is due to factors e.g. as communication, bureaucratic structure, resources, disposition (attitude), and leadership in sectoral ego control. Sectoral ego can be formed from an educational background that still adheres to seniority and the lack of role of individual implementers in building interpersonal communication and conflict management (Kuzairi et al., 2018). The lack of treatment for street children is due to two factors, first, lack of knowledge about appropriate handling methods, second, the authority given does not match competence. On top of that, leadership aspects not included in the contributing factors lead to miscommunication in carrying out tasks (misconduct). The results of this research indicate that the unresolved problem of street children is caused by deviations in the distribution of tasks by stakeholders.

This deviation takes the form of high sectoral egos and overlapping division of tasks. These things overlap with each other. This deviation is caused by three factors. First, lack of coordination between institutions. Second, the raid team's implementation of the raid was not on target. Third, the mentoring program is not optimal, especially for children with law enforcement problems. There has been miscommunication and coordination between institutional leaders in distributing tasks for handling street children after the pandemic. Thus, the problem of street children is caused by miscommunication and discoordination between institutions. According to Harmonedi, In this delegation, there is a division of tasks and joint responsibilities solely for the benefit of Islamic education. The Qur'an and Hadith of the Prophet SAW have taught about the delegation of duties and authority by paying attention to several aspects, namely: the function and expertise of the recipient of the delegation, mutual trust, prioritizing deliberation, work commitment, supervision and evaluation (Harmonedi, 2019). From the description above, it can be concluded that the failure to handle street children is caused by low competence and suboptimal division of tasks.

## 6. Conclusion

This research found that what has been believed to be that neglected children are cared for by the state. Furthermore, state implementers are responsible for taking care of them has not been fully implemented, giving rise to anxiety in the community. Simply put, their coordination after the pandemic is not yet optimal. This research provides a new perspective in looking at the problem of inequality in the management of street children by related institutions by examining the function of institutional relationships in the distribution of tasks for handling street children after the pandemic. Street children are placed as active subjects who are seen as objects by other parties. This study differs from previous studies that examined it through a public policy paradigm.

This research can be a contribution to further research, namely a combination of qualitative and quantitative methods which requires qualitative analysis regarding the description of street children in Gorontalo City, regulations that have been implemented, what factors need to be addressed by seeing that there is still institutional dysfunction in the distribution of tasks for handling street children during the pandemic. The application of this mix-method allows the identification of the relationship between institutional functions and factors that influence obstacles to the division of tasks. The results of this analysis can be used as evaluation material and consideration for related institutions.

This study has limitations in that its writing orientation is based on secondary data, both statistics and online news. For an in-depth understanding of the problem of inequality in the development of street children, empirical research is needed that maps the character of the coordination relationship between the relevant institutions. In line with this, a survey that accommodates a sufficient sample is required to obtain not only deep understanding but also comprehensive knowledge. With this research orientation, more successful/applicable policies for developing street children, homeless, and neglected children can be formulated.

### Acknowledgments

Declared none

## References

- 1) Sitompul, N., & Retnowati, T. H. (2014). Evaluasi program penjangkauan anak jalanan melalui lembaga kesejahteraan sosial anak di Kabupaten Bantul Yogyakarta [Evaluation of the street children outreach program through child social welfare institutions in Bantul Regency, Yogyakarta]. *Jurnal Evaluasi Pendidikan*.
- 2) Wigianti, E., & Marom, A. (2017). Evaluasi Program Pembinaan Anak Terlantar Di Sasana Pelayanan Sosial Anak "Kasih Mesra" Demak [Evaluation of The Abandoned Children's Development Program At The "Kasih Mesra" Children's Social Services Sasana Demak]. *Jurnal Kajian Kebijakan Publik Dan Manajemen*.
- 3) Alwindani, F., & Rahmawati, D. (2022). Komunikasi Antar Pribadi Pekerja Sosial dengan Anak Jalanan di UPT Puskesmas Dinas Sosial Kota Bandung [Interpersonal Communication of Social Workers with Street Children at the Social Service of Bandung City]. *Jurnal Ilmu Komunikasi*, 4(1), 50-62.
- 4) Chaeroti, D. R., Hariani, D., & Marom, A. (2013). Strategi Penanganan Anak Jalanan di Kota Semarang. *Journal of Public Policy and Management Review*, 2(1), 61-70.
- 5) Sukmaningrum, P. S., & Faizah, S. I. (2019). Strategi Penguatan Ekonomi Orang Tua pada Keluarga Anak Jalanan di Surabaya [Strategy for Strengthening the Economy of Parents in Families of Street Children in Surabaya]. *Jurnal Sosial Humaniora*, 12(2), 66. <https://doi.org/10.12962/j24433527.v12i2.4209>

- 6) Latipah, S., Meigawati, D., & Mulyadi, A. (2021). Kinerja Dinas Sosial dalam Menangani Anak Jalanan Di Kota Sukabumi [Performance of the Social Service in Handling Street Children in Sukabumi City]. *Mimbar: Jurnal Penelitian Sosial Dan Politik*.
- 7) Wahyudi, A., Usman, D., & Mone, A. (2021). Peran Dinas Sosial Dalam Pembinaan Anak Jalanan Di Kota Makassar. *Kajian Ilmiah Mahasiswa Administrasi Publik (KIMAP)*, 2(4), 1287-1299.
- 8) Clifford-Holmes, J. K., Palmer, C. G., de Wet, C. J., & Slinger, J. H. (2016). Operational manifestations of institutional dysfunction in post-apartheid South Africa. *Water Policy*, 18(4), 998-1014.
- 9) Shrestha, R. K., Ahlers, R., Bakker, M., & Gupta, J. (2010). Institutional dysfunction and challenges in flood control: A case study of the Kosi flood 2008. *Economic and Political Weekly*.
- 10) Vodyanenko, O. I. (2018). Institutional dysfunctions of social economy and ways of their overcoming. *Proceedings of the Voronezh State University of Engineering Technologies*. <https://doi.org/10.20914/2310-1202-2018-3-489-493>
- 11) Aenurohmah, U. A., & Junitasari, A. (2021). Penyebab Disfungsi Lembaga Pendidikan pada Masyarakat Desa Mandalawangi [Causes of Dysfunction of Educational Institutions in the Mandalawangi Village Community]. *PROCEEDINGS UIN SUNAN GUNUNG DJATI BANDUNG*, 1(6), 162–171.
- 12) Talopo, R., Pribadi, H., & Topan, A. (2019). DISFUNGSI KELUARGA DALAM PENDIDIKAN FORMAL ANAK (Studi Kasus Desa Durian Mas Kecamatan Kota Padang, Kabupaten Rejang Lebong, Bengkulu) [FAMILY DYSFUNCTION IN CHILDREN'S FORMAL EDUCATION (Case Study of Durian Mas Village, Padang City District, Rejang Lebong Regency, Bengkulu)]. *Jurnal Sosiologi Nusantara*. <https://doi.org/10.33369/jsn.4.1.10-19>
- 13) Sulferina, W., & Fitri, A. R. (2018). Disfungsi Keluarga Dan Gangguan Tingkah Laku Pada Anak Penghuni Lembaga Permayarakatan Pekanbaru, Riau [Family Dysfunction and Behavioral Disorders in Children Resident of Community Institutions in Pekanbaru, Riau]. In *Jurnal Psikologi* (Vol. 7, Issue 1, pp. 23–32).
- 14) Dewi, P. K., Hadi, N., & Gita Purwasih, J. H. (2021). Implikasi Ekstrakurikuler Karate Pada Anak Sekolah Dasar di Masa Pandemi Covid-19 (Studi Kasus Perguruan Dojo Cakrawala Institut Karate-Do Indonesia) [Extracurricular Implications of Karate for Elementary School Children During the Covid-19 Pandemic (Case Study of the Indonesian Karate-Do Institute Dojo Cakrawala College)]. *NATURALISTIC: Jurnal Kajian Penelitian Pendidikan dan Pembelajaran*. <https://doi.org/10.35568/naturalistic.v5i2.1134>
- 15) Taftazani, B. M. (2017). MASALAH SOSIAL DAN WIRAUUSAHA SOSIAL [SOCIAL PROBLEMS AND SOCIAL ENTREPRENEURSHIP]. *Share: Social Work Journal*. <https://doi.org/10.24198/share.v7i1.13822>
- 16) Haryanti, N. (2014). DISFUNGSI INSTITUSI KONSERVASI DAN DAMPAKNYA PADA KEGAGALAN ADOPTSI TEKNOLOGI KONSERVASI TANAH DAN AIR, STUDI KASUS DI KABUPATEN WONOGIRI DAN TEMANGGUNG, JAWA TENGAH [DYSFUNCTION OF CONSERVATION INSTITUTIONS AND ITS IMPACT ON FAILURE TO ADOPTION OF SOIL AND WATER CONSERVATION TECHNOLOGY, CASE STUDY IN WONOGIRI AND TEMANGGUNG DISTRICTS, CENTRAL JAVA]. *Jurnal Penelitian Sosial dan Ekonomi Kehutanan*. <https://doi.org/10.20886/jpsek.2014.11.1.44-58>
- 17) Putri, R. A., Kumalasari, L. D., & Sugiharto, A. (2020). DISFUNGSI KELUARGA BURUH PABRIK KELURAHAN KUTOREJO PASURUAN. *JKKP (Jurnal Kesejahteraan Keluarga dan Pendidikan)*, 7(02), 157-168. <https://doi.org/10.21009/jkkp.072.04>
- 18) Ahmad, E. H. (2019). Cognitive-behavioral therapy untuk menangani kemarahan pelaku bullying di sekolah [Cognitive-behavioral therapy to handle the anger of bullying at school]. *JBKI (Jurnal Bimbingan Konseling Indonesia)*, 4(1), 14-18. <https://doi.org/10.26737/jbki.v4i1.860>

- 19) Harahap, S. R. (2020). Proses Interaksi Sosial Di Tengah Pandemi Virus Covid 19. *Al-Hikmah Media Dakwah, Komunikasi, Sosial dan Kebudayaan*, 11(1), 45-53. <https://doi.org/10.32505/hikmah.v11i1.1837>
- 20) Jatmiko, D. (2021). Kenakalan remaja klithih yang mengarah pada konflik sosial dan kekerasan di Yogyakarta [Klithih juvenile delinquency which leads to social conflict and violence in Yogyakarta]. *Humanika*. <https://doi.org/10.21831/hum.v21i2.37480>
- 21) Teunissen, N., Kingma, S. A., & Peters, A. (2020). Nest defence and offspring provisioning in a cooperative bird: individual subordinates vary in total contribution, but no division of tasks among breeders and subordinates. *Behavioral Ecology and Sociobiology*, 74, 1-9. <https://doi.org/10.1007/s00265-020-02877-2>
- 22) Saplacan, D., Herstad, J., Tørresen, J., & Pajalic, Z. (2020). A framework on division of work tasks between humans and robots in the home. *Multimodal Technologies and Interaction*. <https://doi.org/10.3390/mti4030044>
- 23) Van Rijn-Van Gelderen, L., Ellis-Davies, K., Huijzer-Engbrenghof, M., Jorgensen, T. D., Gross, M., Winstanley, A., ... & Bos, H. M. (2020). Determinants of non-paid task division in gay-, lesbian-, and heterosexual-parent families with infants conceived using artificial reproductive techniques. *Frontiers in Psychology*, 11, 914. <https://doi.org/10.3389/fpsyg.2020.00914>
- 24) Jacobs, M. T., Broese van Groenou, M. I., de Boer, A. H., & Deeg, D. J. H. (2014). Individual determinants of task division in older adults' mixed care networks. *Health and Social Care in the Community*, 22(1), 57-66. <https://doi.org/10.1111/hsc.12061>
- 25) Wahn, B., & Kingstone, A. (2020). Labor division in joint tasks: Humans maximize use of their individual attentional capacities. *Attention, Perception, and Psychophysics*, 82, 3085-3095. <https://doi.org/10.3758/s13414-020-02012-3>
- 26) Gregor, M. (2015). Task divisions in teams with complementary tasks. *Journal of Economic Behavior and Organization*, 117, 102-120. <https://doi.org/10.1016/j.jebo.2015.06.017>
- 27) Kuzairi, U., Yuswadi, H., Budihardjo, A., & Patriadi, H. B. (2018). The Implementation of Minimum Service Standards (MMS) on Public Service for Health Services Sector in Bondowoso, Indonesia. *Otoritas: Jurnal Ilmu Pemerintahan*, 8(1), 56-64. <https://doi.org/10.26618/ojip.v8i1.939>
- 28) Minardi. (2021). DYNAMICS OF DERADICALIZATION: KNOWING THE COMPROMISE OF TWO STATE INSTITUTIONS. *GOVERNABILITAS (Jurnal Ilmu Pemerintahan Semesta)*. <https://doi.org/10.47431/governabilitas.v2i1.108>
- 29) Kalkan, F. (2016). Relationship between professional learning community, bureaucratic structure and organisational trust in primary education schools. *Educational sciences: theory & practice*, 16(5). <https://doi.org/10.12738/estp.2016.5.0022>
- 30) Soral, P., Arayankalam, J., & Pandey, J. (2020). The Impact of ambivalent perception of bureaucratic structure on cyberloafing. *Australasian Journal of Information Systems*. <https://doi.org/10.3127/AJIS.V24I0.2087>
- 31) Mugianti, S., Winarni, S., & Pangestuti, W. D. (2018). FAKTOR PENYEBAB REMAJA MENJADI ANAK JALANAN [FACTORS CAUSING TEENAGERS TO BECOME STREET CHILDREN]. *Jurnal Pendidikan Kesehatan*. <https://doi.org/10.31290/jpk.v7i1.292>
- 32) Suci, D. T. (2017). Konsep diri anak jalanan [Street children's self-concept]. *SCHOULID: Indonesian Journal of School Counseling*. <https://doi.org/10.23916/08439011>
- 33) Siti, R., Rahmawati, N., Rahmaningtyas, I., & Setyarini, A. I. (2019). Edukasi Terstruktur Dan Pemberdayaan Anak Jalanan [Structured Education and Empowerment of Street Children]. *Jurnal IDAMAN (Induk Pemberdayaan Masyarakat Pedesaan)*.
- 34) Ongowo, E. O., Ngetich, K., & Murenga, H. (2021). A false start: Children of the Street's journey into the Charitable Children Institutions and its policy implications. *Social Sciences & Humanities Open*. <https://doi.org/10.1016/j.ssaho.2021.100166>

- 35) Mulu, N., Mohammed, B., Woldie, H., & Shitu, K. (2022). Determinants of stunting and wasting in street children in Northwest Ethiopia: A community-based study. *Nutrition*. <https://doi.org/10.1016/j.nut.2021.111532>
- 36) Issa, J. (2020). pengalaman hidup anak jalanan [life experiences of street children]. *Handbook of Medical Image Computing and Computer Assisted Intervention*.
- 37) Putra, F., Hasanah, D., & Nuriyah, E. (2015). PEMBERDAYAAN ANAK JALANAN DI RUMAH SINGGAH [EMPOWERMENT OF STREET CHILDREN IN SHELTER HOMES]. *Share : Social Work Journal*. <https://doi.org/10.24198/share.v5i1.13118>
- 38) Harmonedi, H. (2019). Pendelegasian Tugas dan Wewenang dalam Pendidikan Islam [Delegation of Duties and Authority in Islamic Education]. *Murabby: Jurnal Pendidikan Islam*. <https://doi.org/10.15548/mrb.v2i1.331>
- 39) Faradisa, R., Rostyaningsih, D., & Lituhayu, D. (2015). Evaluasi Program Penanganan Anak Jalanan Oleh Dinas Sosial Pemuda Dan Olahraga Kota Semarang Melalui Rumah Perlindungan Sosial Anak (Rpsa) Pelangi [Evaluation of the Program for Handling Street Children by the Semarang City Youth and Sports Social Service through the Pelangi Children's Social Protection House (Rpsa)]. *Journal of Public Policy and Management Review*, 4(3), 136-146.
- 40) Rokhani, O. S., & Natangsa Surbakti, S. H. (2018). Problematika Anak Jalanan di Kota Layak Anak (Studi Kasus Anak Jalanan di Kota Surakarta) [Problems of Street Children in a Child Friendly City (Case Study of Street Children in Surakarta City)]. (Doctoral dissertation, Universitas Muhammadiyah Surakarta).
- 41) Stiawati, T. (2021). PROBLEMATIKA DAN PENANGANAN ANAK JALANAN DI KOTA SERANG PROVINSI BANTEN [PROBLEMS AND TREATMENT OF STREET CHILDREN IN SERANG CITY, BANTEN PROVINCE]. *JIPAGS (Journal of Indonesian Public Administration and Governance Studies)*, 5(2). <https://doi.org/10.31506/jipags.v5i2.9500>
- 42) Syahrul, S., & Kibtiyah, M. (2020). Problematika Pendidikan Anak Jalanan: (Studi Anak Penjual Koran di Kota Kupang). *Jurnal Basicedu*, 4(4), 1336-1349. <https://doi.org/10.31004/basicedu.v4i4.531>
- 43) Udin, M. (2018). Rekonstruksi Problematika Sosial Dalam Upaya Pemberdayaan Dan Perlindungan Anak Terlantar Melalui Adopsi [Reconstruction of social problematics in efforts to empower and protect aware children through adoption]. *Sophist: Jurnal Sosial Politik Kajian Islam dan Tafsir*, 1(1), 18-34. <https://doi.org/10.20414/sophist.v1i1.754>