

THE ROLE OF SOCIAL SERVICES IN FOSTERING VAGRANTS AND BEGGARS IN PEKANBARU CITY (Case Study at Intersection 4 Panam)

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ABSTRACT

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This thesis examines the role of social services in the rehabilitation of homeless individuals and beggars in Pekanbaru City. The research aims to explore how the Social Service addresses the increasingly prevalent social issues related to homelessness and begging, which involve not only residents but also individuals from other regions, such as Payakumbuh and Jakarta. The methodology employed in this study is qualitative, utilizing data collection through interviews and direct observations of the individuals involved. The findings indicate that social services play a crucial role in providing social rehabilitation and programs aimed at improving the quality of life for people experiencing homelessness and those who beg. These programs include education, skills training, and psychological support designed to reintegrate them into society. Furthermore, this research emphasizes the importance of collaboration between the government and the community in creating a supportive environment for rehabilitation. In conclusion, this thesis highlights the need for effective interventions from social services to address the challenges faced by homeless individuals and beggars, while also promoting ongoing efforts to enhance their welfare in Pekanbaru.

1. INTRODUCTION

In general, social problems are a phenomenon that arises in the reality of social life and are unwanted because they contain elements that are not in accordance with societal expectations or conditions that society does not desire. One form of social problem that we often encounter is homelessness and begging.

According to Grace J. Waleleng and Maria Pratiknjo (2023), a homeless person is an individual whose characteristics are characterized by a state of homelessness, lacking a permanent job, and wandering in public places, resulting in a life that deviates from societal norms of a decent life. Homeless people and beggars can potentially disrupt the order and security of residents, who can feel threatened, and the implication is that the city becomes unsafe, according to Sari and Bakar quoted by Allisa akhidatul idza (2023:145).

According to Prisilia Injilia Dewi Iroth (2021), coaching is a process that enables individuals to develop specific skills to help achieve organizational goals.

Internal Factors can be seen from:

Attitude

Attitude is a state of mind that is prepared to give a response to an object that is organized through an experience and can directly affect behavior.

Experience and Observation

Experience can affect social observation in terms of behavior. It can be obtained from past actions and from what is learned. Through learning, people can gain valuable experience and knowledge.

Personality

Personality is a configuration of a person's individual characteristics, examining the way the person behaves, which can determine the differences in behavior among individuals.

External factors can be seen from:

Reference group

A reference group is a group that can have a direct or indirect influence on a person's behavior and attitude.

The Family

Family is the most significant, important, and longest-standing influence in shaping an individual's behavior and attitude patterns.

Cultural

Culture encompasses beliefs, morals, customs, knowledge, art, laws, and habits that individuals acquire as members of society.

Table 1. Data on vagrants and beggars at Simpang 4 Lampu Merah Panam, Pekanbaru City, in 2024

No	Name	Types Of Vagrants	Origin	Age
1.	War	Knek Beggar	Pekanbaru	40 Years Old
2.	Adi	Beggar	Pekanbaru	45 Years Old
3.	Rianto	Beggar	Pekanbaru	43 Years Old
4.	Sinta	Knek Beggar	Pekanbaru	40 Years Old
5.	Wanto	Beggar	Pekanbaru	47 Years Old
6.	Herman	Beggar	Pekanbaru	44 Years Old
7.	Eli	Knek Beggar	Medan	42 Years Old
8.	Anto	Beggar	Pekanbaru	50 Years Old
9.	Santi	Knek Beggar	Pekanbaru	40 Years Old
10.	Yanti	Knek Beggar	Pekanbaru	41 Years Old
11.	Faiz	Busker	Pekanbaru	4 Years Old
12.	Aidil	Busker	Pekanbaru	15 Years Old
13.	Roni	Busker	Pekanbaru	40 Years Old
14.	Chika	Busker	Pekanbaru	12 Years Old
15.	Tika	Busker	Pekanbaru	19 Years Old
16.	Arif	Busker	Pekanbaru	20 Years Old
17.	Ranti	Human Clown	Pekanbaru	30 Years Old
18.	Lala	Human Clown	Pekanbaru	8 Years Old
19.	Dio	Car Glass Cleaner (using a feather duster)	Pekanbaru	22 Years Old
20.	Riki	Car Glass Cleaner (using a feather duster)	Pekanbaru	16 Years Old
21.	Mika	Car Glass Cleaner (using a feather duster)	Pekanbaru	22 Years Old
22.	Hari	Car Glass Cleaner (using a feather duster)	Pekanbaru	40 Years Old
23.	Tio	Car Glass Cleaner (using a feather duster)	Pekanbaru	18 Years Old
24.	Dilla	Car Glass Cleaner (using a feather duster)	Pekanbaru	26 Years Old
25.	Bayu	Car Glass Cleaner (using a feather duster)	Pekanbaru	17 Years Old

Source: Observation and Interview at Simpang 4 Panam, Tuah Madani Village, Tuah Madani District, Pekanbaru City, 2024

Based on the table above, it can be seen that the list of names and numbers of street children's jobs varies. Those who work as beggars are five people, while there are six buskers, two clowns, eight car glass cleaners (using a duster), and four car glass cleaners (using soapy water). Therefore, their work as street children at Intersection 4 in Panama differs. Thus, this work is indeed the main factor that we often see when we are at a red light intersection. Many children and adults work as beggars and others. According to Wahyu Ramadhani and Radhali (2021), the definition of

homeless people refers to a group of individuals who are socially isolated. These individuals are often found in unusual circumstances, such as under bridges, along narrow alleys, around railway tracks, or in every store. In their own lives, they will appear very different from other independent human beings.

Therefore, we can conclude that each of their different occupations also has a corresponding age range. Some of them are young, have children, and are old enough to do the work on the streets of Simpang 4 Merah Rama Panam, Pekanbaru City.

Table 2: Data on the types of people who need social welfare services at the Pekanbaru City Social Service in 2024

No	Type Of PPKS	Amount
1.	Beggar	57 People
2.	Vagrant	108 People

Source: Social Service of Pekanbaru City 2024

Based on Table 1.2, it can be seen that Pekanbaru's social service reached 57 beggars in 2024, while the number of vagrants was 108. Therefore, social services in Pekanbaru play a crucial role in following up on individuals who work as beggars and vagrants.

Table 3: Data on the combined results of vagrants and beggars in the outreach of the Pekanbaru City Social Service Task Force in 2021-2024

No	Year	Amount
1.	2021	245 People
2.	2022	223 People
3.	2023	231 People
4.	2024	165 People
	Amount	864 People

Source: Social Service of Pekanbaru City 2024

Based on Table 1.3, it can be seen that the combined number of beggars and vagrants, by year, is 245 people in 2021, with many migrants from outside the island of Riau, such as those from Java and Jakarta. Furthermore, in 2022, 223 people were caught. We can see that in 2022, the number of people decreased to 22 because they were sent home by the Pekanbaru city social service. People who are homeless and beggars who still have families are prohibited from wandering and begging in the city of Pekanbaru. The social services of Pekanbaru city assist them. In 2023, the number increased to 231 people, as individuals from various regions, including Sumatra and Bogor, also joined. Moreover, in 2024, which is still running until October, as many as 165 people, who were experiencing homelessness and beggars, are still in the calculation of the Pekanbaru city social service task force.

The poor face the problem of limited access to health services and a low health status, which impacts their resilience to work and earn a living. Additionally, food sufficiency is also limited due to inadequate access to basic health services (Fahmi, 2021). The role of the Social Service can provide guidance, direction, and training for underage and elderly children. Therefore, the Social Service, as part of the social welfare sector, provides motivation and services to existing vagrants and beggars. Thus, the Pekanbaru City

Government formed the Pekanbaru City Social Service, one of the government agencies tasked with assisting the Mayor in carrying out regional government affairs based on the principles of autonomy and assistance in the field of social rehabilitation. Thus, with the role of Social Service, it can reduce vagrancy and begging among minors and older individuals.

Based on the description of these problems, the author wants to conduct research with the title: "The Role of the Social Service in Guiding Homeless and Beggars in Pekanbaru City (Case Study at Simpang 4 Panam)."

2. METHODS

The research was conducted at the Pekanbaru City Social Service Office and Simpang 4 Panam Kel. Tuah Madani, Kec. Tuah Madani, Pekanbaru City. The reason for choosing the research location is related to the problem or lack of effectiveness of the coaching carried out by the Pekanbaru City Social Service, because there are still many homeless people and beggars at Simpang 4 Panam. This research was conducted in November 2024. Qualitative research with a descriptive approach that describes the visible symptoms of the object under study in accordance with what exists and looks for facts, especially regarding the problems that researchers will examine in this study, namely "The Role of the Social Service in Guiding Homeless and Beggars in Kel. Tuah Madani, Kec. Tuah Madani, Pekanbaru City (Case Study at Simpang 4 Panam)."

Research informant

In this study, the informants taken by the researcher were from the head of the young functional field of social extension workers, staff of the social service of the city of Pekanbaru, staff of the social protection and security sector, the task force of the social service of the city of Pekanbaru, the community, beggars, buskers, clowns, and car window cleaners (wearing scarves).

Data Collection Technique

a. Observation

According to Sugiyono (2021), Observation as a data collection technique has specific characteristics when compared to other methods, namely interviews and questionnaires. Collecting data directly at the Pekanbaru City Social Service and Simpang 4 Panam Kel. Tuah Madani, Kec. Tuah Madani, Pekanbaru City, to find out clear evidence of the focus of research on the Role of the Social Service in Guiding the Homeless and Beggars in Pekanbaru City (case study at Simpang 4 Panam).

b. Interview

Interviews in this study were conducted by asking questions directly to the head of the field, members of the social service, beggars, buskers, car glass cleaners and data collection communities if the researcher wants to conduct a preliminary study to find problems that must be researched, and also if the researcher wants to know things from respondents that are more in-depth and the number of respondents is small (Sugiyono, 2021, p. 195). This research employs unstructured interviews, which are open-ended interviews where researchers do not use predetermined, systematic interview guidelines for data collection. The

interview guide used is only an outline of the problems to be asked.

c. Documentation

According to Sugiyono (2021), Documentation is a record of events that have passed. Documents can take the form of writings, images, or monumental works created by an individual or organization. In this study, the authors analyzed papers in various forms, including images such as photos, live pictures, sketches, and others. Documentation is used to describe field conditions that help researchers add clarity to their research, as well as various data that encourage the production of accurate results. In other words, documentation is used as a complement to research. Documentation is carried out, including documenting activities in the field related to the Role of social services in Guiding Homeless Individuals and Beggars in Pekanbaru City (case study at Simpang 4 Panam).

d. Qualitative Data Analysis

According to Sugiyono (2021: 318), in qualitative research, the data analysis techniques used are clear, where data analysis is directed at answering problem formulations and or testing hypotheses that have been formulated in the proposal. Data analysis is the process of systematically searching and compiling data obtained from interviews, field notes, and documentation. It involves organizing data into categories, describing them in units, selecting which ones are important and which ones will be studied, and drawing conclusions that are easily understood by oneself and others. In this research, the data analysis technique employed is a qualitative descriptive approach. Miles and Huberman (Sugiyono, 2021) suggest that activities in qualitative data analysis are carried out interactively and continuously. Activities in data analysis, namely data reduction (data reduction), data presentation (data display), and conclusion drawing/verification.

The steps in analyzing data carried out by researchers are as follows:

a. Reduction Data

Reduction means summarizing, selecting, and sorting out the main points, focusing on the most essential aspects, and identifying themes and patterns. Thus, the reduced data will provide a clear picture and make it easier to collect.

b. Data Presentation

In qualitative research, data can be presented in various forms, including tables, graphs, brief descriptions, charts, and illustrations that show relationships between categories. The most often used technique to present data in qualitative research is with narrative techniques.

c. Conclude and verify

The results obtained, supported by valid and consistent evidence, are credible conclusions. Concluding involves comparing the suitability of the data with the intentions contained in the research's basic concepts, making the conclusions more objective and precise.

3. RESULTS AND DISCUSSION

After researching the development of homeless people and beggars by the Pekanbaru City Social Service, data collection was carried out by interviews, taking references from books and journals related to research, documentation, and direct observation at the research location, carried out to see how the Pekanbaru City Social Service fosters beggars and homeless people in the city of Pekanbaru.

Analysis of the Role of the Pekanbaru City Social Service at Simpang 4 Panam.

In the Development of Homeless and beggar coaching, an effort is carried out in a planned and directed manner to improve the attitude, skills, and knowledge of the subject or coaching participants through guidance, direction, and training actions, aiming to achieve better conditions than before. Therefore, the Pekanbaru City Social Service, as an agency with duties and functions in the social field, plays a vital role in supporting beggars and homeless people. After conducting research by collecting data and analyzing, the results of the study can be presented in the sub-chapter below:

Guidance

Guidance is an effort made by the Pekanbaru city government, particularly the Pekanbaru City Social Service, to invite and encourage homeless people and beggars to improve their social and economic conditions. Mr. Agustian explained this as the Head of the Young Functional Division of Social Extension regarding guidance:

"The process starts from outreach in the field, data collection, and assessment. The provision of guidance is carried out invitingly or persuasively, then with repressive steps for efforts to foster the problem of homeless people and beggars at the intersection, with the intention of providing a shock therapy effect". (Interview on Wednesday, May 7, 2025) From the interview above, it can be seen that the coaching program, especially social guidance to homeless people and beggars, takes the form of behavior development programs, character formation, and mindset development, aimed at cultivating better and more advanced characteristics and dispositions. There are stages of mental guidance, including counseling and motivation, that help participants develop a better outlook on life.

Likewise, the response regarding the provision of guidance from Annisa and Aidil as buskers, as follows: "I never got guidance from the social service, but my son got help/guidance from the social service for 2 days. It is just that my son there was not given food and drink, and there my son received religious guidance". (Interview on Tuesday, May 6, 2025) "Once, I was given assistance to sell (shops). There was guidance; first, we were taken to a social institution, then to a shelter for activities, and we were advised not to return to the streets. Suppose I prefer it like this (begging). Moreover, when we were taken to the social home during a raid with the PP's satpol, there was guidance on behavior and a shift in mindset towards a better way of life. However, many friends returned to the streets. However, yes, how can we be fostered, but it is still difficult to do our own business, it is better on a road like this, there is money every day". (Interview on Tuesday, May 6, 2025)

From the results of the interview, it can be seen that the guidance in a series of homeless and beggar coaching programs carried out by the Pekanbaru City Social Service

has not achieved the expected results, This cannot necessarily be blamed on the social service because indeed the social and psychological condition of individuals can also affect the results of guidance, so from the results of research on guidance as a whole it is known that the local government of Pekanbaru City, especially the Pekanbaru City Social Service, has carried out the function of service to the community, namely social guidance quite well.

Briefing

Directing is the act of guiding a group of people to achieve the objectives outlined in the briefing, which is the plan provided by the person who gives the briefing. In this case, Pekanbaru City Social Service conducts a briefing for homeless people and beggars as part of a coaching program. Mr. Agustian also confirmed this as the Head of the Young Functional Division of Social Extension through an interview conducted: "The briefing was carried out by directly providing advice and explanations about the values and norms contained in religion and society, so that they could better understand and live their lives well after the coaching was carried out. We also mobilize competent stakeholders directly in the field by Pekanbaru city social service personnel, satpol PP, and medical personnel, as well as collecting data and identifying each individual". (Interview on Wednesday, May 7, 2025) Apart from the briefing on the values and norms contained in religion and society. The social service also mobilized several stakeholders who went directly to the field. There, they also collect data and identify each individual. This was confirmed by Mr. Anggara, as the Staff of the Pekanbaru City Social Service: "Hold a group discussion session at a halfway house or social home. Build early communication and build trust. We are also collaborating with Satpol PP and Pekanbaru City Social Service Personnel in this matter." (Interview on Wednesday, May 7, 2025) From the results of the observations made, it can be seen that the briefings carried out by the Pekanbaru City Social Service are conducted during raids, where homeless people and beggars are collected and then given briefings, as well as during coaching sessions in shelters or social institutions. However, it can be known that there are still many homeless and beggars assisted by social services who have been given guidance and direction, and are still returning to homelessness and begging. A similar thing about the briefing was also explained by Mr. Gusrizal as a community around the intersection of 4 Panam, Tuah Madani District, Tuah Madani District, as follows: "The briefing is carried out to the community as the community is urged not to give on the road and the community is also directed to give to the right person to be given". (Interview on Tuesday, May 6, 2025)

Likewise, the response regarding the briefing to Aidil, who had been given a direct briefing by the Pekanbaru city social service, was as follows: "Verbally, with a raid using the PP satpol and its social service officers. As far as I recall, his briefing focused on living a better life and adapting to the social norms of the environment. There is also a time before coaching, often briefing, before and when coaching is also there, yes, about how we will be in the future, then to not live on the streets anymore". (Interview on Tuesday, May 6, 2025) From the interview above, it is evident that the briefing carried out by the Satpol PP is not limited to coaching in shelters or orphanages, but also includes direct socialization with the community, as well as homeless people and beggars caught during raids. This is a preventive measure and

warning for beggars. Additionally, the briefing to the community did not go according to what Pekanbaru city's social service wanted. Many people gave money to homeless people and beggars at the intersection of 4 Panam, Tuah Madani District.

Education and Training

Education and training are the provision of knowledge and the acquisition of skills in a person or group of people, in this case, carried out by the Pekanbaru City Social Service, for homeless individuals and beggars who are in need.

This was confirmed by the results of an interview with Mr. Anggara, as the Staff of the Pekanbaru City Social Service: "The Social Service also holds non-orphanage training, such as cooking training, salons, and other household skills. The assessment is conducted personally, taking into account the participants' previous work experience and their wishes. Moreover, conduct training in simple technical skills such as electronic or light automotive servicing." (Interview on Wednesday, May 7, 2025) From the results of the observations made, it was found that this was also revealed by Aidil, who had been given training, as follows: "There was training that was carried out when I was in a workshop at that time. Moreover, we also depend on the type of training we want to take. Moreover, there was no follow-up support and no assistance given to me, nor was there any monitoring". (Interview on Tuesday, May 6, 2025) From the interview, it is evident that the training provided by Pekanbaru City Social Service is of a mechanical nature, and participants are free to choose the type of training that suits their interests. There is a different opinion from Annisa, as a beggar, as follows: "Not a single percent of my education and training has ever been received from the people of the Pekanbaru city social service." (Interview on Tuesday, May 6, 2025) But from the information of people without housing and beggars, some people are given sales cart assistance, and some of them distribute the results of the training, and some return to the street, because of the difficulty of opening their own business, not wanting to work with others, or not having the desire and self-distrust of people experiencing homelessness and beggars

Obstacles of the Social Service in the Development of Homeless and Street Beggars at Simpang 4 Panam, Tuah Madani District, Tuah Madani District. After conducting research on the role of the Pekanbaru city social service in fostering homeless people and beggars at Simpang 4 Panam, Tuah Madani District, Tuah Madani District, several inhibiting factors can be identified, including:

1. Limited facilities (infrastructure), such as shelters and training equipment, are the main obstacles that prevent the program from being maximized, so that, in its implementation, only a few coaching activities are carried out. Only a few homeless individuals and beggars who are fostered during one coaching period are permanently released and returned to their home areas.
2. The lack of professional trainers or coaching implementation resources, such as the lack of coaching resources owned by the Pekanbaru city social service, means it still needs assistance from the Satpol PP and the police.
3. There is still a lack of awareness among homeless people and beggars who have been fostered so that they return to begging and living as homeless people again, and the

lack of coordination with the participants' families and environment makes the coaching results less optimal.

Factors Causing the Many Homeless and Street Beggars in Simpang 4 Panam, Tuah Madani District, Tuah Madani :

1. District Some people experiencing homelessness and beggars are not residents of the city of Pekanbaru, or do not have an Identity Card.
2. Low Formal Education, such as the level of formal education of a person who is still at the elementary level, such as elementary school (SD) or equivalent.
3. This can indicate that a person has not completed secondary or higher education. No family in the city of Pekanbaru can adequately support their economic needs.

4. CONCLUSION

This study aims to find out the role of social services in fostering homeless people and beggars in the city of Pekanbaru (case study at Simpang 4 Panam). Based on the research that has been conducted, the following conclusions can be drawn:

1. The role of the social service has not been in accordance with the established procedures. Based on the results of research and interviews, the role of the Pekanbaru City Social Service in fostering homeless people and beggars at Simpang 4 Panam has not been carried out in accordance with the established procedures. Although the coaching program has been implemented in accordance with regulations, the expected results have not been achieved.
2. The results of the coaching have not been maximized; many homeless and beggars who have been fostered still choose to return to the streets. This happens because they feel that life on the road is more promising than the results of the coaching program provided.
3. The factor causing failure is not only from the social service, because the inability to achieve the results of coaching is not entirely the fault of the social service. The social and psychological conditions of homeless individuals and beggars also greatly affect the success of coaching.
4. The implementation of the service function is quite good, but there are still many obstacles. The Pekanbaru City Social Service has carried out its service and social guidance functions quite well. However, there are still many homeless people and beggars who, after being fostered, still return to the streets.
5. The briefing and coaching are less than optimal and ineffective, because the briefing carried out by the Pekanbaru City Social Service has been running in general. Still, it is not optimal and less effective. In addition, the community still often gives money to homeless people and beggars at the intersection of 4 Panam, making coaching efforts less successful.

For the sake of the Role of Social Services in the Development of the Homeless and Beggars in the City of Pekanbaru (case study at Simpang 4 Panam), going very well in the future, the author gives the following suggestions:

1. To the Pekanbaru City Social Service to increase the resources of implementing coaching in terms of numbers to be able to succeed the homeless and beggar development program, as well as utilize the assistance of Satpol PP, the Education Office, Medical Personnel, and the Police.

2. To the Pekanbaru City Social Service to be able to mobilize and guide more intensively and directly to people experiencing homelessness and beggars who will be fostered so that they do not return to begging and live as homeless again.
3. To the Pekanbaru City Social Service to be able to partner and cooperate with the private sector so that it can accommodate and channel the potential possessed by homeless people and beggars who have been fostered to get jobs and not return to the streets.

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