

Evaluation of the Implementation of the Family Hope Program (PKH) in Poverty Alleviation

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Abstract

Purpose:

This research aims to determine the results of implementing PKH in 2023 through evaluating government policies. This research interviewed 12 informants with the criteria of sub-district secretaries, PKH assistants, and PKH recipients.

Methodology:

The method used is a qualitative method with a purposive sampling technique. Primary data was collected through interviews and face-to-face observations, while secondary data came from online sources, Social Service documents, and BPS. The analysis uses the Miles & Huberman model with data reduction, coding, and triangulation to ensure the reliability and validity of the information.

Findings:

The findings show that PKH in Lasiana Village has been running well and achieved its goals. The indicators include (1) effectiveness seen from participants maintaining their commitments and obligations; (2) the community receives the responsiveness of the program; (3) efficiency seen from the efficient disbursement process that is already running; (4) sufficiency has not been running well because the assistance received by the community sometimes runs out prematurely. (5) accuracy is appropriate because determining participants goes through many stages.

Implication:

This research discusses increasing access to quality health education services and improving economic conditions. The limitation of this research was that it was only carried out in one sub-district.

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INTRODUCTION

Program evaluation is evaluative research. Evaluative research is intended to find out the end of a policy in order to determine recommendations for previous policies, which, in the end, determines the following policy. The evaluation aims to show the program's contribution to achieving goals (Mulyatiningsih, 2011). Evaluation research is carried out to get a picture of something, and then the results are described. In contrast, in implementing program evaluation, you want to know how high the quality or condition of something is due to program implementation after the data collected is compared with specific criteria or standards (Arikunto & Jabar, 2018).

Indonesia is a developing country with a large population, so Poverty cannot be avoided. Poverty is a living condition where a person or household experiences a lack of life so that they cannot meet the minimum or adequate needs for their life (Ritonga, 2003). The World Bank (in Ferezagia, 2018) states that a lack of income and wealth causes Poverty to meet basic needs such as food, clothing, housing, medical care, and acceptable education. Apart from that, Poverty is also associated with limited employment opportunities; people who are classified as poor are usually unemployed, and their education and health are generally inadequate.

Based on data from the Central Statistics Agency (BPS), the number of poor people in Indonesia from 2019 to 2023 continues to increase. Under these conditions, the state must try to eradicate poverty and improve people's welfare because poor people are the state's responsibility. The data in the following table can prove the increase in data:

Table 1. Number of Poor People in Indonesia 2019-2023

Year	Number of Poor People (March)
2019	25,14 million people
2020	26,42 million people
2021	27,54 million people
2022	26,16 million people
2023	25,90 million people

Source: Central Statistics Agency (BPS), 2023

In carrying out the Government's obligation to empower underprivileged communities and develop a social network system, the Government must pay serious attention to overcoming the problem of Poverty and needs to create a national policy or program that is related to community welfare fairly and equitably. Poverty is viewed economically and in terms of education and health (Mason & Rosenbloom, 2022). The Government has launched many programs to address this problem. One of the programs implemented to date is the Family Hope Program (PKH).

Since 2007, the Indonesian Government has implemented the Family Hope Program (PKH) to reduce Poverty. The Social Protection Program, also known internationally as Conditional Cash Transfers (CCT), has proven to be quite successful in overcoming the Poverty faced in other countries, especially the problem of chronic Poverty. The main objective of PKH is to reduce poverty and improve the quality of human resources, especially for groups in poor societies. The short-term goal of PKH is to provide an income effect by reducing the burden of RTSM expenses. Meanwhile, the long-term goal is to break the chain of RTSM poverty by improving the quality of health/nutrition, education, and income capacity of children (price effect), as well as providing certainty about children's future (insurance effect) and changing the behavior (behavior effect) of low-income families.

The Indonesian Ministry of Social Affairs has distributed PKH assistance throughout Indonesia, including in Kupang City. As a conditional social assistance program, PKH provides low-income families, especially pregnant women, and children, access to various health service facilities (Fakes) and education service facilities (Fasdik) available around them. PKH is also starting to be pushed to include people with disabilities and the elderly to maintain the level of social welfare. All PKH participants receive free health services provided by the Askeskin program and other programs for poor people. Therefore, the PKH card can be used as an identity to obtain these services. The education component in PKH was developed to increase participation rates in the 9-year mandatory primary education, as well as efforts to reduce child labor rates in impoverished families.

The target for PKH participants is based on established criteria. PKH participants who still meet the criteria and requirements may receive six-year assistance. For this reason, it will be evaluated every three years to recertify membership status. If the participant is deemed to no longer meet the requirements after three years of recertification, then the RTSM is excluded as a PKH (exit strategy) recipient. However, three years later, according to the results of the verification of poverty status by the Central PKH implementation unit together with BPS, it was found that RTSM had increased. If, after six years, the condition of RTSM is still below the poverty line, then the PKH exit strategy coordinates with other related programs for referral (referral system), such as employment, industry, trade, agriculture, and community empowerment, among others.

The implementation of PKH in Lasiana Village has been carried out since 2016 with the target of several recipient groups. The group receiving PKH assistance in Lasiana Village is 350, which is divided based on the group receiving pregnant women with several two people with a percentage of 0.6%, the group of children aged under six years has a total of 79 people with a percentage of 22.6%, the group of elementary school, middle school and high school students has the number of 243 people had the highest percentage of 69.4%, and the elderly group with 26 people with a percentage of 7.4%.

The recipient data above is the percentage of recipients in 2023, with 350 recipients. However, 2023 will have the most significant decrease in PKH recipient data. In 2021, data on PKH recipients in Lasiana Village was recorded as targeting 517 Family Cards (KK); in 2022, targeting 509 families; and in 2023, targeting 350 families. Lasiana, from 2021-2023, has experienced a decline.

The decline in PKH recipients' data differs from data on low-income families in Lasiana Village. Data on low-income families in Lasiana Village has increased over the last three years. It was recorded that in 2021, the number of low-income families in Lasiana Village was 695 families, then in 2022, there were 726 families, and finally, in 2023, there were 760 families. Through this data, the objectives of PKH in Lasiana Village have yet to be achieved as best possible because they have not been able to reduce the poverty rate, as evidenced by the continuing increase in the poverty rate.

The gap between data on PKH recipients and the number of low-income families in Lasiana Village needs to be evaluated to know the program's process, results, and development. Based on the interviews with the PKH coordinator, the evaluation results in setting targets following the criteria in the education component, namely that the level of participation in educational facilities must be above 85%. If the level of attendance at the school is not met, aid will be stopped, and temporary sanctions will be imposed in the health sector. Moreover, social welfare must carry out regular checks at health facilities. Meanwhile, for assistance, the coordinator must routinely monitor the activities of the assistant in the field during meetings once a month based on the number of groups, namely seven groups with a total of 350 KPM people in Lasiana Village.

PKH policy evaluation research has been conducted by several researchers (Ayuningtias & Rahaju, 2018; Dehani et al., 2018; Susanto, 2016). Research by Maya Dehani et al., which was carried out in the South Bogor District, focused on evaluating the objectives of PKH in realizing RSTM independence in meeting life's needs related to education and the health of pregnant women and toddlers. Herman Susanto focused on the context, input, process, and product (CIPP) evaluation model in Kebayoran Lama District. Ayuningtias and Rahaju used score interpretation criteria in the interval class and focused more on the results of the percentage of sub-indicators in Ngepung Village. The research carried out is still limited to locations in the Java area, while this research will add to the literature regarding evaluation in the East. Differences in research locations are significant because each region's implementation methods have innovations. Apart from that, this research focuses on improving access and quality of health education services for PKH Participants, increasing the educational level of PKH Participants, improving the health level of pregnant/nursing mothers, and improving the economic conditions of PKH Participants.

In line with this, evaluation is critical. Evaluation in the implementation of a program aims to determine the results and development of the program. Evaluation is carried out to measure or compare the effect of a program with the objectives to be achieved to help make further decisions regarding the program and improve future programs (McDavid et al., 2018).

The results of the evaluation of the implementation of the Family Hope Program (PKH) aim to provide concrete evidence in the implementation of the program related to achieving objectives based on evaluation criteria, namely based on problems that have been revealed, so this research uses Dunn's (2003) policy evaluation theory which states that There are 5 (five) indicators in evaluating a policy, namely effectiveness, namely whether the desired results have been achieved, efficiency, namely how much effort is needed to achieve the results, adequacy, namely how far the achievement of the results can solve the problem, responsiveness, namely regarding the community's response to assistance received and accuracy, namely whether the desired results are beneficial for society.

The PKH evaluation research was conducted to address the challenges and provide valuable insights to the sub-districts. The information gathered can be used to make informed decisions to enhance the quality of implementation of the Family Hope Program. The vital aim of this research is to find out the results of the implementation of PKH in 2023 so researchers can evaluate whether the implementation has gone well or not and whether it has been able to improve the quality of education, health, and living standards of the community, especially in Lasiana Village.

Literature Review, Public Policy Concept. Policy, according to Carl Friedrich's opinion quoted by Agustino (2014) in the book *Basics of Public Policy*, states that policy is an action that leads to goals proposed by a person, group, or Government in a particular environment, where there are certain obstacles while looking for opportunities. Opportunities to achieve goals or realize desired targets. According to Dunn (2003), public policy is a series of interconnected choices made by government institutions or officials in areas involving government tasks, such as defense, security, energy, health, education, community welfare, crime, urban areas, and others (Pasolong, 2019). In connection with this, Wilson (in Wahab, 2016) defines policies as government actions,

objectives, and statements regarding specific problems, steps that have been/are being taken (or have failed to be taken) to be implemented, and the explanations given by them regarding what happened (or did not happen). Harold Laswell and Abraham Kaplan (in Subarsono, 2016) argue that public policy should contain society's goals, values, and social practices. It means that public policies must be consistent with the social values and practices that exist in society. When this happens, the policy will cause resistance and uproar from the community.

Concept of Public Policy Evaluation. Evaluation is the process used to assess. Evaluation is usually aimed at assessing the extent of the effectiveness of public policies in order to be accountable to their constituents. The extent to which goals are achieved and to see the extent of the gap between expectations and reality. According to Lester and Stewart (Winarno, 2008), policy evaluation can be divided into two tasks. The first task is to determine the consequences caused by a policy by describing its impact. Meanwhile, the second task is to assess the success or failure of a policy based on previously established standards or criteria. Policy evaluation is a matter of fact in measuring and assessing both the stages of policy implementation and the results (outcomes) or impacts of the operation of a particular policy or program, thereby determining steps that can be taken in the future.

In the implementation stage of public policy evaluation, indicators or criteria are used as benchmarks in determining whether a public policy is successful. Dunn (2003) put forward policy evaluation indicators, including (1) effectiveness, which is seen from whether an alternative (policy) achieves the expected results or achieves the objectives of the action. Effectiveness is related to technical rationality, always measured by units of products or services or their monetary value; (2) efficiency, which is seen from the amount of effort required to increase a certain level of effectiveness, generally measured in monetary costs; (3) adequacy which is seen from how far a level of effectiveness can satisfy needs, values, or opportunities in solving problems that occur, this emphasizes the strength of the relationship between policy alternatives and the expected results; (4) equality which is related to legal and social rationality and refers to the distribution of consequences and efforts between different groups in society, policies designed to distribute income, educational opportunities or public services are sometimes recommended based on similarity criteria; (5) responsiveness which is defined as a response to an activity. Responsiveness relates to how far the policy can satisfy the needs, preferences, or values of certain groups of society; the public's response after the impact of the policy has begun to be felt in the form of support/rejection. (6) appropriateness is related to substantive rationality; appropriateness refers to the value or price of the program objectives and the strength of the assumptions underlying these objectives.

Based on the description above, what is meant by policy impact evaluation in this research is an assessment of the implementation of policies that have been implemented by an organization or Government by evaluating aspects of the policy impact, which include effectiveness, responsiveness, and accuracy of the implementation of the policy in terms of aspects of society as targets of the policy.

Program Evaluation Concept. Concept of Program Evaluation Program evaluation is a series of deliberate activities to see the program's success level. There are several definitions of the program itself. In the dictionary, (a) program is a plan, and (b) program is an activity carried out carefully. Carrying out program evaluation is an activity intended to determine the high success level of planned activities (Arikunto, 1993). Furthermore, according to Cronbach and Stufflebeam, quoted by Arikunto and Jabar (2018), program evaluation is an effort to provide information to be conveyed to decision-makers. Program evaluation is a process of collecting scientific data or information whose results can be used as consideration for decision-makers in determining policy alternatives.

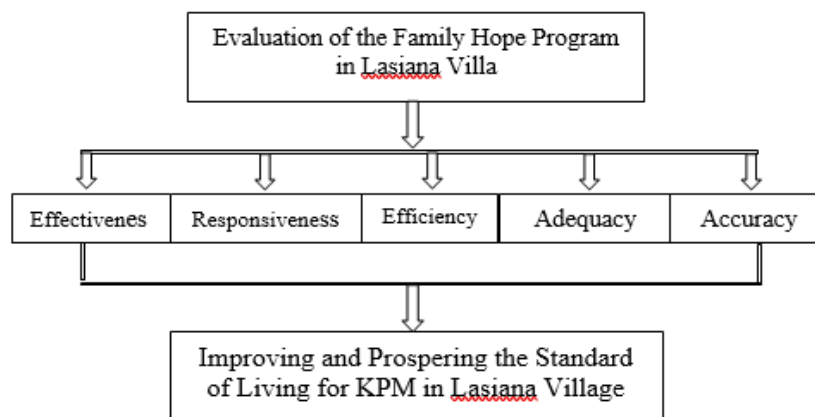
According to Mulyatiningsih (2011), program evaluation is carried out to (1) show the program's contribution to achieving organizational goals. The results of this evaluation are essential for developing similar programs in other places and (2) making decisions about the sustainability of a program, whether the program needs to be continued, improved, or stopped.

Concept for Evaluation of the Family Hope Program. As a conditional social assistance program provided by the Government to its community, PKH provides access to low-income families, especially pregnant women and children, to utilize various health service facilities (faskes) and education services (fasdik) available around them. The provision of PKH is also starting to be encouraged to include and be enjoyed by people with disabilities and the elderly while maintaining social welfare following the mandate of the constitution and the Nawacita of the President of the Republic of Indonesia. Based on the Regulation of the Minister of Social Affairs of the Republic of Indonesia Number 1 of 2018, the Family Hope Program (PKH) is a program providing

conditional cash social assistance (conditional cash transfers) to poor and vulnerable families and individuals who are registered in the integrated data of the poverty management program which is processed directly by Integrated Data and Social Welfare (DTKS) and designated as a family beneficiary of the family hope program.

The General Guidelines for PKH by the Ministry of Social Affairs (2016) list the general and specific objectives for rolling out PKH. The general objective of PKH in the short term is to reduce the burden of household expenditure (direct consumption impact) and also, in the long term, to invest more in future generations through improving health and education (human capital development impact). It means that PKH is expected to be a program that breaks the chain of Poverty between generations. Meanwhile, PKH's objectives specifically consist of 1) improving access and quality of education and health services for PKH members; 2) increasing the educational level of PKH members; 3) improving the health level of breastfeeding/pregnant mothers and children under six years of age; 4) improve the economic conditions of PKH participants.

The PKH implementation process consists of several stages, and these stages can be seen in the PKH implementation flow based on the 2021 Family Hope Program Implementation Guidebook as follows: 1) planning; 2) initial meeting and validation; 3) determination of KPMPKH; 4) distribution of social assistance; 5) data updating; 6) verification of commitment; 7) mentoring; 8) membership transformation (Ministry of Social Affairs, 2021).



Source: William N Dunn (2003)

Figure 1. Research Thinking Framework

METHODS

Research Design and Type. The type of research used is qualitative research with a descriptive approach. Qualitative descriptive research describes problems or cases found based on facts, then researched to solve the problems and draw general conclusions. Kirk and Miller (in Moleong, 1998) define qualitative research as a way of making direct observations on individuals and connecting with these people to obtain the data they extract (Moleong, 2002). The rationale for using this method is that the author wants to know about existing phenomena under natural conditions, not under controlled, laboratory, or experimental conditions. Descriptive qualitative research would be more appropriate because the author needs to go directly into the field with the research object.

This research was carried out in Lasiana Village, Kelapa Lima District, Kupang City, with field research. It collected data directly on objects to obtain it from the field with guaranteed truth and authenticity. The time that will be used in this research is one month, starting from implementing the proposal seminar.

The research evaluates the PKH program, assessed from five research focuses. First, effectiveness is reviewed based on the KPM commitment and monthly meetings. Second, responsiveness is assessed from positive responses and negative responses. Third, efficiency consists of indicators of aid funds and the process of disbursement of funds. Fourth, adequacy is seen in the satisfaction of PKH participants. Fifth, focus on accuracy in terms of the accuracy of PKH recipients.

Sample and Research Sampling Techniques. This research took 12 informants consisting of Lasiana sub-district employees who were selected based on a purposive sampling technique, which aims to recruit informants with unique characteristics who are very knowledgeable or have experience with the research topic so that they can achieve the research objectives (Boyras, 2019).

Table 2. Research Informants

No.	Informant	Determination of Informants
1.	Lasiana Village Secretary	1 person
2.	PKH Companion	1 person
3.	PKH Recipient Community	10 person
	Total	12 people

Data Collection Techniques, Data Analysis Techniques, and Data Validation Techniques. Primary data was collected through face-to-face interviews and direct observation. Meanwhile, secondary data is taken from online data, documents in the Social Service, and documents published in BPS. After the information is collected, it is then analyzed using the Miles & Huberman (1992) technique with a data analysis model or what is called an interactive model, which means the researcher must be ready to dive directly into the process of data reduction, data presentation, and drawing conclusions or verification. In data reduction, all recorded data is then reduced, transcribed, and then analyzed.

All notes collected were coded using coding, which refers to identifying topics, issues, similarities, and differences expressed by the sources. The coding process is assisted by qualitative software. In the coding section, we also summarize our findings from the verified transcripts with relevant theoretical quotes (Choi & Park, 2014). Guaranteeing the validity of the data in this research uses the participation of the author and data triangulation.

Testing the truth of the data uses source triangulation by verifying the results of interviews with data from secondary sources. Triangulation is a data validity checking technique that utilizes something other than the data for checking purposes or as a data comparison (Moleong, 2002). Invalidity techniques: The author's data uses triangulation techniques because by using triangulation techniques, the author compares the data obtained so that he will get data that is valid and can be proven to be true even though using different sources, techniques, and times.

RESULTS AND DISCUSSION

Evaluation of the Family Hope Program (PKH) in Lasiana Village, Kelapa Lima District, Kupang City. The goals and objectives of a program or policy can be measured through evaluation, so that evaluation here is a benchmark for how far the goals and objectives of a program have been achieved. Apart from that, to assess the success of a program, it is also necessary to develop several indicators or criteria that can be used as a reference in conducting evaluations. Evaluation is critical to carry out in a program. In order to measure the level of success in implementing PKH, in this case, the PKH Evaluation in Lasiana Village, Kelapa Lima District, Kupang City, the author uses the evaluation criteria from William Dunn as follows:

1. Effectiveness. The effectiveness of this program is closely related to the extent to which the implementation of PKH has achieved the expected goals. The main objective of PKH is to improve the quality of human resources, especially in education and health in low-income family groups. The effectiveness of PKH can be seen from the facts on the ground so that the objectives of this program are running well. In order to determine the effectiveness of PKH, the author conducted field research where PKH was implemented in Lasiana Village, Kelapa Lima District, and Kupang City. The author conducted observations and interviews with related parties, namely: 1) Vivi Manit (PKH Facilitator); 2) Martha Pehang (Lasiana et al.); and 3) Dorthia Henukh, Sarlin Adu, Maria Selan, SitaliaMimul, SelfinceMboli, Delfika Doh, Novita Rassa, Maria Ero, Sandar Yani Ae, Irawati Lap aan (PKH participants).

In order to see the level of effectiveness of the Family Hope program in Lasiana Village, two things serve as a basis for whether the program is working as desired.

a) Commitment. Commitment is one of the conditions for implementing PKH. The effectiveness of implementing PKH can be seen from the KPM's commitment to complying with the conditions set by the Central Government. A program can be implemented if the community remains obedient and does not violate the rules that have been mutually agreed upon. In the general PKH guidelines for the provision of education and health services, there are several things related to obligations that PKH/KPM participants must adequately fulfill. The obligations that must be carried out by PKH recipients (KPM) are following those stated in the general guidelines, namely: 1) Checking the womb of pregnant women; 2) Carrying out forced labor examinations for postpartum mothers at the Pustu; 3) Taking children aged 0-5 years to posyandu; 4) Health checks for the elderly; and 5) For school-age children who go to school diligently. If participants do not fulfill the commitment requirements as agreed, the following provisions apply 1) Reprimand for KPM participants; 2) Reduction/cutting of PKH funds to be received; and 3) Expelled as a KPM participant.

As a result of observations made by the author, this commitment was not strengthened by written evidence but only statements at the meeting because there were participants who were absent and were only given a warning by the PKH facilitator. A more explicit discussion regarding KPM's commitment to Lasianadi Village was obtained from an interview on June 9, 2023, with the informant (Mrs. Vivi Manit) as a companion in Lasiana Village, explaining that.

"Talking about commitment in Lasiana Village, all the participants have been diligent throughout this time. As long as I was a companion, when there was a meeting, all the members always attended the meeting. However, sometimes, some were absent and needed more time to attend, so their husbands or children took their place at the meeting because they were afraid of being sanctioned with reduced funds. Since the beginning, the children who received PKH assistance have all been diligent in going to school because that is a requirement for their parents to receive PKH assistance. The same is true for mothers with toddlers and pregnant women who have diligently visited the posyandu to check their health and that of their children. "It can be said that because of the PKH assistance, they are diligent in going to the posyandu, which has had a positive influence."

The same thing was also expressed by one of the PKH recipients in Lasiana Village, Dorthia Henuk (interview June 12, 2023).

"Miss, I have been diligent in going to the posyandu since I was pregnant until now. I am here at the posyandu every 9th of every month. I am diligent because my companion always conveys the requirements for receiving PKH assistance, and my children are diligent in attending school."

One of the PKH recipients, Sarlin Adu, conveyed the same thing in Lasiana Village (interview June 12, 2023).

"I have a child who diligently goes to school when he leaves at 6 o'clock because there is no vehicle at home, so he walks, but sometimes I ask for a motorbike taxi to take him to school, and now there is a maxim, so going to school is easier. "The government is giving us aid, which means that we as recipients must follow the regulations."

Based on the results of interviews conducted by the author, it can be concluded that PKH recipients, both pregnant women, and children, commit, namely, by checking the womb every month at the posyandu for pregnant women and diligently going to school for school-aged children for PKH recipients. PKH participants or recipients continue to maintain their commitment and carry out their obligations set by the Government to achieve the expected goals. However, based on observations in the field, some participants still violated their commitments, namely not taking their children to the posyandu. Many participant children still needed to be more active about going to school.

b) Monthly Meeting. The monthly meeting that has been determined by the Ministry of Social Affairs and agreed upon with the companions and participants is one of the routines carried out by the companions, group leaders, and PKH participants in Lasiana Village, which is carried out according to a mutually agreed schedule and the location is usually at home. Houses of PKH recipient residents. The following things are done during the monthly meeting: 1) Updating participant data and validating changes to participant data; 2) Update information on program developments and achievements; 3) Give and receive suggestions to explore complaints from PKH participants which are problems faced by PKH participants; 4) Provide motivation for participants to remain active in carrying out their duties to fulfill commitments; and 5) Providing materials about the family hope program so that aid funds can be utilized according to their objectives.

In connection with the monthly meeting of PKH participants in Lasiana Village, researchers interviewed one of the informants. The following are the results of the author's interview with the PKH assistant for Lasiana Village, Mrs. Vivi Manit, on June 9, 2023.

"He has meetings every month, usually held in people's homes. Yes, every month, a meeting is held to evaluate the progress of the program, whether the funds have been used as expected, not used for shopping for clothes and make-up, or something else unrelated to the program's objectives. "I always explain to every PKH recipient that this is assistance, not receiving a salary. There are many things that PKH participants must fulfill. This program is only valid for five years per recipient, so if you have had enough of 5 years, you must leave even though you still meet the requirements."

Then, the following interview with Mrs. Maria Selan as a PKH participant, on June 12, 2023, is as follows:

"Miss, there is always a meeting every month, but at the time of Corona, meetings could not be held because gatherings were prohibited, and because of that, I received inappropriate assistance. "Maybe my data is not valid at the center because the family card was not asked to update the data."

From the interview results above, the author confirmed this with Mrs. Vivi Manit, a PKH assistant in Lasiana Village, who was interviewed on June 15, 2023.

"Sister, it is a matter of commitment and monthly meetings, so let me explain one by one first; commitment is a rule that every KPM participant must obey, and every condition must be fulfilled, like it or not, if you still want this assistance. At this monthly meeting, I emphasize to the participants that I hope they can understand this assistance's real purpose and benefits.

Based on observations and the results of interviews conducted by the author, it can be concluded that monthly meetings with PKH participants always run smoothly. However, due to the COVID-19 outbreak, this was hampered, resulting in a lot of invalid data at the center because there was no data updating or updating, which also resulted in many participants receiving assistance, some of which did not match the components. As explained by the assistant to the author, if the data for each participant is invalid, it will affect the recipients themselves and the assistance they will receive every quarter.

2. Responsiveness. The responsiveness of the Family Hope program is a form of response from PKH participants that arises from their satisfaction with the implementation of PKH assistance. The response is usually positive or negative. Responsiveness is concerned with how far a policy can satisfy KPM's needs. Responsiveness in implementing the Family Hope Program in Lasiana Village was quite a positive response from the implementers and the PKH participating community. PKH participants expressed various satisfactions during interviews regarding PKH, including as expressed by Mrs. SitiliaMimul on June 12, 2023:

"Praise God, Miss. I am satisfied that thanks to this assistance, the costs of purchasing my children's school equipment are covered. This assistance can help me financially because my income is uncertain. What is more, I have children under five. Some are in junior high school, some are in high school, some have just graduated from high school, and some nephews live with me, so I have a lot of needs and expenses."

As stated by Mrs. SelfinceMboli in an interview on June 15, 2023:

"I am satisfied, sister; thanks to this assistance, my children can all attend school. There are also costs for the assistance they receive at school because they are included as PKH participants. I am very grateful to be a recipient of PKH assistance."

Likewise with the statement from Mrs. Delfika Doh as a PKH recipient in an interview on June 15, 2023:

"Satisfied, little brother. The aid that the Government gives once every three months can be used to help because I usually do not have any money. Coincidentally, this month, it is disbursed again, so it can help buy food, especially as there is also basic food. Hence, there is also help when I sometimes run out of rice and eggs. Chicken and fish help."

Based on observations and interviews conducted by the author, PKH participants very well receive the responsiveness of beneficiary participants towards PKH because this assistance is very beneficial for less fortunate people. Beneficiary participants responded favorably because they felt satisfied and helped by this PKH. This assistance could help with education and health. The children who receive PKH assistance can also get assistance from their respective schools so they are no longer burdened with school fees and can buy school equipment. With

this assistance, their parents do not have to worry anymore. They also hope this assistance will continue; they hope to become KPM and will not be excluded as PKH participants.

3. Efficiency. Efficiency is how much effort is needed to achieve the results desired by PKH. The efficiency criteria are related to assistance costs, time, and energy. Here, the informant answers about the nominal amount of funds they received and the time for distributing them.

a) Assistance Funds. PKH funds are distributed every three months in 4 stages, namely in January, April, September, and December, through BRI bank. Distribution of nominal amounts of aid in the Lasiana sub-district from the Family Hope program for RTSM/KSM, as follows:

Table 3. PKH Assistance Scenarios

Help Scenario	Thawing Stage	Annual Assistance
Education Component		
Elementary School kids	225.000 x 4 stages	Rp. 900.000
Junior High School student	375.000 x 4 stages	Rp. 1.500.000
Senior High School student	500.000 x 4 stages	Rp. 2.000.000
Health Components		
Toddlers/Pregnant Women	750.000 x 4 stages	Rp. 3.000.000
Elderly	600.000 x 4 stages	Rp. 2.400.000
Destabilized	600.000 x 4 stages	Rp. 2.400.000

Source: Lasiana Village PKH Companion, 2023

So, from the table above, you can see the details of the assistance that KPM will receive while being a PKH participant. This assistance follows predetermined components. Therefore, PKH participants in receiving assistance must comply with the detailed provisions of the funds.

During an interview on June 9, 2023, several informants stated that Mrs. Novita Rassa received PKH assistance.

"As for how much I received, I do not know because sometimes it goes up, sometimes it goes down erratically every time I receive it. I also do not know how to calculate what I know is how much is in the incoming account that I received."

In line with what was explained by Mrs. Maria Ero on June 9, 2023, here are the results of the interview:

"As for the amount of funds received, I do not know because it is uncertain. Sometimes a lot is received, sometimes a little."

Based on the interview results above, it is explained that PKH participants in Lasiana Village need to learn the details of the funds they must receive for each disbursement. They still need to be given information about PKH so that problems like this can be handled if the funds they receive do not match the components they should receive.

To confirm the opinion of informants obtained by the author previously, the author interviewed PKH assistant Mrs. Vivi Manit on June 9, 2023.

"I do not know about the process of disbursing aid funds received by KPM because that is a regulation from the center. The disbursement process is at the bank, first at the post office, and regarding the nominal funds received by KPM, I also need to find out the time. I know because there is a notification from the center."

From the results of the confirmation above during the interview with the Companion Mother, it was explained that this PKH assistance is entirely directly from the center so that the disbursement process and aid funds received are not known because the disbursement process is carried out individually through their respective accounts and the aid funds are also by each component so it is not known what the nominal value of each KPM is.

b) Liquefaction Process. PKH funds are disbursed to RTSM, selected as PKH participants, and follow the education and health program requirements. Proof of participation is ownership of a PKH card containing the name of the mother/woman responsible for looking after the child. PKH cards are given to all PKH participants.

The process of disbursing PKH funds is carried out every three months in 4 stages a year. Disbursement is carried out at the BRI bank, which PKH has determined, and now there is no longer an accompanying assistant in receiving it because all PKH participants already have their ATM accounts, so in disbursement, each participant takes their own money without any more intermediaries. The author interviewed several informants to learn more clearly about disbursing aid funds.

During an interview on June 15, 2023, Mrs. Vivi Manit, an assistant in Lasiana Village, explained. Explaining the process of disbursing funds as follows:

"The disbursement of PKH funds is done every three months (quarterly) every four times a year. If the disbursement is done at the bank, it will be at the post first. Moreover, now all participants can cash out themselves because those who hold their respective cards have to wait for the date of disbursement of funds and are no longer accompanied. If you ask why you are not accompanied, the problem is that I usually want to contact the chairman so they can go together to disburse it. However, they still need time to tell me they have disbursed it because all the participants have entered it first or the money has come in, so I can always monitor it. That is why now it is hard to know who is getting less money and what they receive does not match the components that should be received, how many elementary school, middle school, high school, toddlers, pregnant women, and the elderly, so I tell them to report if the funds they receive are not appropriate so that they can be paid quickly. Correct the data."

Regarding the process of disbursing PKH funds, this is the same as what was expressed by Mrs. Sandra as a PKH participant interviewed on June 9, 2023.

"At the time of disbursement, Miss, it was done by the bank. It used to be done at the post, but now it is transferred to the bank. Moreover, now we PKH participants have PKH ATM cards, so we no longer have to bother disbursing funds. When disbursing, you must be accompanied by a companion."

From the explanation above, it is clear that the disbursement of PKH funds in Lasiana Village has gone well because by transferring it to the bank, participants can disburse PKH funds without any more intermediaries. However, by transferring it to the bank, it is more difficult for assistants to record the funds received by each PKH participant, whether the participants receive funds according to the components of each participant.

Based on observations and interviews conducted by the author, it can be concluded that the efficient disbursement process has been running well because each recipient carries out the disbursement without any intermediaries and goes directly into their respective accounts/ATMs. However, the aid funds received by the aid recipient participants do not match the components of each participant. Some receive a reduced nominal amount of funds, and some PKH participants need to know how much they will receive. Therefore, they never report to their companion if there is a problem. In receiving aid. Therefore, from the efficiency aspect, this indicator needs to be fixed.

4. Adequacy. The adequacy of the Family Hope Program is related to the extent to which the participants are satisfied with the PKH family as the program's target in meeting their needs. With PKH's existence, several things will indirectly be helped, such as reducing the burden on people who cannot afford it and reducing education and health costs.

As explained by the informant during an observation review in the field interview with Mrs. Vivi Manit as PKH assistant in Lasiana Village on June 15, 2023:

"Speaking about the adequacy of PKH assistance, I, as a companion, only advise that people use it as adequately necessary to be valuable and sufficient for their families. Moreover, if we say whether this aid can solve Poverty, it is about something other than helping the needs of the less fortunate.

In line with what was explained by Mrs. Martha Pehang as Secretary of the Lasiana Village Head during an interview on June 23, 2023:

"In terms of solving Poverty, it is difficult, especially as the poverty rate continues to increase, so that if PKH accepts only a portion of one sub-district, not all of them are registered as underprivileged families. "So, in my opinion, Miss, this program cannot solve poverty, but this assistance can help ease the burden on poor people."

The interview results explain that solving Poverty in society is difficult because of the high poverty rate. However, in lightening the burden on society, aid programs such as PKH can lighten the burden on people who are less able to meet their needs, and indeed, they deserve to receive this assistance.

To determine the adequacy of assistance for the Family Hope program in Lasiana Village. Researchers conducted interviews with several PKH participants as follows:

The first informant was Mrs. Maria Selan, a PKH or KPM participant, who was interviewed on June 9, 2023:

"If you say this aid is not enough for daily life, then it is enough because the disbursement is done every three months. Every small amount I receive is also uncertain; the amount sometimes goes down, sometimes goes up; I also do not know the problem, so what I receive is insufficient."

The second informant is Mrs. Irawati Lapaan, a PKH or KPM participant, who was interviewed on June 9, 2023:

"This PKH assistance is sufficient because it keeps coming into the account, so it is not enough for us to arrange it. Isn't it enough to help with finances? Who wants to give us money like that every month, wait for it to come in, and not work either? It is just the regulations that must be followed."

Based on observations and interviews conducted by the author, it can be concluded that in this adequacy indicator, the author found that the assistance received by PKH participants sometimes runs out prematurely or is also used for other things. Hence, this assistance runs out for a moment. The community can only use it for a short time. For a long time, we have yet to be able to solve Poverty.

5. Precision. The accuracy of the Family of Hope program refers to whether the goals or values of the program can accommodate the facts of the Family of Hope program in the field. Appropriateness is closely related to substantive rationality because the question of policy appropriateness does not concern one individual criterion but more than two criteria together. Therefore, to determine the level of accuracy of this program, researchers conducted interviews with several informants. The first informant was Mrs. Martha Pehang, Secretary of the Lasiana Village Head, in an interview on June 23, 2023:

"Yes, the issue of accuracy is that it is right on target for all my residents who are eligible to enter PKH, those in the underprivileged group. "Indeed, some may be worthy of being expelled and replaced by worthy ones, but I will return all that to the PKH, where they will judge themselves."

In line with what Vivi Manit, the PKH assistant for Lasiana Village, explained on June 15, 2023:

"It is appropriate and following our goal as assistance to go to the field to review whether these participants are worthy or not to receive assistance from there. We, as assistants, assess that this community is legitimately worthy of assistance, and they have also met the requirements for the PKH components."

Based on the results of interviews and observations in the field, the accuracy of this Family Hope program is appropriate because in determining participants, they go through many stages and must follow the components that have been determined. This assistance is helpful for those who receive assistance.

CONCLUSION

The gap between PKH recipient's data and low-income families in the Elderly Village means that PKH implementation needs to be evaluated. Rahaju, 2018 has conducted similar research (Dehani et al., 2018; Susanto, 2016) but has not focused on improving access and quality of health education services for PKH Participants, increasing the educational level of PKH Participants, and improving the economic conditions of PKH Participants. Based on the results of research and analysis conducted by the author on the Family Hope Program (PKH) in Lasiana Village, Kelapa Lima District, Kupang City, it can be concluded that the implementation of PKH has gone well following the aim of launching PKH, namely with the hope of being able to solve the classic problems faced by RTSM.

1. The effectiveness of PKH in Lasiana Village has been going well. Judging from the PKH participants or recipients who maintain their commitments and obligations as beneficiaries and the monthly meetings that have gone well,

2. The responsiveness of PKH in Lasiana Village can be concluded that the community receives the program's responsiveness because this assistance is very beneficial for less fortunate people; assistance in the form of cash and necessities, education, and health costs helps people's lives.
3. The efficiency of PKH in Lasiana Subdistrict has been running well, seen from the efficiency of the disbursement process, which has been running well because each recipient carries out the disbursement without any intermediaries and has been entered into each recipient's account/ATM.
4. The adequacy of PKH in the Lasiana Subdistrict can be concluded that this adequacy indicator has not worked well because the assistance received by the community sometimes runs out prematurely or is also used for other things. Hence, this assistance runs out for a moment. The community can only use it for a short period.
5. The accuracy of this PKH in the Lasiana Village is the accuracy of this family. I hope the program is correct because determining participants goes through many stages and must follow the components that have been determined. This assistance is helpful for those who receive assistance.

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