



The Role of the Bandung City Government through Social Services in Handling the Homeless and Beggars

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Abstract. This study aims to analyze the role of the Bandung City Government through the Social Service Office in dealing with homelessness and beggars as part of efforts to improve social welfare. The method used is qualitative descriptive by utilizing secondary data and relevant literature reviews. The results of the study show that the Bandung City Social Service Office has implemented various handling programs such as controlling the use of public space, providing temporary shelters as temporary residences, social rehabilitation through mental guidance and counseling, and empowerment through skills training to increase economic independence. Based on data for 2021-2024, the number of homeless people was stable during 2021-2023, then decreased to 77 people in 2024. Meanwhile, the number of beggars increased until 2023, then dropped drastically to 148 people in 2024. This decline illustrates the government's efforts in the form of various integrated programs. However, the long-term effectiveness of these programs is still not optimal, as there are still people who return to their previous conditions after the coaching program. In addition, this study also revealed obstacles to program implementation, for example, budget limitations, lack of social workers, and coordination between institutions that are not optimal. Therefore, strengthening programs in a more sustainable manner, improving cross-sector coordination, and implementing a more comprehensive approach are needed so that the handling of homelessness and beggars can have a more effective and sustainable impact on the social welfare of the community.

Keywords: Role of Government, Social Services, Homeless and Beggars.

1 Introduction

The city of Bandung as one of the metropolitan cities in Indonesia still faces the problem of homeless people and beggars who are closely related to structural poverty, economic instability, and limited access to education, health services, and decent employment opportunities. This condition places the homeless and beggars as people with social welfare problems (MSMEs) who are vulnerable to being trapped in the cycle of poverty, while reflecting the gap between the economic ability of the community and the fulfillment of basic needs. Therefore, the handling of homeless people and beggars is important in efforts to improve social welfare through the development of inclusive and sustainable social programs. Local governments, especially social services, have a

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crucial role in formulating and implementing comprehensive strategies to address this problem [1].

Data from the Bandung City Social Service in 2024 shows that the number of homeless people reaches around 948 people and the number of beggars is around 4,126 people. This figure shows that the problem of homeless people and beggars is still a serious social problem and has not been fully addressed effectively through existing policies. The Bandung City Government through the Social Service has established various policies, including the Decree of the Mayor of Bandung Number 460/Kep.097-Dinsos/2024 concerning the Task Force for Data Collection, Verification, and Validation of Integrated Social Welfare Data, as well as Regional Regulation of the City of Bandung Number 9 of 2019 concerning Public Order, Order, and Community Protection which regulates the prohibition of begging and vagrant activities in public spaces.

However, in practice, the implementation of the policy has not been running optimally. Homeless people and beggars are still found in various public spaces such as markets, stations, crossroads, and strategic areas of the city. This condition shows that there are obstacles in policy enforcement, limited resources, and socio-cultural factors of the community that still give money to beggars, which indicates a low level of policy socialization to the public [2].

Research that is relevant to what is carried out by other researchers needs to be carried out by other researchers shows that the policy rules of Regional Regulation Number 4 of 2020 have not been effective in reducing the number of homeless people and beggars, even though raids, rehabilitations, and social reintegration have been carried out [3].

Meanwhile, another researcher by (Paliama2024) on "Tackling Homelessness and Beggars as a Benchmark for Social Welfare in the City of Bandung" emphasized that the strategy implemented has not focused on the root of the problem so that the effect is temporary even though skills training and repressive approaches are implemented [4]. The next researcher (Cahyani, 2024) on the Performance of the Bandung City Social Service in Handling Homeless and Beggars in the City of Bandung shows that the limited rehabilitation facilities, lack of socialization, and lack of companions are obstacles in the performance of the Bandung City Social Service in tackling homeless people and beggars [5].

Another research about the Role of Social Workers in Efforts to Handle Homeless People and Beggars in the Regional Technical Implementation Unit of the Bandung City Social Service Shelter. The results show that the role of social workers in the UPTD of the Bandung City Social Service Shelter has been running well in serving homeless people and beggars, but still faces various obstacles and operational limitations [6].

Further research Asmara et al., (2023) on the evaluation of Palembang city government policies in handling homeless people and beggars (case study in the city of Palembang). found that the handling of homeless people and beggars in Palembang City has not been optimal due to limited facilities, low quality and number of human resources, and unsustainable coaching, so that the policy has not provided a deterrent effect [7].

This research is different from other studies, this research specifically focuses on the role of the Bandung City Government through the Social Service as the main actor in handling homeless people and beggars. This research not only assesses the effectiveness of policies or technical performance, but also examines the role of local governments comprehensively, including planning, implementation, interagency coordination, and program evaluation. Thus, this study has novelty because it integrates the policy aspects and the institutional role of the Social Service in one comprehensive analysis. This study aims to analyze the role of the government through social services in handling homeless people and beggars. The method used is a descriptive qualitative approach through literature studies using related literature.

2 Literature Review

2.1 The Concept of The Role of Local Government

The role of local government is a form of responsibility and function carried out by the government at the local level in regulating, serving, and empowering the community in accordance with the authority of regional autonomy. According to Soerjono Soekanto, role is "a dynamic aspect of status, namely the implementation of rights and obligations inherent in a position in society." In the context of government, the role of local government means the implementation of the authority possessed by the regions to meet the needs of the community and solve social problems that develop in their areas [8]. Local government is an organization that is given the authority to regulate and manage the interests of the local community according to its own initiative based on the aspirations of the community [9]. Thus, local governments have a strategic role in answering local problems, including in handling people with social welfare problems such as homeless people and beggars.

The role of local government can be classified into three main functions [10], namely:

- (i). The function of the service is to provide public services to the community, including social services for vulnerable groups.
- (ii). The regulatory function is to compile and enforce regional regulations to maintain public order and welfare.
- (iii). The empowerment function is to encourage community independence through fostering and developing social and economic potential.

In the context of handling homeless people and beggars, the Bandung City Government through the Social Service carries out these three functions through the provision of halfway houses, social rehabilitation, skills development, MSME data collection, and enforcement of local regulations related to public order.

2.2 The Concept of Homeless People and Beggars

Homeless people and beggars are included in the group of people with social welfare problems that require special attention and handling from the government. The Ministry

of Social Affairs of the Republic of Indonesia defines a homeless person as an individual who does not have a place to live and a permanent job and lives a life of moving around in public spaces. Beggars are individuals who earn income by begging in public places by relying on the compassion of the community. Based on Government Regulation Number 31 of 1980 concerning the Prevention of Homeless and Beggars, the existence of this group needs to be handled through preventive, repressive, and rehabilitative approaches, with the aim that they can return to carrying out social functions reasonably and integrate into community life.

2.3 The Concept of Homelessness and Beggars in the Perspective of Social Welfare

Homeless people and beggars are included in the category of People with Social Welfare Problems (MSMEs). This problem is generally caused by structural poverty, low education, limited access to employment, and weak support for family and social environment. The handling of homeless people and beggars can not only be done through a repressive approach (control or raids), but must also be through a rehabilitative and empowerment approach. The rehabilitative approach aims to restore the social function of individuals, while the empowerment approach aims to increase economic independence so that it does not return to the streets.

3 Methodology

This study uses a descriptive qualitative approach, which focuses on describing social phenomena systematically and in-depth without statistical figures. This approach is suitable for understanding the implementation of programs to handle beggars and homeless people in a contextual manner. The secondary data of this study comes from scientific journals, official policies, agency reports, and regulations related to MSME social services. Three main stages are followed in data analysis according to Miles and Huberman's model: data reduction (simplifying and focusing important information), data presentation (organizing findings in a descriptive narrative), and drawing conclusions or interpretations to gain a broader understanding. Comparing information from various documents and reports is known as source triangulation to ensure the validity of research results. This makes the research results more consistent and reliable.

4 Results and Discussion

The role of the Bandung City Government through the Bandung City Social Service in dealing with the problem of homeless people and beggars is a manifestation of the government's responsibility for the implementation of social welfare in its area, where the Social Service acts as a technical agency that runs various intervention programs aimed at PMKS (people with social welfare problems) such as homeless people and beggars as well as their protection and empowerment efforts based on regulations and policies

[11]. The Social Service carries out emergency handling through social outreach activities and early intervention to homeless people and beggars found in public spaces, including control activities with other agencies to maintain order and provide initial protection to them before receiving further services.

Based on data obtained from the Bandung City Social Service, the number of homeless and beggars during the 2021–2024 period can be seen in the following Table 1.

Table 1. Data on homelessness and beggars in the city of Bandung 2021-2024.

NO	YEAR	Homelessness	beggars
1	2021	121	287
2	2022	119	293
3	2023	124	305
4	2024	77	148

Based on the data above, it shows that the number of homeless people in the city of Bandung has been relatively stable from 2021 to 2023, ranging from 119 to 124 people. However, in 2024 there will be a significant decrease to 77 people. On the other hand, the number of beggars increased from 2021 to 2023, from 287 to 305 people, before finally dropping dramatically to 148 people in 2024.

Further research shows that there has been an increase in handling efforts by the government, especially through the Bandung City Social Service, through various programs such as control, social rehabilitation, and community empowerment. The number of homeless and beggars decreased by about 37% from 2023 to 2024.

However, the increase in the number of beggars from 2021 to 2023 shows that economic and social elements such as lack of employment and high urbanization flows continue to be the main triggers of the problem. Therefore, despite experiencing a significant decline in 2024, further evaluation is still needed to ensure that the decline is sustainable and not caused by temporary events such as increased levels of regulation or changes in the data collection system.

In addition, to provide protection and meet minimum living needs, the Social Service also provides temporary shelters or halfway houses as basic social service facilities. This ensures that beggars and vagrants are not in public places unattended and can enter a more intensive phase of coaching [12]. The skills development program is part of social empowerment that aims to enable homeless and beggars to avoid returning to homelessness or beggars after getting out of street conditions [4].

In an effort to restore social function, the Social Service also carries out social rehabilitation through basic counseling, mental coaching, and social reintegration at halfway houses. The goal is for clients to better understand their social roles and rebuild relationships with the Community or family [12]. Furthermore, the Social Service runs a constellation of empowerment programs by providing social rehabilitation and basic skills at halfway houses. This includes mental counseling, independent living exercises, and skills activities that are expected to help them find employment or venture opportunities. However, the results of the study show that this method provides temporary changes and has not yet strongly touched the roots of the mass [13].

On the other hand, to create a more orderly and safer social environment and public space for the wider community, the Social Service collaborates with relevant agencies to supervise and regulate public spaces and the concentration of beggars and homeless people in strategic locations in the city such as protocol roads and activity centers [13].

4.1 Factors that Support and Hinder Program Implementation

Supporting and inhibiting factors, which affect the overall effectiveness of the policy, affect how the Bandung City Social Service program handles homeless people and beggars. As a supporting factor, the legal basis and social welfare regulations in the regions provide a formal basis for the Social Service to carry out its duties in dealing with MSMEs, including homeless people and beggars. This allows programs to be designed and implemented systematically in accordance with the responsibilities of local governments [11].

On the contrary, there are several inhibiting components that hinder the implementation of the program. One of the main obstacles is the lack of resources, such as an adequate budget and a limited number of social workers. As a result, the program cannot reach all its goals effectively and sustainably, especially in the aspects of long-term mentoring and coaching needed to achieve effective social empowerment goals [13]. In addition, ineffective inter-agency coordination also causes the program to be hampered. This is because the Social Service and its partners, such as Satpol PP, the health office, and community institutions, still need to improve communication and strategic synchronization. This prevents overlapping functions and improves the efficiency of program implementation in the field.

Therefore, despite the existence of regulations and collaboration between agencies that support the implementation of the program, obstacles such as limited resources and ineffective coordination are still major obstacles that must be overcome so that policies to handle homeless people and beggars can run better and have a sustainable impact on the social welfare of the community.

4.2 Impact of Program Implementation

The short-term impact of the implementation of the program to handle homeless people and beggars by the Social Service includes a decrease in the number of homeless people and beggars in several crowded areas of the city of Bandung as well as an increase in their access to basic social services provided by the service. These results show that early intervention is able to change local social welfare conditions [13]. In addition,

beneficiaries of the skills development program receive employment opportunities or independent ventures, which helps them get out of vulnerable social conditions and opens up opportunities to increase economic independence outside of public spaces [4].

Although there are positive results in the short term, the long-term results are insignificant because there are still beggars and homeless people who return to the streets after receiving coaching or rehabilitation programs. This shows that the sustainability of the program has not been optimal, and the approach used is not fully effective in addressing the root of social problems [13]. This shows that the program does not depend solely on program activities; it is also but requires ongoing support, post-program monitoring, and a more contextual and humanist approach to meet the needs of the target group in order for more effective and sustainable implementation, and to prevent the group's return to its previous state [12].

5 Conclusion and Recommendation

The role of the Bandung City Government through the Social Service in dealing with homeless people and beggars is a form of government responsibility for the social welfare of the community. The Social Service carries out interventions ranging from social outreach, provision of halfway houses, skills development, to social rehabilitation and reintegration, to provide protection and empowerment for PMKS. Although this program is able to reduce the number of homeless and beggars in public spaces and open up opportunities for short-term economic independence, its long-term effectiveness is still limited due to limited resources, coordination between agencies that are not optimal, and has not fully touched the root of the problem. Therefore, sustainability, post-program monitoring, and a more contextual and humanist approach are needed to achieve more significant and sustained impacts.

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