

## Policy Implementation of Social Assistance Social Rehabilitation of Unfitable Houses in North Sulawesi Province by E-Government

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### ABSTRACT

The high need for housing that is not matched by financial capacity, especially for people living below the poverty line, actually creates several social problems, one of which is the proliferation of uninhabitable houses or commonly abbreviated as RTLH. The purpose of this study was to determine the implementation of the social rehabilitation assistance policy for uninhabitable houses in North Sulawesi province. The type of research used in this study is descriptive qualitative and the collection technique is by observation, interviews and documentation. The informants in this study were the Head of the Social Service, the Head of the Social Handling of the Poor, the general public (Publik) and the beneficiaries of the RS-RTLH assistance policy. In general, the results of this research are that the policy of Social Rehabilitation Assistance for Uninhabitable Houses in North Sulawesi Province is not running effectively, this can be seen based on the following findings: 1) Aspects of standard policies and objectives have supported the implementation of the RS - RTLH assistance policy in the Province North Sulawesi, which is regulated in North Sulawesi Governor Regulation Number 46 of 2017 concerning Regional Operations to Resolve Poverty through the Social Rehabilitation Program for Uninhabitable Houses in North Sulawesi Province , 2) In terms of the budget aspect, it does not support the implementation of hospital assistance policies - RTLH , 3) The Social Service lacks communication, socialization, counseling related to RS-RTLH assistance, and 4) The North Sulawesi Provincial Social Service is less effective in carrying out supervision starting from the planning stage, the implementation stage and the evaluation stage. The Social Service only relies on data recommended by the lurah/village head, as a result sometimes there is a polemic in the community that the provision of RS-RTLH assistance is considered not to be on target, there are still people who deserve assistance but do not receive assistance.

**Keywords:** e-government, implementation, North Sulawesi, rehabilitation, Social Assistance

## INTRODUCTION

The high rate of population growth in Indonesia will be accompanied by an increase in the population's need for primary needs, one of which is housing. This is in line with the opinion of Khairuddin (2012) which states that the high level of population density will have implications for increasing the community's need for houses or places to live. The problem now is that the high demand for houses that is not matched by financial capabilities, especially for people living below the poverty line, actually creates several social problems, one of which is the proliferation of uninhabitable houses or commonly abbreviated as RTLH.

Reality shows that the majority of people living below the poverty line do not have decent housing. For poor families, the house is only a place of refuge and rest for all family members without considering the feasibility of both from the aspect of security, safety and health. Houses are only seen as purely physical buildings, as a result the provision of houses is only to achieve the quantity target without regard to the quality and quality of the house (Nurasrizal, 2010). Data from the 2020 National Socioeconomic Survey (Susenas) report, which was conducted by the Ministry of Public Works and Public Housing (PUPR), states that there are still around 14 million families in Indonesia who own houses that are not suitable for habitation. North Sulawesi Province is one of the provinces in Indonesia which consists of 11 regencies, 4 municipalities, 171 sub-districts, 332 sub-districts and 1,507 villages with an estimated population of 2,612,104 people, while the number of poor people in North Sulawesi Province reaches 208,540 people or 7.9% of the total population (North Sulawesi in Figures, 2020).

Referring to the results of the assessment "the percentage of households that have access to decent and affordable housing by province" conducted by the Central Statistics Agency (2020) states that the number of households that have access to decent housing in North Sulawesi Province has only reached 64.61%, which are spread across 108 sub-districts and 501 villages/kelurahans, meaning that there are still 35.39% of people in North Sulawesi Province who have uninhabitable houses (RTLH). The existence of RTLH in North Sulawesi Province is a problem that must be immediately addressed and a solution sought by the Government of North Sulawesi, because housing is one of the basic human needs that concerns the feasibility and welfare level of people's lives.

Another indication that shows the ineffectiveness of the implementation of the RS-RTLH assistance policy in North Sulawesi Province is that there are still people who really deserve assistance, such as: a) People who still need food assistance to meet their daily needs, b) People do not have sources livelihood or have a source of livelihood but cannot meet basic needs, but instead do not receive assistance, this phenomenon shows weak coordination and supervision in the field between the sub-district/village and the District/City Social Service with regard to data on recipients of aid who are truly deserving. This is quite reasonable considering the community's requirement to submit a proposal for RS-RTLH assistance must pass through tiered stages starting from the sub-district/village level, District/City Social Service to the Provincial Social Service level. Following is some of the requirements for applying for RS-RTLH assistance, including: 1). Letter of Application from/knowning the village head/lurah, 2). Recommendation letter from the Head of the District/City Social Service, 3) FC KKS and a Poor Certificate from the kelurahan/village.

The aim of this study is to find out the implementation of the Social Rehabilitation assistance policy for Uninhabitable Houses in North Sulawesi Province in 2020 by e-government.

## METHOD

### Approach Study

The type of research used in this research is descriptive qualitative, with a phenomenal approach, namely research used to examine natural object conditions, where researchers are the key instrument, data collection techniques are carried out in a triangulation (combined) manner and research instruments use interviews, data analysis is inductive/qualitative, and the results of qualitative research emphasize the meaning of generalization (Sugioyono, 2013). The reason the researcher uses this type of qualitative research is because in analyzing the research results it is descriptive or describes a phenomenon with an interview measuring instrument, namely in the context of this study the aim is to find out the implementation of the Social Rehabilitation assistance policy for Uninhabitable Houses in North Sulawesi Province.

### Research Locations and Time of Research

The research location was carried out at the North Sulawesi Provincial Social Service. The reason the researchers took this location as the object of research was because based on the author's initial observations the North Sulawesi Province Social Service was not effective in implementing the RS-RTLH assistance policy. The research time has been conducted since July 2021.

### Research Focus

The research focus is the concentration of focus on the essence of the research to be carried out. This must be done in an explicit way so that in the future it can make it easier for researchers before going to the field to make observations or observations even when carrying out research results. Besides that, the focus of research is very important so that research can be directed and not deviate from the initial purpose of research. The focus of this research is to find out the implementation of the Social Rehabilitation assistance policy for Uninhabitable Houses in North Sulawesi Province which can be described in detail in the table 1.

**Table 1.** Research Focus

No	Policy Implementation Indicators	Research focus
1	Policy standards and goals	The size indicators and policy objectives as a reference for the focus of this research are to measure the extent to which the North Sulawesi Provincial Government through related agencies has objectives, targets of programs or policies to implement the RS-RTLH assistance policy in North Sulawesi Province
2	Resource	The resource indicator as a reference for the focus of this research is to measure the extent to which human resources and financial/budgets have been provided by the North Sulawesi Provincial Government to support implementation of the RS - RTLH assistance policy in North Sulawesi Province

3	Communication between organizations and implementing activities	Indicators of inter-organizational communication and implementation activities as a reference for the focus of this research are to measure the extent to which the North Sulawesi Provincial Government through related agencies has socialized to the community regarding RS-RTLH assistance and coordination has been established between relevant agencies in dealing with RTLH problems in North Sulawesi Province
4	Disposition	The disposition indicator as a reference for the focus of this research is to measure the extent of supervision that has been carried out by relevant agencies so that the RS-RTLH assistance is implemented in accordance with applicable regulations, is right on target and measures the extent to which the RS-RTLH assistance is used by recipients of assistance in accordance with the goals and objectives of the RS -RTLH assistance . RTLH

### Data Types

Quoting Sugiyono's opinion (2013) the types and sources of data in research are divided into two, including

1. Primary data is data obtained directly from the research field through interviews and direct observation according to data requirements. The data that the author obtained from this primary data source is the result of interviews regarding the condition of the description of the implementation of the RS-RTLH assistance policy in North Sulawesi Province .
2. Secondary data is obtained from books or literature related to discussion and research based on other supporting data related to the problem under study. The books or literature used in this study are books on the theory of public policy implementation, RTLH theory, poverty theory, and other theories related to research.

### Data collection technique

Quoting the opinion of Sugiyono (2013) in obtaining data in this study, it is divided into 3 (three) data collection techniques, namely through:

#### 1. Observation

Observation is conducting direct research by observing the object of research to obtain accurate information data. Types of observation according to the role of the observer according to Sugiyono (2013) are divided into 3 (three) namely (1) Participatory observation: is an observation activity carried out by the observer, where the researcher/observer is directly and actively involved in the object being studied (2) Non-observation -participant , where the researcher/observer in collecting the data he needs does not participate actively in the activity part (only observes from afar) (3) Quasi-participatory observation: observation in which the observer seems to be participating but is actually only pretending to be in the observe activity.

### Information Sources

The sources of informants in this study were selected purposively , namely determining the informants to be interviewed on research objects related to the problem or research focus. The

reason the researcher uses purposive aims is to collect informants objectively, with the assumption that the informants taken are representative for the researcher, so that direct data collection at the source of the data can be carried out proportionally for the accuracy of the research. In addition, the data used in this study is homogeneous data, meaning that the data used in this study are the same, so that the informants interviewed are quite partial. As for the sources of information or informants who are considered to represent and relate to the problems of this research are as table 2.

**Table 2. Number of Research Informants**

No	Informant Position	Number of informants interviewed
1	Head of the North Sulawesi Provincial Social Service	1 person
2.	Head of Poor Social Handling	1 person
3.	Public (Public)	2 persons
4.	Communities beneficiary of the RS-RTLH assistance policy	4 People
<b>Amount</b>		<b>8 People</b>

## RESULTS AND DISCUSSION

### Policy Standard Aspect Analysis and Objectives

The results of the research above show that in implementing the RS-RTLH social assistance policy in North Sulawesi Province, there are policy standards and objectives regulated in North Sulawesi Governor Regulation Number 46 of 2017 concerning Regional Operations to Resolve Poverty through the Social Rehabilitation Program Uninhabitable Houses in North Sulawesi Province, namely in articles 3,7,8,9,10,11,12,13 14 which contain 1) Requirements for recipients of RS-RTLH assistance, 2) Requirements for targeting assistance, 3) Criteria for RS-RTLH assistance RTLH, 4) Stages of implementation of assistance, 5) Coordination and outreach, 6) Organizers of OD-SK RSRTLH, 7) Monitoring and Evaluation, 8) Funding. The objectives of the RS - RTLH assistance policy in North Sulawesi Province are regulated in article 2, namely aiming to help poor families in obtaining livable housing, increasing social awareness and equity in obtaining the right to a decent life, and increasing the role of Regency/City governments in providing decent housing. inhabit. With this policy standard becoming a reference, a guideline, for related agencies, especially the Social Service as the leading sector in implementing the RS-RTLH assistance policy in North Sulawesi Province, this is in accordance with North Sulawesi Governor Regulation Number 46 of 2017 concerning Regional Operations Resolving Poverty through Social Rehabilitation Program for Uninhabitable Houses in North Sulawesi Province Article 2 states that the purpose of the drafting of this Governor Regulation is to serve as a guideline for Provincial and Regency/City regional apparatus in implementing the OD-SK Program through RS-RTLH.

Public policy is a series of actions that have been determined by the government (public agencies) in order to respond to problems faced by society and aim to regulate the interests of all

members of society. The public policy can be in the form of laws and regulations that are used for the goals, objectives of programs and actions taken by the government that have specific objectives in the public interest. In carrying out or implementing these public policies, every government (public agency) is required to have clear policy standards and objectives, apart from serving as guidelines, references, directions in implementing policies, policy standards and objectives as legality and legal umbrellas in implementing policies. Quoting the opinion of Pasolong, (2011) which states that policy implementation can be measured by the level of success of the size and objectives of the policy, each public policy must have clear policy standards and objectives that can be achieved.

Furthermore, according to Ismail (2010) which states the implementation of policies is the implementation of basic policy decisions usually in the form of laws but can also take the form of orders or decisions, policies identify problems to be overcome, therefore in a policy must expressly state the standard goals or objectives to be achieved and various ways to structure or regulate the implementation process so that it can be used as a guideline for implementing the policies that have been set previously. The existence of policy standards, program objectives/target activities owned by the North Sulawesi Provincial Government and related agencies such as the Social Service is expected to become a reference, guideline, direction for the North Sulawesi Provincial Social Service in providing RS-RTLH assistance as an effort to overcome RTLH problems in North Sulawesi Province, which in the end is expected to improve the quality of housing for underprivileged people in North Sulawesi Province.

#### **Resource Aspect Analysis (HR and Financial/Budget)**

The results of the research above can be seen that seen from the aspect of human resources it has supported the implementation of RS - RTLH assistance policies in North Sulawesi Province, this refers to North Sulawesi Governor Regulation Number 46 of 2017 concerning Regional Operations to Resolve Poverty through the Social Rehabilitation Program Uninhabitable Houses in North Sulawesi Province Article 12 states that organizers of the RS- RTLH activity program are carried out by: a). Provincial regional poverty alleviation coordinating team appointed by the Governor of North Sulawesi, b). The district/city regional poverty alleviation coordinating team stipulated by a Regent/Mayor Decree, c). Can take advantage of potential sources of social welfare as a companion to RS-RTLH programs.

The composition of the Membership of the Provincial Poverty Reduction Coordinating Team consists of a). Person in charge: Governor, b). Chairman: Deputy Governor, c). Deputy Chairperson: Provincial Secretary, d). Secretary: Regional Apparatus carrying out supporting functions for government affairs in the field of planning and supporting functions for government affairs in the field of research and development, e). Deputy Secretary: Regional Apparatus that carries out government affairs in the field of community empowerment, government affairs in the field of women's empowerment and child protection, as well as government affairs in the field of population control and family planning, f) Secretariat consisting of assistants, related agencies and other supporting elements. Furthermore, the membership composition of the City/Regency Poverty Reduction Coordinating Team is a). Person in charge: Mayor/Regent, b). Chairman: Deputy Mayor/Deputy Regent, c). Vice Chair: City Secretary/ District Secretary, d). Secretary: Head of Work Unit at the Regional Apparatus that carries out supporting functions for government affairs in the field of planning and functions supporting government affairs in the field of research and development of City / Regency, e). Deputy Secretary Head of the Work Unit at the Regional

Apparatus in charge of government affairs in the field of community empowerment, government affairs in the field of women's empowerment and child protection, as well as government affairs in the field of population control and family planning in City/District, f). Secretariat consisting of assistants, related agencies and other supporting elements. TKPK formation is intended to coordinate and integrate poverty alleviation programs including the RS - RTLH program. This means that when viewed from a human resource perspective, it can be said that they are adequate and supportive in implementing the RS - RTLH assistance policy in North Sulawesi Province.

One of the successes in implementing a policy is influenced by human resources, this is in accordance with the opinion of Setiawan (2009) which states that humans in an organization are seen as resources or drivers, this is a reaffirmation of the philosophy of man behind the gun, the wheel of the organization is very dependent on the behavior of the people who work in it, human resources are expected to be able to carry out their duties effectively and efficiently with full dedication and creativity that provide service satisfaction for interested parties so that organizational goals can be achieved.

Human resources or employees are the most important assets in an organization because they are the source that directs the organization and maintains and develops the organization in various demands of society and the times. HR in the agency functions as executor of the work of the organization's main tasks. Productive human resources are certainly able to make a valuable contribution to agencies. Conversely, unproductive human resources are one of the triggers for organizational decline. In order to achieve organizational goals, qualified human resources are needed who are able to contribute all efforts in order to serve public needs and advance the organization.

Judging from the aspect of the budget that is not supportive in implementing the RS - RTLH assistance policy in North Sulawesi Province, it can be seen that the budget prepared by the North Sulawesi Provincial Government for the RS -RTLH assistance policy in 2020 is still limited, inadequate. The total budget ceiling issued for the 2020 RS-RTLH assistance program reaches Rp. 4,389,000,000 which is allocated for 133 families and spread over 12 regencies/cities in North Sulawesi Province, meaning that there are still many families in North Sulawesi Province who have not received RS -RTLH assistance and the assistance provided does not even have WC/bathroom facilities.

limited budget has an impact on the lack of implementation of the RS - RTLH assistance policy in North Sulawesi Province. This illustrates how important the budget or financial position is in implementing a policy. Quoting Raharjo's opinion (2010) which states that the Regional Government will not be able to carry out its functions by effective and efficient without sufficient cost to provide services and development, it is this finance that is one of the basic criteria for knowing the real ability of a region to take care of its own household.

In line with Thoha (2010) which states that a budget is a periodic financial plan that is structured or a written plan regarding activities that are expressed quantitatively and are generally expressed in monetary units for a certain period of time. Both for the central government and local governments the existence of a budget is very important and influences the running of government in achieving goals. Governor of North Sulawesi Regulation Number 46 of 2017 concerning Regional Operations to Overcome Poverty through the Social Rehabilitation Program for Uninhabitable Houses in North Sulawesi Province Article 14 states 1) Costs incurred as a result of the implementation of this Governor Regulation are borne by the North Sulawesi Provincial Revenue and Expenditure Budget and Regency/City Regional Revenue and Expenditure Budget 2) Program

financing as referred to in paragraph (1) is included in the Work Plan and Budget : a. social assistance in the form of money through regional apparatus in charge of financial affairs; and b. social assistance in the form of goods and services through the Office which has the duties and functions of social affairs.

### **Analysis of Inter-Organizational Communication Aspects and Implementing Activities**

The results of the research above show that seen from the aspect of communication between organizations and implementing activities, it is not very supportive in implementing the RS-RTLH assistance policy in North Sulawesi Province, ha; It can be seen that the North Sulawesi Provincial Government Agencies, in this case the Social Service, lack communication, socialization, counseling related to RS-RTLH assistance. This is due to limited human resources and not comparable to the work area of the Social Service which covers 4 cities and 11 districts, 171 sub - districts and 1,664 villages/wards. North Sulawesi Province Social Service carry out socialization of RS-RTLH assistance only through the Regency/City Social Service, and then the Regency/City Social Service which forwards it to the District and Village/kelurahan in their respective work areas, meaning that the authority to provide information, data collection is delegated to the lower level namely Lurah and Village Head. This is contrary to North Sulawesi Governor Regulation Number 46 of 2017 concerning Regional Operations to Resolve Poverty through the Social Rehabilitation Program for Uninhabitable Houses in North Sulawesi Province Article 11 states 1) Regional Apparatuses implementing programs and activities coordinate with Governors and/or Regents/Mayors, Camats and Village Heads/Lurah. 2) For the implementation of the programs and activities referred to in paragraph (1), socialization is carried out by Provincial and Regency/City Regional Apparatuses who carry out the tasks and functions of social affairs.

Providing socialization programs, counseling is basically very important, this is in accordance with the opinion of Hanifah (2010) which states that communication between program implementers (policies) and target groups (targets) is very necessary to achieve a goal. The government/agency as the executor of the policy should create good communication with the target group (target group). Furthermore, according to Mardikanto, (2017) the objectives of extension activities are:

- 1) Counseling as a process of disseminating information. As a translation of the word extension. Counseling can be interpreted as a process of disseminating information about science, technology and art produced by research systems into practice or practical activities.
- 2) Counseling as a process of illumination. Counseling which comes from the basic word "torch" or torch, can be interpreted as lighting activities. Information or explanation activities are part of the extension process or activity.
- 3) Counseling as a process of behavior change. Counseling is a process that is carried out continuously, until there is a change in behavior on the target of counseling. Changes in behavior made through counseling activities are changes in the realm of knowledge (cognitive), skills (psychomotor), and attitudes (affective).
- 4) Counseling as a learning process. Counseling is a learning process in a non-formal education for the community to change their behavior for a better society (better community).
- 5) Counseling as a process of social change. Counseling not only changes behavior in a person, but also changes in relations between individuals in society, including its structure, values and social institutions (such as democratization, transparency, rule of law, and so on).



- 6) Extension as a process of social engineering (social engineering). Counseling as social engineering is an effort to prepare human resources so that they know, are willing and able to carry out their roles in accordance with their main tasks and functions in their respective social systems.
- 7) Counseling as a process of social marketing (social marketing). In contrast to social engineering which has a more connotation of "shaping" (to do to) or turning society into something "new", the social marketing process is intended to "offer" (to do for) something to the community, so that decision making is entirely in the hands of the community. itself.
- 8) Counseling as a process of community empowerment (community empowerment). The essence of extension activities is to empower the community. Empowering means giving power to those who are powerless and/or developing the power they already have into something that is more beneficial for the community concerned.
- 9) Counseling as a process of communication. As a communication process, extension is not just an effort to convey messages, but what is more important is how to increase community participation.

Mardikanto's opinion, (2017) states that counseling as a communication process, counseling is not just an effort to convey development messages, but what is more important than that is to foster community participation in development. Furthermore Mardikanto (2017) argues that counseling is the process of disseminating new ideas to the community by involving the community itself through the addition of knowledge, new skills and changes in behavior that are obtained because there is awareness to change oneself to a better condition. Furthermore, in implementing the RS-RTLH social assistance in North Sulawesi Province, the North Sulawesi Provincial Government through related agencies such as the Regional Social Service has been actively coordinating both with the central government and with Regency/City Governments regarding the submission of data on recipients of RS-RTLH assistance. In addition, the Regional Social Service as the leading sector has coordinated with cross-sectors such as coordinating with the Regional Planning and Development Agency in the context of planning and budgeting, coordinating with the PUPR Service regarding infrastructure issues, coordinating with the Regional Environmental Management Agency (BPLHD) regarding sustainability, environmental beauty, as well as coordinating with Sat Pol PP, in efforts to control illegal buildings that are no longer livable.

Communication, coordination between organizations or cross-sectoral is very important in achieving the goals of an organization, this is in accordance with the opinion of Romli, (2009) which states that communication is divided into 2 (two), namely internal communication (vertical, horizontal) and external communication or between organization, inter-organizational communication is very important so that policies that have been made can be implemented simultaneously or jointly, implemented effectively, standard objectives can be understood by each implementor so as to increase the sense of responsibility for achieving standards and policy objectives so that the goals and objectives can be achieved. Furthermore, according to Dwijowijoto (2013) states that the government has the authority to grant licenses or certificates to determine which institutions have the right to carry out policies or implement their programs, these institutions are required to coordinate with each other, synergize in achieving the objectives of the policy, the institutions that failing to carry out this mandate can have the license revoked, preferably if successful then an award will be given.

Factors that need to be considered by organizations so that the performance of their human resources is good is to instill and create cooperation or cohesiveness among employees. This is because the organization consists of personnel who work together and are interconnected. The personnel work together to carry out various organizational tasks that exist within an organization including to determine the goals to be achieved. Hasibuan's opinion (2010) states that achieving organizational goals employees act, interact and communicate. Even more than 70% of an employee's working day is used to carry out activities of action, interaction and communication. So that effective cooperation among employees becomes an important factor for achieving the goals of an organization.

In the context of the world of work, cooperative relations greatly impact the performance of all elements in the world of work. Therefore, anyone who enters the world of work must realize and understand the importance of cooperation or work cohesiveness in establishing healthy relationships in the environment where they move. The benefits of communication according to Robert (2012) are as follows:

- 1) With cooperation, realistic targets are determined, and can be achieved optimally.
- 2) Team members and Team Leaders are committed to supporting each other to make the team successful.
- 3) Team members understand each other's priorities, and can help one another.
- 4) Communication is open, discussion of new ways of working or improving performance goes better, because team members are encouraged to think more about the problem
- 5) Problem solving is more effective because the team's capabilities are more adequate.
- 6) Performance feedback is more adequate because team members know what is expected and can compare their performance against team goals.
- 7) Conflict is accepted as normal, and seen as an opportunity to solve problems. Through these discussions the conflict can be resolved optimally.

The benefits of the communication aspect between organizations and implementing activities are so great in implementing the RS - RTLH assistance policy in North Sulawesi Province. Therefore, the Social Service should further increase the frequency of communication, outreach and strengthen communication networks both between the community and with related agencies. With communication between organizations and implementing activities, it is hoped that the general public will be aware of the existence of RS-RTLH assistance so that they can register themselves as beneficiaries, the data on recipients of RTLH assistance will be more transparent, and it is hoped that this assistance can be provided in accordance with the criteria of truly deserving people. In addition, there is coordination between related agencies in implementing the RS-RTLH assistance policy in North Sulawesi Province, so it is hoped that this assistance policy can be carried out effectively and efficiently.

#### **Disposition Aspect Analysis (Implementation of Supervision)**

The results of the research above can be seen that seen from the aspect of disposition (supervision) less supportive in implementing the RS-RTLH assistance policy in North Sulawesi Province, it can be seen that the North Sulawesi Provincial Social Service is not effective in carrying out supervision starting from the planning stage, the implementation stage and the evaluation stage. The Social Service of North Sulawesi Province is ineffective in carrying out supervision in the field, only relying on data recommended by the lurah/village head, as a result, polemics sometimes occur

in the community that the provision of RS-RTLH assistance is considered not to be on target, there are still people who deserve assistance but instead get no help.

This is certainly contrary to North Sulawesi Governor Regulation Number 46 of 2017 concerning Regional Operations to Resolve Poverty through the Social Rehabilitation Program for Uninhabitable Houses in North Sulawesi Province, Article 10 also states the stages of implementing assistance are: a). Identification of poor families, b. Proposal by the Village Head/Lurah, c. Verification and validation of target beneficiaries, d. Determination of aid recipients, e. Planning and budgeting, f. Social guidance, g. Procurement process, h. Implementation of RS-RTLH assistance, i. Monitoring and evaluation and j. Reporting

In addition, an evaluation of the level of progress of social welfare and achievements in communities receiving RS-RTLH assistance in North Sulawesi Province was also not maximally carried out, this can be seen that there are still houses that receive RS- RTLH assistance but are limited to building livable houses from heat, rain and wind) but in terms of comfort, health has not been achieved in accordance with the objectives of the RS -RTLH assistance policy, for example the house does not yet have access to proper water, WC/bathroom and kitchen services.

## CONCLUSION

Based on the results of the research and discussion above, it can be concluded that the implementation of social assistance policies for Social Rehabilitation of Housing with the help of E-government Not Livable in North Sulawesi Province is not running effectively, this can be seen based on the following findings: 1. Aspects of policy standards and objectives have supported the implementation of the RS-RTLH social assistance policy in North Sulawesi Province, which is regulated in North Sulawesi Governor Regulation Number 46 of 2017 concerning Regional Operations Resolving Poverty through the Social Rehabilitation Program for Uninhabitable Houses in North Sulawesi Province. 2. human resource aspect has supported the implementation of the RS- RTLH social assistance policy in North Sulawesi Province, referring to North Sulawesi Governor Regulation Number 46 of 2017 Article 12 which states that the organizers of the RS-RTLH activity program are carried out by the provincial regional poverty reduction coordinating team designated by the Governor of North Sulawesi. However, when viewed from a budgetary perspective, it does not support the implementation of the RS -RTLH assistance policy. 3. The aspect of communication between organizations and implementing activities is not very supportive in implementing the RS- RTLH social assistance policy in North Sulawesi Province, North Sulawesi Provincial Government Agencies in this case the Social Services lack communication, socialization, counseling related to RS-RTLH assistance. 4. The disposition aspect (supervision) is less supportive in implementing the RS-RTLH social assistance policy in North Sulawesi Province, the North Sulawesi Provincial Social Service is less effective in carrying out supervision starting from the planning stage, the implementation stage and the evaluation stage. The Social Service only relies on data recommended by the lurah/village head, as a result sometimes there is a polemic in the community that the provision of RS-RTLH assistance is considered not to be on target, there are still people who deserve assistance but do not receive assistance and there is development that is taking too long to finish.

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