

## ABSTRAK

Penelitian ini dilakukan untuk mengetahui dan mengkaji kinerja dan faktor-faktor apa saja yang mempengaruhi kinerja Unit Pelaksana Teknis (UPT) Liponsos Keputih Surabaya dalam Pelayanan Sosial Dasar bagi gelandangan dan pengemis. Metode penelitian yang digunakan adalah kualitatif deskriptif berdasarkan instrumen interview dengan key informan. Teknik analisis menggunakan penyusunan dan pengkategorian mulai dari reduksi data, penyajian data, dan menarik kesimpulan-verifikasi. Untuk menguji validitas penelitian digunakan metode triangulasi teknik berdasar metode in-depth interview, dokumentasi, dan observasi penelitian. Temuan menunjukkan bahwa kinerja Unit Pelaksana Teknis (UPT) Liponsos Keputih Surabaya diukur berdasar 5 (lima) pedoman dan panduan bagi organisasi publik dalam menyusun laporan kinerja. **Pertama**, input kinerja belum memenuhi aspek Pelayanan Sosial Dasar bagi gepeng di UPT Liponsos. **Kedua**, proses kinerja personil di UPT Liponsos Keputih Surabaya telah memenuhi. Hal ini didasarkan atas Surat Perintah Kerja (SPK). Namun, proses kinerja dinilai masih lemah dalam menangi pemulangan PMKS karena prosedur yang dinilai rumit prosesnya. **Ketiga**, keluaran kinerja yang sudah tercapai UPT Liponsos, yakni adanya peningkatan misi untuk rehabilitasi sosial hasil razia dan adanya penampungan sementara bagi PMKS dengan diberikannya pelatihan, dan Standar Operasional Prosedur mengacu Perwali Nomor 36 tahun 2016. **Keempat**, hasil kinerja personil dalam memenuhi aspek kebutuhan fisik (sandang, pangan) dan non-fisik (dukungan sosial, psikologis, dan seterusnya) telah memenuhi dan cukup. **Kelima**, dampak kinerja personil dalam peningkatan hal yang positif dapat dilihat dari pemberian terapi okupasi atau memberikan terapi agar klien bersangkutan bisa berdaya sosial.

Kata Kunci : Unit Pelaksana Teknis (UPT) Liponsos Keputih Surabaya, Pelayanan Sosial Dasar, Gelandangan dan Pengemis.

**ABSTRACT**

*This research was conducted to find out and to examine the performance and what factors affect the performance of Technical Implementation Unit (UPT) Liponsos Keputih Surabaya in Basic Social Service for homeless and beggars. The research method used is qualitative descriptive based on interview instrument with key informant. Analytical techniques use compilation and categorization ranging from data reduction, data presentation, and drawing conclusions-verification. To test the validity of the research used triangulation method based on in-depth interview method, documentation, and observation research.*

*The findings indicate that the performance of Technical Implementation Unit (UPT) Liponsos Keputih Surabaya is measured based on 5 (five) guidelines and guidance for public organization in preparing performance report. First, the input of performance based on the needs of human resources (both in quantity and quality) is considered not enough. budget / funding of human resources (personnel derived from the full Regional Budget (DOS) from the Social Service Office (Dinsos) of Surabaya, while policies related to the performance of personnel (personnel) and related regulations (SOP) in carrying out the PSD program / activities for PMKS Vagrant and beggars are based on the provisions of Surabaya Mayor's Regulation Number 36 of 2016 on the Amendment of Mayor of Surabaya Regulation Number 22 Year 2013 on Standard Operating Procedure of Social Welfare Service in Technical Implementation Unit of Environment Official of Social Pondok Keputih On Surabaya Social Service Office Second, performance based on performance report for personnel at UPT Liponsos Keputih Surabaya is considered sufficient based on according to Work Order (SPK) based on obedience indicator in carrying out the task and then discipline Third, the performance output that has been reached UPT Liponsos, that is an increase mission for social rehabilitation of raids and a temporary shelter for PMKS with training. Meanwhile, the results that have not been achieved UPT Liponsos Keputih Surabaya, that is not been able to mengetektifkan Standard Operating Procedures. Fourth. the results of personnel performance in meeting the aspects of physical needs (clothing, food) and non-physical (social support, psychological, and so on) PSD for PMKS assessed has been fulfilled and enough. Meanwhile, the medium term (direct effect) activities of UPT on vagrants and beggars are known to be absent, but short-term activities are carried out by fulfilling the PMKS PSD in terms of clothing, food, shelter and training. Fifth, the performance impact of personnel in the improvement of the positive can be seen from the provision of occupational therapy or provide therapy so that clients concerned can be social power. For homeless and beggars there are 2 alternatives made by UPT Liponsos, ie if the client has a family will be discharged, but if not there then it needs to be empowered. While the increase of negative things, judged none if done according to existing rules and synergy between personnel in handling PMKS clients in UPT Liponsos.*

*Keywords: Technical Implementation Unit (UPT) Liponsos Keputih Surabaya, Basic Social Services, Bum and Beggars.*