

## Conference

# Implementation of Population Identification Numbers in the Social Security Program of Banten United in Serang City

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**Abstract.** Since the inception of the the Social Security program for the people in Banten United, this program has not been integrated with valid population data, or with DP3AKKB (Women's Empowerment, Child Protection, Population and Family Planning, Population and Civil Registration Sector). The use of population identification numbers (NIK) should be maximized to harmonize the provision of social assistance through the the Social Security program. Therefore, it is necessary to create a model for aligning NIK with the the Social Security program, to ensure optimal efficiency and promote the strategic objectives of the program, namely improving social welfare through poverty reduction. NIK can be used to provide assistance directly in the form of money (in-cash transfers), as well as in the form of goods and services (in-kind transfers). NIK can also facilitate integrating economic and social policies in order to protect poor and vulnerable groups. An integrated social protection system covers social and economic vulnerabilities and their interactions, provides a comprehensive range of interventions based on measurable needs and contexts, and facilitates a multisectoral and coordinated approach to address multiple vulnerabilities and maximize their effectiveness and impact on multiple sectors. Currently, the basic problem in providing social assistance in Banten is that a systems approach and a multisectoral approach have not been developed. The systems approach is an effort to build and strengthen structures and mechanisms that facilitate the integration of a network of policy interventions to address a wide range of vulnerabilities. A multisectoral approach is to identify and maximize the relationship between social protection and its sectoral outcomes, such as education, health, nutrition, water and sanitation.

**Keywords:** policy implementation, e-KTP, population identification number, the Social Security program for the people in Banten United

## 1. Introduction

The development of information and communication technology that is increasingly rapidly nowadays allows people to be able to access any information they need in their daily lives. The development system of information and communication technology has made local government now integrated into a technology that can be controlled

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from the central government. The form of using technology and information in the population system is the use of a population data. This policy allows for development in opening up opportunities for other social functions of e-KTP because it is in line with the development of information and communication technology which is increasingly rapidly. Electronic KTP is a Single Identity Number (SIN) or Population Identification Number (NIK) with an integrated unique identity number, containing combined data from various government and private institutions. Therefore SIN has the properties: unique, not multiple; standard, common identity structure nationally; complete. Identity data is data for the whole area; permanent, unchanging; and integrated, can be integrated with existing systems in the relevant agencies. SIN is not an individual number, but an identity that can access other identities. SIN which will apply in Indonesia must be able to access existing information sources in various government agencies (1).

The use of SIN is reliable and inexpensive to overcome problems that arise due to segmentation of population data in various ministries/agencies, where the level of monitoring instruments or monitoring the level of compliance of citizens in fulfilling their obligations. Therefore, SIN has the capacity to be able to store detailed information regarding the social, economic and environmental conditions of an area/community that can be used in the field of taxation to improve the state financial sector and various other solutions, such as problems with government services, including the provision of social assistance and can It also functions as an interface, meaning that the data owned and/developed by each sector will not be lost and disrupted.

The Electronic Identity Card (e-KTP) is currently the only alternative to the Central Government's policy which is also a regional policy as the identity card of every Indonesian citizen. The government's policy in making E-KTP has been stated in the law on the application of KTP based on the National Population Identification Number, and Presidential Regulation No. 35 of 2010 concerning changes to Presidential Regulation No. 26 of 2009 which aims to build an accurate population database storage at the district level. /City, Province. So with the fact in the background of the problem that the Implementation of the E-KTP Program Policy is one of the activities of the national program based on the planned and gradual population administration carried out by government agencies in each region.

The Social Security Program For The People In Banten United is a social assistance provided by the Banten Provincial Government to the growing poor, especially due to the current COVID-19 pandemic. In 2020, The Social Security Program For The People In Banten United recipients have reached 50,000 KPM with the following The Social Security Program For The People In Banten United recipient allocations:

TABLE 1: Allocation of The Social Security Program For The People In Banten United Aid Receipts in 2020

No	County/City	Amount
1	Kota Tangerang	2.910 KPM
2	Kota Tangerang Selatan	1.176 KPM
3	Kota Tangerang	3.101 KPM
4	Kabupaten Serang	11.466 KPM
5	Kabupaten Pandeglang	12.813 KPM
6	Kabupaten Lebak	11.542 KPM
7	Kota Cilegon	1.492 KPM
8	Kota Serang	5.500 KPM

Source: Banten Province Social Service

The United Banten People's Social Security or abbreviated as The Social Security Program For The People In Banten United is an effort by the Banten Provincial Government to reduce the poverty rate which is regulated in detail in Banten Governor Regulation Number 16 of 2015 concerning Amendments to Banten Governor Regulation Number 5 of 2014 and Banten Governor Regulation Number 2 of 2013 Regarding the Implementation Guidelines for the United Banten People's Social Security in Banten Province. The goal of the The Social Security Program For The People In Banten United Program is to break the chain of poverty in Banten Province.

The head of the BPS Banten Province said that there has been an increase in poverty in Banten since early March 2020, an increase of around 5.92 percent. The increasing number of poor people in Banten, he said, also occurred in both urban and rural areas. The percentage of poor people in cities in September 2019 was 4.00 percent, increasing to 5.03 percent in March 2020, while the poor in rural areas in September 2019 was 7.31 percent and rose to 8.18% in March 2020. During the September period From 2019 to March 2020, the number of poor people in urban areas increased by 101.6 thousand people. From 371.28 thousand people to 472.84 thousand people. Likewise in rural areas rose by 33.0 thousand people. From 270.13 thousand people in September 2019 to 303.14 thousand people in March 2020 (2).

So far, the problem with the distribution of The Social Security Program For The People In Banten United in Banten is that the data in the field is not right on target. People who are not on target but receive assistance of course will disturb the sense of justice in society. One example that can be put forward regarding the issue of social assistance in Banten, including when the Indonesian Ombudsman Representative in Banten opened an Online Complaints Post for people affected by the Covid-19 National Disaster on April 29, the majority of reports that came in were related to social

assistance issues from the government. . Of the 116 complaints received by the Banten Ombudsman, 105 complaints or more than 90 percent related to social assistance for residents affected by Covid-19. The distribution of complaint reports is dominated by the Greater Tangerang area, which is 60 complaints, with details of South Tangerang City 20 complaints, Tangerang City 21 complaints, and Tangerang Regency 19 complaints, Serang Regency 8, Serang City 8, Pandeglang Regency 2 and Lebak Regency having 14 reports (3).

In general, the community views that the procedures and requirements for receiving assistance are unclear, many affected communities do not receive assistance, recipients of social assistance are seen as inappropriate because there are those who need it more, do not receive assistance because of migrants, the amount of assistance received is not appropriate, cannot receive assistance because do not have an ID card/KK, and there are still extortion from officers in the field. There is no synergy from all parties, central, regional, to village and RT/RW officials in terms of data collection and guidelines for the implementation of social assistance distribution (Saputra, 2020). did not receive assistance, the recipient of the social assistance was deemed inappropriate because there were those who needed it more, did not receive assistance because of migrants, the amount of assistance received was not appropriate, could not receive assistance because they did not have an ID card/KK, and there were still extortion from officials in the field. There is no synergy from all parties, central, regional, to village and RT/RW officials in terms of data collection and implementation guidelines for the distribution of social assistance (4).

Social assistance from the Banten Provincial Government for its people in the The Social Security Program For The People In Banten United policy plays an important role in poverty alleviation efforts and economic development. Therefore, the functioning of the E-KTP in this context will of course be a solution to the problem of distributing social assistance so far. Providing maximum function to the use of e-KTP-e will of course be a new solution to targeting targets, weak social safety net assistance mechanisms, integration of various programs that are currently not implemented properly and the level of supervision will be more optimal.

In this study, the author focuses on how to implement the One Data Indonesia Policy, focusing on the use of NIK in the United Banten People's Social Security Program in Banten Province, so far there have been indications of problems in the implementation of the use of NIK in the program. It can be seen from the steps taken by the local government to determine the strengthening of local government programs to achieve implementation through:

1. Incompatibility of population data entered by the Social Service The Social Security Program For The People In Banten United data collection officer for providing assistance to the city of Serang after being matched with data in the Disdukcapil.
2. There are no regulations that regulate the role of clear partners, as well as rights and responsibilities, especially in handling data collection on the use of the same NIK.
3. Data that is not found in the consolidated data in each unfinished service will greatly affect the absorption of information and the implementation of the tasks given.
4. There is still data and information regarding the name entered by the registrar, which is different from the data in the Adminduk even though the NIK is the same and there are several addresses that do not match the population data.

Based on the description of the problem indications that the authors have put forward, the authors are interested in conducting more in-depth research on the Implementation of the One Data Use Policy, by focusing on the Utilization of the National Identity Number (NIK) in the United Banten People's Social Security Program in the Community in Banten Province, which is a solution to community problems. which is very important in Banten Province.

#### The Social Security Program For The People In Banten United

Banten Governor Regulation Number 5 of 2014 concerning amendments to the Banten governor's regulation number 2 of 2013 concerning the instructions for implementing social security for the people of Banten united in the province of Banten, it is stated that the United Banten People's Social Security or often abbreviated as The Social Security Program For The People In Banten United is an institutionalized scheme to guarantee the people of Banten who come from a group of underprivileged households based on PPLS data in 2011 as participants in social security the people of Banten united to get conditional cash social assistance and social welfare insurance coverage.

The Conditional Cash Social Assistance for the United Banten People's Social Security is the provision of cash to target households who are required to check their family members into health facilities and/or send their children to school. The Social Security Program For The People In Banten United is social assistance that is in line with the dynamics of changes in local government policies in Indonesia after the reformation changed from Law 5 of 1975 to Law 22 of 1999 and Law 32 of 2004 and Law 23 of 2014 from the juridical and philosophical aspects experienced a shift and the ultra vires doctrine ( detailing one by one the affairs that are handed over to the regions) into open and arrangement or residual power (the concept of original power or residual power). In the reform era, there have been at least three changes to local government laws. Laws will always change with the times. This is because not all articles in the law are

appropriate or appropriate to be applied throughout the ages. Likewise with the law on Regional Government. In the past the law used was Law No. 5 of 1974, then over time it was changed to Law No. 22 of 1999. And which was later replaced by Law No. 32 of 2004, the last used now is Law No. 23 of 2014. Before Law No. 5 of 1974 was used, first there was Law no. 18 of 1965. Actually there is no principal difference in local government management policies contained in Law 32 of 2004 with Law No. 22 of 1999, even with Law No. 23 of 2014. Or in other words the whole law These laws have similarities, but what exists is that there are several articles that have changed. However, in general or in general terms, Law No. 23 of 2014 is a combination of Law No. 5 of 1974 and Law No. 32 of 2004, in which the function of the Governor is not only as a regional head but also as a regional head.

The Ministry of National Development Planning (2014) defines social protection as all initiatives carried out by the government, the private sector, or the community to realize the transfer of income or consumption to the poor, protect vulnerable groups against livelihood risks, and improve the social status of marginalized groups.

The policies that gave birth to various social protection programs to date continue to emerge with various forms of innovation and better and integrated targeting efforts, marked by the issuance of Law Number 40 of 2004 concerning the National Social Security System which was followed by the issuance of Law Number 24 of 2004. 2011 concerning the Social Security Administering Body has become an important variable in the social protection system in Indonesia, as well as in Banten.

Although the integration of the two regulations has emerged, development and transformation are still needed, especially in the context of integration into E-KTP to more accurately and quickly reduce poverty, fulfill basic rights, and protect the population from any socio-economic shocks that occur.

The Social Security Program For The People In Banten United is the main form of social protection to ensure that all Banten people can meet their basic needs for a decent life. The The Social Security Program For The People In Banten United principle includes three things, namely the principle of humanity, the principle of benefit, and the principle of justice. These three principles are the basis for sustainable and relatable principles, meaning that the principles will coexist with each other and cannot stand alone to support the nature of social security. In this regard, the construction of social assistance in economic growth has a four-stage system, namely:

- 1) Individual guarantees for themselves (individual guarantees), which can be in the form of an obligation to work to meet their daily needs;

- 2) Between the individual and his family (family guarantee), which can be in the form of waeis property distribution;
- 3) Individuals and their communities (community guarantees), which can be in the form of distributing zakat, infaq, alms, and waqf; and
- 4) Between communities in a country (state guarantees), which can be in the form of establishing a community social security institution as is the case in Indonesia, forming a Social Security Administering Body (BPJS).

Therefore, the construction of social security is multi-layered. If it can be solved by individuals, then it is enough at the individual level. But if it cannot be solved at the individual level, it will be resolved at the family level. If it is not completed at the family level, it will be resolved at the community level. If social security is not completed in the community, then the state's obligation to complete it (5).

The definition of implementation in policy implementation according to Mazmanian and Sabatier (1980) is the implementation of basic policy decisions, usually in the form of laws, but can take the form of important executive orders or decisions or decisions of the judiciary (6). Typically, the decision identifies the problem to be addressed, explicitly states the goals or objectives to be achieved, and various ways to structure or regulate the implementation process. The implementation when associated with policy is that in fact the policy is not only formulated and then made in a positive form such as a law and then silenced and not implemented or implemented, but a policy must be implemented or implemented in order to have the desired impact or goal (6).

The process of the three groups of variables that affect the success of implementation is described (6) as follows:

1. Problem Characteristics:

- a. The level of technical difficulty of the problem in question. On the one hand there are some social problems that are technically easy to solve, on the other hand there are social problems that are relatively difficult to solve. Therefore, the nature of the problem itself will affect whether or not a program is easy to implement.
- b. The level of diversity of the target group. This means that a program will be relatively easy to implement if the target group is homogeneous. On the other hand, if the target group is heterogeneous, program implementation will be relatively more difficult, because the level of understanding of each member of the target group on the program is relatively different.

- c. The proportion of the target group to the total population. A program will be relatively difficult to implement if the target covers the entire population. On the other hand, a program is relatively easy to implement if the number of target groups is not too large.
- d. The scope of the expected behavior change. A program that aims to provide knowledge or is cognitive will be relatively easy to implement than a program that aims to change people's attitudes and behavior.

#### 2. Policy Characteristics:

- a. Clarity of policy content. This means that the clearer and more detailed the content of a policy will be, the easier it will be for implementers to understand and translate it into concrete actions. On the other hand, the ambiguity of policy content is a potential for distortion in policy implementation.
- b. How far the policy has theoretical support. Policies that have a theoretical basis have a more stable character because they have been tested, although for certain social environments there needs to be modifications.
- c. The size of the allocation of financial resources to the policy. Financial resources are a crucial factor for any social program. Each program also requires staff support to perform administrative and technical work, and monitor the program, all of which cost money.
- d. How much there is compliance and support between various implementing institutions. Program failures are often caused by a lack of vertical and horizontal coordination between agencies involved in program implementation.
- e. Clarity and consistency of existing rules in the implementing agency.
- f. The level of commitment of the apparatus to policy objectives. Commitment of the apparatus can reject, support or half support but also half reject.
- g. How broad is the access of outside groups to participate in policy implementation. A program that provides broad opportunities for the community to be involved will receive relatively little support than a program that does not involve the community. People will feel alienated or alienated if they are only spectators of programs in their area.

#### 3. Policy Environment:

- a. Socio-economic conditions of society and the level of technological progress. People who are open and educated will be relatively easy to accept reform programs compared to people who are still closed and traditional. Likewise, technological advances will help in the process of successful program implementation, because these programs can be socialized and implemented with the help of modern technology.



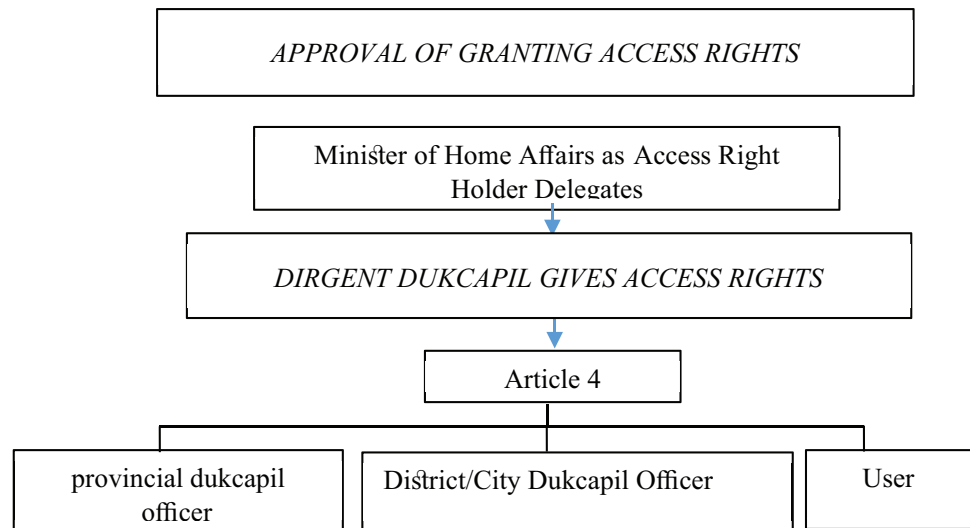
- b. Public support for a policy. Policies that provide incentives are usually easy to get public support. On the other hand, dis-incentive policies do not receive public support.
- c. Attitudes of constituency groups. Voter groups in the community can influence policy implementation in various ways, including: (1) Voter groups can intervene in decisions made by implementing agencies through various comments with a view to changing decisions; (2) Voter groups may have the ability to influence implementing agencies indirectly through publicized criticism of the performance of implementing agencies, and making statements addressed to the legislature.
- d. The level of commitment and skills of officials and implementers. In the end, the commitment of the implementing apparatus to realize the objectives set out in the policy is the most crucial variable. Implementing agency apparatus must have skills in prioritizing goals and then realizing those goals priorities.

## 2. Method

This study uses a descriptive method with a qualitative approach as the author's effort to further explore the relevant informants and the researcher wants to understand more deeply about the phenomena that the authors examine, especially regarding the process. The data collection techniques carried out consisted of literature studies and field research. The technique of determining informants is using triangulation techniques. With this research method, it is hoped that the author can explore in depth the implementation of policies on this topic.

## 3. Results And Discussion

The Social Security Program For The People In Banten United is a social protection effort as one of the ideals of the Indonesian constitution for the social protection system mandated in the 1945 Constitution. The Social Security Program For The People In Banten United in Banten has been used according to the needs and conceptual basis. This means that it is necessary to find out how social assistance in Banten in the future can provide protection and guarantee the fulfillment of basic needs for a decent life, especially for the poor and vulnerable. Currently, this opportunity is very large and it is possible to implement it considering that the Minister of Home Affairs himself has given permission for Disdukcapil to use population data for other management purposes for the relevant agencies, as shown in the chart below:



**Figure 1:** Granting Access and Utilization of Population Data. ( Source: Director of Facilitation of the Utilization of Population Data and Documents, Directorate General of Dukcapil, 2020.).

The granting of access rights for verification of population data is based on the mandate of Article 58 of Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration which states that population data from the Ministry of Home Affairs can be used for all purposes including public services, planning development, budget allocation, democracy development, and law enforcement and crime prevention.

It can be said that social assistance in Banten Province integrally requires validation of E-KTP data for accuracy in distribution due to the low quality of human resources, regional characteristics, and the lack of economic facilities and infrastructure that can be utilized by lower class people in order to build their independence.

The population of Banten Province is the population recorded in the population database of the Population Administration Information System (SIAK) which currently amounts to 11,637,637 people based on net consolidated data (DKB) of the Directorate General of Dukcapil, Ministry of Home Affairs, Republic of Indonesia semester 2 of 2020,

The author analyzes the problem based on the theory of policy implementation given by Mazmanian and Sabatier at The Social Security Program For The People In Banten United in Banten Province, the results are as follows.

1. Problem Characteristics:

- a. Availability of technology and technical difficulties

The availability of technology and technical difficulties in implementing this policy are not many, considering that current technology has facilitated the process of collecting one data. Especially with the internet which can add

b. Uniformity of behavior of the target group

The behavior of the target group so far is quite uniform, namely appreciating the existence of this policy and improving their welfare in general. The community is also enthusiastic in following this policy because it can reduce their burden of life

a. Percentage of target group compared to total population

In 2019 the E-KTP service in Banten Province there was a decrease in the recording of mandatory E-KTP residents in various cities and regencies, except for Tangerang Regency which became an obstacle in increasing there were 74,088 residents and Cilegon City from none to 194 residents and South Tangerang City from no, there are 1,933 residents who have not recorded the E-KTP.

In the E-KTP service in 2020 in various cities, there are no problems for residents whose ID cards have not been recorded in this problem, but there is a significant increase in Tangerang Regency which has not recorded for E-KTP as many as 114,194 residents. This is very supportive of various kinds government activities, including population administration activities by implementing electronic-based government.

a. The scope of the desired behavior change

The level of welfare in Banten Province has increased, this is certainly a positive thing. However, despite the fact that this has been achieved, the fact is that in the field there are still many that are not enough, such as especially those who have many children.

It's the same thing with purchasing power, with the assistance in the form of cash, of course, purchasing power increases, although not significantly. However, The Social Security Program For The People In Banten United assistance does not necessarily improve the economy, because for example, those who have many school children are still very deprived because they have more burdens, in contrast to those who have few children who are quite helped by the existence of The Social Security Program For The People In Banten United . So in general the goals of The Social Security Program For The People In Banten United to Improve Social Welfare Status and Purchasing Power have been successful based on the level of poverty and purchasing power of the population.

Fulfillment of basic needs for food, clothing and shelter. In this indicator the majority can use the money to meet their daily needs, although there are still some who have not been helped by money from the The Social Security Program For The People In Banten United program due to the burden of more dependents such as those who have

many children, and their needs are more, so that The Social Security Program For The People In Banten United assistance is still very low. lacking in meeting the necessities of life. So in general the goal of The Social Security Program For The People In Banten United to fulfill the basic needs of food, clothing, and shelter has been successful, this is based on the following indicators, namely, conditional cash assistance from The Social Security Program For The People In Banten United is used to meet their daily needs.

#### 1. Policy Characteristics:

##### a. Clarity and consistency of goals

The purpose of this policy is to provide welfare for the community and it is still being carried out today, remaining consistent with its original intention. So, to this point the government has succeeded in implementing it.

##### b. Appropriate theory is used

The theory used is adequate and sufficient to accommodate this policy, namely based on the principle of social welfare.

##### c. Accuracy of resource allocation

The allocation of resources is appropriate although there are still some shortcomings. For example, the Maternal Mortality Rate is still increasing, in addition to the lack of accessibility and motivation for health, this is based on the decreasing number of visits by pregnant women, postpartum mothers and immunized babies.

##### d. Hierarchical integration

The hierarchy in this policy is appropriate and appropriate so that its implementation is optimal. Although there are still communication barriers, such as with the school when verifying school children's data, as well as communication with PKH facilitators when conducting validation. The socialization carried out by the Regional Government is only at the SKPD level, while the community is still lacking and there is no special socialization for the community, so that people do not know and understand much.

##### e. Recruitment of executive officers

The recruitment of implementing officials is carried out formally and in accordance with procedures so as to produce quality officials.

##### f. Behavioral formal access

Because there is a regular schedule for each coordination meeting. Meanwhile, the coordination between assistants and the Social Service has not gone well, for example when the assistant's monthly report sometimes does not provide a copy to the Social Service, because ideally in addition to providing monthly reports to the Provincial Social Service, the assistant also provides a copy to the Serang City Social Service. 6. The

economic, social and political environment, in this case, is supportive and there are no obstacles.

#### 1. Environment Variables:

##### a. Socio-economic conditions

The level of welfare of the people of the Kasemen sub-district is still low

Based on data from Serang City in Figures 2015, so that the The Social Security Program For The People In Banten United program has been properly implemented in Kasemen District in improving the welfare of the people of Kasemena District. The community supports the The Social Security Program For The People In Banten United program.

b. Among the people feel the lack of socialization from the government.

##### b. Political Support

There is no political element, apart from the name The Social Security Program For The People In Banten United which is the same as the name of the Governor of Banten Ratu Atut who has now been replaced by Rano Karno. The Social Security Program For The People In Banten United is a basic aid program where is one of the efforts of the Banten Provincial government in helping Central Government such as PP NO 15 of 2010 concerning the Acceleration of Poverty Alleviation. And of course this program is useful in Banten Province, especially in Banten Province

##### c. Attitudes and resources of the electorate

The attitude of the implementers in carrying out the The Social Security Program For The People In Banten United Program Carry out their respective tupoksi in accordance with the The Social Security Program For The People In Banten United technical instructions. The response of implementing agents to the The Social Security Program For The People In Banten United Program There has not been a thorough socialization to the community at the sub-district and village levels, only at the SKPD level.

##### d. Support from superior officials, commitment and leadership skills of implementing officials

Lack of support from related parties. For example: from the school which sometimes makes it difficult to verify the data that is carried out by the facilitator. For example, when asked for TTD in the verification letter, sometimes there are school principals who ask for a share or fee. In addition, coordination has not been carried out properly, for example, when verifying data, duplicate data still occurs. This is because The Social Security Program For The People In Banten United facilitators lack coordination with PKH facilitators, resulting in double data where the coverage is covered The Social Security Program For The People In Banten United and PKH.

## 4. Conclusion

Based on research findings and field results, the final conclusion of the implementation of the United Banten People's Social Security Program (THE SOCIAL SECURITY PROGRAM FOR THE PEOPLE IN BANTEN UNITED ) in Banten Province is generally positive. This can be seen from the achievement of the specific goals of the The Social Security Program For The People In Banten United program, although there is still room for improvement. The specific objective of the The Social Security Program For The People In Banten United program is achieved by providing Conditional Social Cash Allowances (BSTB) and Social Security Benefits (Sankesos). First, the scope and objectives of the policy, although most of the specific objectives of the The Social Security Program For The People In Banten United program have been achieved, some of the objectives of The Social Security Program For The People In Banten United have not been achieved or have not been implemented properly. Second, resources, although non-human, are supported, such as funding for the APBD. However, for the existing human resources in the implementation of the The Social Security Program For The People In Banten United program, the number is sufficient, because for every additional cost there is an additional cost. Third, there is still a lack of communication between moderators and stakeholders in this field. Fourth, Attitudes/Trens, in this case The Social Security Program For The People In Banten United implementers such as provincial social services, district/city social services, moderators, supporters carry out their main duties and functions in accordance with The Social Security Program For The People In Banten United technical instructions. Then there is the implementation and communication between organizations, in this case the coordination between social services and organizations/actors goes well.

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