

ABSTRAK

Permasalahan keterbatasan ekonomi dan kesejahteraan sosial di Kecamatan Padang Hilir, Kota Tebing Tinggi, masih menjadi tantangan serius yang memerlukan penanganan kolaboratif lintas sektor. Program bantuan pangan berupa beras dari Perum BULOG yang disalurkan melalui Dinas Sosial Kota Tebing Tinggi menjadi instrumen strategis dalam upaya peningkatan taraf hidup masyarakat, namun implementasinya masih menghadapi berbagai kendala. Penelitian ini bertujuan menganalisis proses kolaborasi antar aktor dalam menangani permasalahan kesejahteraan sosial serta mengidentifikasi hambatan yang muncul. Penelitian menggunakan pendekatan kualitatif deskriptif dengan tujuh informan yang dipilih melalui *purposive sampling* dan *accidental sampling*, meliputi Kepala Bidang Jaminan Sosial, Seksi Jaminan Sosial, Aparatur Kelurahan, Pendamping Sosial, Akademisi, serta masyarakat penerima dan non-penerima bantuan. Data dikumpulkan melalui wawancara mendalam, observasi, dan dokumentasi, kemudian dianalisis menggunakan model Miles dan Huberman. Teori Aktor James E. Anderson digunakan sebagai pisau analisis dengan tiga indikator: negosiasi, saling memberi dan menerima, serta kompromi. Hasil penelitian menunjukkan bahwa kolaborasi antar aktor telah dilaksanakan melalui ketiga tahapan tersebut, namun pelaksanaannya belum berjalan optimal secara substantif. Pada tahap negosiasi, komunikasi antar aktor masih bersifat situasional dan partisipasi masyarakat cenderung pasif. Pada tahap saling memberi dan menerima, pertukaran informasi antara data sistem pusat dan realitas lapangan terhambat oleh lambatnya respons birokrasi. Pada tahap kompromi, kesepakatan yang terbangun lebih didorong oleh kepatuhan prosedural daripada penyelesaian akar masalah ketidaksesuaian data, sehingga memicu persepsi ketidakadilan di masyarakat. Hambatan kolaborasi bersumber dari dua aspek utama, yaitu aspek institusi berupa pola kerja hierarkis dan lemahnya integrasi sistem pendataan, serta aspek kinerja organisasi berupa rendahnya responsivitas birokrasi, mentalitas sektoral, dan minimnya transparansi. Penelitian ini menyimpulkan bahwa kolaborasi yang terbangun masih bersifat formalitas administratif, sehingga diperlukan reformasi institusi dan peningkatan kinerja organisasi agar penyaluran bantuan sosial berjalan lebih efektif, tepat sasaran, dan berkelanjutan.

Kata kunci: Kolaborasi Antar Aktor, Kesejahteraan Sosial, Bantuan Sosial, Teori Aktor, Kebijakan Publik.

ABSTRACT

The issue of social welfare and economic limitations in Padang Hilir District, Tebing Tinggi City, remains a serious challenge requiring cross sector collaborative handling. The rice food assistance program from Perum BULOG, distributed through the Tebing Tinggi City Social Service, serves as a strategic instrument for improving community living standards; however, its implementation still faces various obstacles. This study aims to analyze the inter-actor collaboration process in addressing social welfare challenges and to identify the emerging barriers in its implementation. The study employs a descriptive qualitative approach conducted in Padang Hilir District, with seven informants selected through purposive and accidental sampling, including the Head of Social Security Division, Section of Social Security, Sub district Officials, Social Assistants, Academics, as well as beneficiary and non beneficiary community members. Data were collected through in depth interviews, observation, and documentation, then analyzed using the Miles and Huberman model. James E. Anderson's Actor Theory was used as an analytical framework with three indicators: negotiation, giving and taking, and compromise. The results show that inter actor collaboration has been carried out through these three stages, but its implementation has not been optimally effective in substance. At the negotiation stage, communication among actors remains situational and community participation tends to be passive. At the giving and taking stage, information exchange between central system data and field realities is hindered by slow bureaucratic response. At the compromise stage, the agreements formed are more driven by procedural compliance than by resolving root problems, thus triggering perceptions of injustice among the community. Collaboration barriers stem from two main aspects: the institutional aspect, characterized by hierarchical work patterns and weak integration of data systems; and the organizational performance aspect, characterized by low bureaucratic responsiveness, sectoral mentality, and minimal transparency. This study concludes that the collaboration formed is still merely an administrative formality, thus requiring institutional reform and organizational performance improvement to ensure more effective and sustainable social assistance distribution.

Keywords: *InterActor Collaboration, Social Welfare, Social Assistance, Actor Theory, Public Policy.*