

KAPASITAS (ASN) PENGELOLA KELUARGA HARAPAN DALAM MENDUKUNG PENCAPAIAN *SUSTAINABLE DEVELOPMENT GOAL* TANPA KEMISKINAN

STUDI KASUS: DINAS SOSIAL KOTA TANJUNGPINANG

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ABSTRAK

Kemiskinan merupakan salah satu permasalahan yang menjadi fokus dalam pencapaian Sustainable Development Goal (SDG), khususnya Tujuan 1 (No Poverty). Program Keluarga Harapan (PKH) menjadi salah satu upaya pemerintah dalam penanggulangan kemiskinan yang pelaksanaannya didukung oleh kapasitas Aparatur Sipil Negara (ASN). Penelitian ini bertujuan untuk menganalisis kapasitas ASN Dinas Sosial Kota Tanjungpinang dalam mendukung pencapaian SDG 1 melalui Program Keluarga Harapan (PKH) serta mengidentifikasi faktor pendukung dan penghambatnya. Penelitian ini menggunakan pendekatan kualitatif dengan jenis studi kasus. Data diperoleh melalui observasi, wawancara, dan dokumentasi, kemudian dianalisis menggunakan reduksi data, penyajian data, dan penarikan kesimpulan. Hasil penelitian menunjukkan bahwa kapasitas ASN telah berjalan cukup baik berdasarkan aspek knowledge, attitude, skills, dan experience. ASN memiliki pemahaman terhadap regulasi, bersikap profesional dalam memberikan pelayanan, mampu melaksanakan verifikasi dan validasi data, serta didukung pengalaman kerja yang memadai. Namun, pelaksanaan program masih menghadapi kendala berupa perubahan kondisi sosial ekonomi masyarakat, kualitas data kesejahteraan sosial, dan penetapan penerima manfaat yang bergantung pada sistem pemerintah pusat. Penelitian ini menyimpulkan bahwa kapasitas ASN berperan penting dalam mendukung pelaksanaan PKH dan pencapaian SDG 1, namun masih diperlukan peningkatan kualitas data dan koordinasi antarinstansi agar program lebih tepat sasaran.

Kata kunci: Kapasitas ASN, Program Keluarga Harapan (PKH), SDG, Kemiskinan.

**CAPACITY (ASN) OF FAMILY HOPE MANAGERS IN SUPPORTING
THE ACHIEVEMENT OF SUSTAINABLE DEVELOPMENT GOALS
WITHOUT POVERTY**

CASE STUDY: TANJUNGPINANG CITY SOCIAL SERVICES

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ABSTRACT

Poverty remains one of the main challenges in achieving the Sustainable Development Goals (SDG), particularly Goal 1 (No Poverty). The Family Hope Program (PKH) is one of the Indonesian government's poverty alleviation programs, whose implementation depends on the capacity of Civil Servants (ASN). This study aims to analyze the capacity of Civil Servants at the Tanjungpinang City Social Affairs Office in supporting the achievement of SDG Goal 1 through the Family Hope Program and to identify its supporting and inhibiting factors. This research employed a qualitative case study approach. Data were collected through observation, interviews, and documentation, and analyzed using data reduction, data presentation, and conclusion drawing. The findings show that the capacity of Civil Servants is generally adequate in terms of knowledge, attitude, skills, and experience. They understand program regulations, demonstrate professional attitudes, carry out data verification and validation effectively, and are supported by sufficient work experience. However, the implementation of the program is still constrained by changes in socio-economic conditions, limitations in social welfare data, and the centralized beneficiary determination system. This study concludes that the capacity of Civil Servants plays an important role in supporting the implementation of PKH and the achievement of SDG Goal 1, although improvements in data quality and inter-agency coordination are still needed.

Keywords: *Civil Servant Capacity, Family Hope Program (PKH), SDG, Poverty.*