

## Transparency Of Direct Cash Assistance (BLT) Receipt Services in Bone Kainsetala Village, Bone District, Muna Regency

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### Abstract

*The purpose of this study is to determine the implementation of Transparency of Direct Cash Assistance (BLT) Receipt Services to the people of Bone Kainsetala Village, Bone District, Muna Regency. This type of research is a type of qualitative research where this method can also be used to gain insight into something that is just a little known, and can help researchers provide complex details about phenomena that are difficult to reveal. The results of this study show that the implementation of transparency and accountability in the BLT program in Bone Kainsetala Village has been implemented quite well in accordance with the indicators. The implementation of transparency in Bone Kainsetala Village has been implemented and implemented quite well but not optimally. The Village Government has tried to provide information and be open regarding the distribution of direct cash assistance by utilizing social media such as Facebook, WhatsApp, and also providing information boards for people who do not have social media.*

**Keywords:** Transparency, Receiving Assistance, BLT, Receipt Services, social media

### INTRODUCTION

Transparency is an open access for the entire community so that they get information related to all activities needed, needed (Lazulfa 2024). The importance of transparency is not only in the administration of government, but also in the maintenance of public services as well, the concept of transparency refers to all aspects ranging from the process of providing services that are open so that they can be known by users or *stakeholder* who are in need. The purpose of transparency is to create or foster mutual trust or confidence between the government and the public. The government is required to provide accurate information to the public in need (Rizal, 2022). Transparency is very much needed by the public because with this transparency the public can know all the information or things they need, if transparency is not actually applied by the government, it can make people suspicious and reluctant to trust the government. Therefore, the government is obliged to provide public information in an open, easily obtainable, and easily understood manner by the public. Transparency is the basis for realizing such a good government. Public services that are so transparent are needed because they will have an effect on improving the performance of public services (Suparman, Washillah, and Juana 2021).

Because in terms of public services is very related to transparency, therefore this public service is related to the community, where the community urgently needs

excellent and transparent service from the government (Setiawan and Nawangsari 2023).

Public services are closely related to the improvement and equitable distribution of public services. This reality states that creating public facilities must be accompanied by an improvement in the quality and effectiveness of these services. According to Law No. 25 of 2009 Article 1, it states that public service is a series of activities to meet the needs of services in accordance with the laws and regulations of the State and the population on goods and services or administrative services provided by public service providers (Adrianti, Sumarlin, and Anwar 2023). Based on these laws and regulations, the government should provide services that are in accordance with what is needed by the community as service recipients. Providing the best service is a task that must be carried out by the government. As stipulated in Law Number 23 of 2014 concerning local government, it is considered that the implementation of local government is directed to accelerate the realization of community welfare through improving services, empowerment, and community participation. Therefore, the administration of the government must be carried out in accordance with the laws and regulations that have been in force or stipulated (Triana and Rahman 2018).

In order to implement good governance, every public sector applies a principle that regulates the government, one of which is the principle of transparency which can make an efficient service (Setyaningrum, Sriyana, and Purwanggono 2019). According to the Decree of the Minister of State Apparatus Empowerment (No. 26/KEP/M.PAN/2/2004) transparency in the implementation of public services mainly includes: management and implementation of public services, service procedures, technical and administrative requirements of services, details of service costs, service completion time, authorized and responsible officials, service locations, service promises, service standards, service information. By applying the principle of transparency that all forms of information needed or needed by the public can be accessed more easily, this is something that is so important in the disclosure of information. According to (Nurhaeda and Tenriola 2022), Direct Cash Assistance (BLT) is a policy issued by the government that has certain goals and reasons as a manifestation of actions from the government aimed at solving public problems (poverty) by utilizing available resources. (Novatiani, Rusmawan Kusumah, and Vabiani 2019) defines BLT as one of the actions taken by the government to provide subsidies to people in need in Indonesia. From the definition above, it can be concluded that BLT is an action taken by the government that has the purpose of providing subsidies to people in need. "The Village Fund BLT is a priority program that must be budgeted by the Village Government. If the Village Government does not budget the Village Fund BLT, the Village Government will be subject to sanctions ranging from a 50% cut for the distribution of the next stage of the Village Fund to the termination of the distribution of the Phase III Village Fund (Tedi Sudrajat and Endra Wijaya 2021).

In the journal (Suparman et al. 2021) "The Direct Cash Assistance Program is one of the Indonesian government's poverty alleviation programs out of many poverty alleviation programs divided into three clusters"

One of the central government programs whose authority is given to the Village is Direct Cash Assistance. BLT is assistance for the poor that comes from village funds. However, in its implementation, there are still pros and cons, especially in terms of BLT recipients (Aziiz 2019). For this reason, the role of the Village Government in conveying information is very important. Some of the problems that occur in the Direct Cash Assistance program in Bone Kainsetala Village are contained in the collection of data to the community who are recipients of BLT-Village Funds which should follow the rules that have been set, but are often used as "Toys" by a number of individuals in this case related to the evaluation of data collection which is the most crucial thing there are problems in its implementation. DTKS data from the Ministry of Social Affairs and non-DTKS are often not updated so that the BLT program is not on target in the sense that the community receives double or double assistance, Village Volunteers should work hard to rematch data starting from the RT, RW and village levels regarding whether or not it is in accordance with the actual situation to produce valid data (Marintan Saragih, 2022)

In the implementation of the BLT program, transparency refers to the disclosure of information related to the process of distributing assistance, recipient criteria, and the amount of assistance provided. This causes public distrust in the village government and hinders the effectiveness of the assistance program. This problem encourages the need for further research to evaluate the extent to which transparency and accountability are applied in the service of the BLT program in Bone Kainsetala Village, Bontotiro District. This research aims to identify existing obstacles, as well as provide recommendations for improving the aid distribution system in the future. Thus, it is hoped that the BLT program can run more effectively and on target, as well as increase public trust in the village government (Wijayanto 2021). Thus, the Bone Kainsetala Village government is faced with the demand to be more open to every information so that the community can easily access or know it in accordance with the standards or procedures used by the village government in order to be able to account for it to the mandate owner or the community (Priadi et al. 2024).

Based on the problems that have been explained earlier, the researcher decided to further research the problem scientifically through a thesis entitled "Transparency of Direct Cash Assistance (BLT) Receipt Services to the people of Bone Kainsetala Village, Bone District, Muna Regency".

## METHOD

The type of research used in this study is a qualitative method with a qualitative descriptive approach, qualitative descriptive research is a research procedure that is produced through written and oral words that come from each individual and also observable behaviors (Moleong, 2018).

This study describes the Transparency of Direct Cash Assistance (BLT) Receipt Services to the people of Bone Kainsetala Village, Bone District, Muna Regency, especially regarding the application of the principle of transparency in direct cash development.

## RESULT AND DISCUSSION

Direct Cash Assistance or often abbreviated as BLT is assistance in the form of giving cash to poor or underprivileged families in the village sourced from village funds with certain conditions. Such as families who are unable to afford and domicile in the village concerned and do not include recipients of assistance from the family hope program, basic food cards, pre-employment cards, cash social assistance and other government social assistance programs. BLT Transparency of Bone Kainsetala Village, Bone District, Muna Regency are:

### 1. Informatif (*informativeness*)

Informative is a term used to describe something that provides useful and relevant information or knowledge. In particular, it is the provision of information flows, news, explanations of mechanisms, procedures, data, facts, to stakeholders who need information clearly and accurately. An ex or presentation is considered informative if its purpose is to provide clear and objective facts, data, or explanations about a topic. This information can provide a better understanding to the reader or listener about the subject being discussed. The main goal is to provide useful knowledge or help others understand a particular topic better. The Bone Kainsetala Village Government, Bone District, Muna Regency has an important role in being responsible for providing clear and accurate information to be conveyed to the BLT recipient community (Kariem and Ishmatuddin 2021).

Transparency promotes the availability of clear and comprehensive information, ensuring that all details are accessible to interested parties. In this context, an entity or process that is transparent indicates that all aspects of it are open to access. This creates an environment that contains adequate information, allows for informed decision-making and considers the facts and consequences. In the government sector, informative transparency plays a role in creating a fairer and more accountable system. Overall, transparency is the foundation for effective communication and the development of an actively engaged and informed community. Informative transparency in providing information through social media is becoming increasingly important along with the increasing use of these platforms as the main source of news and information for the public. In this context, transparency plays a key role in ensuring the integrity, accuracy, and trust of the information presented (Nur, Herman, and Sirjon 2023).

Ensuring that financial assistance reaches recipients in need effectively is the key to success in the management of aid funds. This involves the preparation of a structured and clear management plan, as well as the implementation of strict supervision. With good management, the allocation of aid funds can be carried out efficiently according to urgent needs. Regular evaluation of assistance programs is also important to ensure the appropriate use of funds and provide the expected impact on beneficiaries. By implementing good management practices, it can be ensured that the assistance fund provides maximum benefits for recipients in need.

### 2. Openness

Openness is a concept that includes attitudes, policies, or practices to operate in an open, honest, and transparent manner. In social, political, and organizational contexts, openness emphasizes the importance of sharing information, understanding, and

decisions clearly to all parties involved or affected. It also includes the ability to openly accept feedback, criticism, and suggestions from others, as well as a readiness to take responsibility for actions and decisions taken. Openness plays a crucial role in building trust, increasing accountability, and strengthening relationships between individuals, organizations, and society as a whole (Mulyana 2018).

The village government is responsible for providing information about the direct cash assistance program to its residents. This process must be carried out transparently and can be easily accessed by all citizens. In this way, the village government can guarantee a high level of participation and a thorough understanding of the assistance program organized (Resmiati 2020).

From the results of the interview, it can be concluded that the general public (who do not receive BLT) in Bone Kainsetala Village, Bone District, Muna Regency tends to be more aware of information disclosure about the use of the budget and policies, especially in development, related to information about BLT, the general public can only see it through social media (Kurniawan 2020).

### **3. Disclosure**

Disclosure is the process or act of conveying or disclosing information, facts, or details to others. This includes the sharing of important or relevant information that may affect the understanding or decisions of others (Nugroho and Pradana 2021). Disclosure can occur in a variety of contexts, such as interpersonal communications, public presentations, business reports, or other official documents. The purpose of disclosure can be varied, including to provide the necessary information, to clarify the situation, or to build trust and transparency. In many cases, disclosure may also be part of certain policies or rules, such as requirements for disclosure of information to the public in the financial statements of an office or company or disclosure of material information to higher-ups (Sukayana, Telagawathi, and Rahmawati 2023).

Aunity (Efendi 2019).

## **CONCLUSION**

Based on the results of research conducted on Transparency and Accountability in the service of the direct cash assistance program in Bone Kainsetala Village, Bone District, Muna Regency , it can be concluded that: The implementation of transparency in Bone Kainsetala Village has been implemented and implemented quite well but not optimally. The Village Government has tried to provide information and be open regarding the distribution of direct cash assistance by utilizing social media such as Facebook, whatsApp, and also providing information boards for people who do not have social media. With this, the government has also proven that the government is as open as possible to the public regarding the distribution of direct cash assistance

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