



The Dilemma of Relocation Community in Rusunawa at Jakarta

Authors

Retno Wd Tuti¹, N.Oneng Nurul B², Mawar³, Dini Gandini P⁴

University of Muhammadiyah Jakarta-Indonesia

ABSTRACT

This paper describes the problems faced by the relocation community while living in a flat in Jakarta. The paper is based on the findings based on the observations made by the author in the rawabebek rusunawa, East Jakarta, where there is a tug of war between the Regional Government of DKI Jakarta and victims of relocation payments. a loss resulting in a large amount of payment for rental apartments. The flat inhabitants, who are mostly low-class residents, find it difficult to pay rent for flats because of the difficulty of finding money for living expenses including renting a house. This research is a qualitative research. Data collection is done by the method of observation, interviews, brainstorming, and literature. Some of the dilemmas that have become a problem faced by relocation communities in Rawabebek Flat include: inadequate livelihoods due to loss of livelihoods, difficulties in accessing public facilities, poor service and lack of community empowerment as needed.

Key Words: flat, problems, service, relocation, empowerment

BACKGROUND

Structuring urban development is a program that must be carried out by regional governments, especially the DKI Jakarta government. For this reason, the DKI Jakarta government conducts structuring of urban development in order to create a good environment for the welfare of the citizens of DKI Jakarta. Development arrangements are carried out mainly on local government land which is occupied by the community without permission.

However, arrangements occur for residents who have lived at the site for quite a long time and even for several generations, besides that residents also feel objected because they have stayed for a long time and feel they have a legal house where they have ownership certificates and pay taxes to the local government.

Many residents who are reluctant to relocate because living in a new place certainly has a big risk, especially related to livelihoods. This is as experienced by fish market residents who work as fishermen. Tugging takes place between local governments and relocated communities.

The community was moved to several Rusunawa, including Rusunawa Rawa Bebek in Cakung, East Jakarta. Not all residents agree with relocation because living in a new place requires adjustment. However, there were also those who received relocation. This was conveyed by the Head of the RT, Pak J (52). The problem of relocation is not an easy problem because it involves various problems in people's lives.

The DKI Jakarta Provincial Government must consider the humanitarian side. There are three demands from the residents of Bukit Duri, namely, asking for compensation in the form of money for replacing land and buildings, being transferred to a flat, and asking residents to be placed in a simple apartment owned (rusunami). "But if we can get a flat, we ask for free for three years," said Pak J. (Kompas.com, May 26, 2016). Similarly, the comments of the residents of RW 04 Fish Market, Penjaringan, North

Jakarta began occupying Rusunawa Rawa Bebek, Cakung, East Jakarta. As a result, residents feel more comfortable living in the previous place even though the place is now cleaner and more decent. The Jakarta government moved residents of Pasar Ikan in Penjaringan, North Jakarta, to the Rusunawa Rawa Bebek in Pulogebang, East Jakarta, which is about 25 kilometers away. The control of the Luar Batang area is to make it a religious area, market arrangement, green space and rob retaining dike (<http://wartakota.tribunnews.com/2016/04/08/pindah-ke-rusunawa-rawa-bebek-warga-lebih-fun-stay-at-market-fish>).

The implementation of housing and settlements is the responsibility of the government as mandated by the 1945 Constitution Article 28 H paragraph 1 which states that everyone has the right to live in physical and spiritual prosperity, to live and get a good and healthy environment. Fulfillment of decent settlement development by the government in accordance with The International Covenant on Economic, Social and Cultural Right which was ratified through Law No. 11 of 2005. This is a guide for the government to develop housing for low-income people. If there are problems, discussions should be held with the community concerned (Nia Kurniati, 2014).

However, the problem of relocation of residents that occurred in Rawa Bebek Rusunawa was different from other places where the Rusunawa was not originally intended for relocation residents. When the problems of relocation occur, PUPR is building a Flats. Furthermore, at the request of the DKI Jakarta government, it was made a place for residents to relocate.

Of course, there are many problems which faced by the Rental Flats Management Unit (UPRS) are related to the residents who are called Low-Income Communities / MBRs. Moreover, the residential buildings are still new and have never been inhabited. Problems can arise from residents and buildings and their environment. For this reason, the research was carried out with the aim of formulating a model of a solution that could be taken in overcoming the problems faced by the residents of Rawa Bebek Rusunawa.

RESEARCH PURPOSES

This study aims to analyze and describe the problems faced by relocation residents after they settled in the flat. Relocation residents came from several places as a social impact of the eviction of living quarters in the green area of Jakarta City and land owned by the DKI Jakarta regional government in the riverbank area.

Previous Relevant Research

Studies of government policy dilemmas have been carried out, among others: First, Muhammad Mulyadi (2016) investigating the Negative Impact of Jakarta Bay Reclamation "concluded that reclamation had an impact on the displacement of dwellings, loss of livelihoods, and poverty. Secondly, the research conducted by Aninda Ratih Kusumaningrum (2012) on Analysis of Rental Flat Houses with a Case Study of the Effectiveness of Marunda Flats concluded that as many as 51% of occupant samples issued income exceeding the limit recommended by UN-Habitat, namely > 30% for housing and utilities so that the flats are no longer affordable by low-income people.

The research above shows the negative social impacts that occur due to relocation. However, Irina Rafliana's research entitled Leaving Disasters, New Life in Flat Flats Marunda: Research on 'Forced Migration' as a Result of North Jakarta Floods as a Driver for the Relocation Policy of Slum Areas in Jakarta concluded that the resettlement residents who were relocated due to the flood disaster in 2013 were comfortable in Marunda Flats. Similarly, research on Comparative Behavior of Residents of Flats with Occupants of Slum Settlements (Case Study: Mariso Rusunawa City of Makassar) by Abdul Fattaah Mustafa et al., Concluded that there was a change in domestic behavior in residents of apartments, because of the presence of spaces to accommodate domestic behavior stacking.

Based on the data above, the research conducted has similarities and differences. The equality in the study problem is social problems as a result of government policies.

LITERATURE REVIEW

According to the Big Indonesian Language Dictionary (KBBI) that a dilemma is a difficult situation that requires people to make choices between two possibilities which are equally unpleasant or unfavorable, or difficult and confusing situations. In this study, the dilemma is the social impact that gives birth to social change. As is known that social change is a change in behavior patterns, social relations, institutions, and social structures at a certain time (Piotr Sztompka, 2007: 5)

In principle, relocation is the transfer of residents from one place to a new place. However, the existing form of relocation is a form of eviction because the transfer was carried out forcibly under the pressure of a complete armed apparatus (author, 2018). Residents feel scared and can only surrender. Another thing that made them sad was that there was no compensation for their home. This is in accordance with the notion of eviction as disclosed by Muhammad Mulyadi, 2016: 10) that eviction is forced an eviction, both directly and indirectly, by the local government against residents who use land resources for residential and business purposes. Evictions occur in urban areas because of the limitations and expensive land. In rural areas, evictions usually occur in the name of the construction of large infrastructure projects, such as the Jakarta by reclamation project.

SERVICE PRINCIPLES

There are several things that must be considered in the provision of public facilities. Denhardt & Denhardt (2003) emphasize the principles in the New Public Service, namely:

- 1. Serve Citizens, Not Customers:** The public interest is the result of a dialogue about shared values rather than the aggregation of individual self-interests. Therefore, public servants do not merely respond to the demands of “customers,” but rather focus on building relationships of trust and collaboration with and among citizens
- 2. Seek the Public Interest:** Public administrators must contribute to building a collective, shared notion of the public interest. The goal is not to find quick solutions driven by individual choices. Rather, it is the creation of shared interests and shared responsibility
- 3. Value Citizenship over Entrepreneurship:** The public interest is better advanced by public servants and citizens committed to making meaningful contributions to society than by entrepreneurial managers acting as if public money were their own.
- 4. Think Strategically, Act Democratically:** Policies and programs meeting public needs can be most effectively and responsibly achieved through collective efforts and collaborative processes
- 5. Recognize that Accountability Isn't Simple:** Public servants should be attentive to more than the market; they should also attend to statutory and constitutional law, community values, political norms, professional standards, and citizen interests
- 6. Serve Rather than Steer:** It is increasingly important for public servants to use shared, value-based leadership in helping citizens articulate and meet their shared interests rather than attempting to control or steer society in new directions
- 7. Value People, Not Just Productivity:** Public organizations and the networks in which they participate are more likely to be successful in the long run if they are operated through processes of collaboration and shared leadership based on respect for all people (Denhart & Denhart, 43, 2007)

To be able to provide quality services, in accordance with the paradigm of the New Public Service, there are eight service principles that must be fulfilled. namely: Convenience; Security; Reliability; Personal Attention; Citizen Influence; Fairness; Problem-Solving Approach; Fiscal Responsibility.

There are eleven factors that shape the spatial performance of flats, namely the achievement of public facilities, the availability of public facilities, the utility of flats, esthetics and health facilities, the availability of physical and spiritual health facilities, the fulfillment of daily needs, the security of

residential buildings and flat environments the condition of the building, the harmony of the flat with the center of the environment, and the condition of maintenance of the building (Edward Endrianto et al)

RESEARCH METHADODOLOGY

The concept definitions in this study are as follows:

1. The dilemma is a difficult situation or condition, namely the emergence of a problem that requires people to choose two choices that are difficult to do
2. Relocation is the transfer of residents to rusunawa with better permanent buildings, supported by convenient infrastructure facilities from long-term residences due to green area expansion programs in DKI Jakarta
3. The community is a group of people who live in flats for rent in Rawa Bebek Jakarta

The Research Approach is a Qualitative Approach with the Type of Analytical Descriptive Research. Research Locations on the Application of Whole-Hearted Services to Rusunawa are in Rawa Bebek East Jakarta DKI Jakarta In this study data collection was carried out in 3 ways, namely: Observation of participation, In-depth interviews were conducted using interview guidelines and Documentation review.

Interviews were conducted using written guidelines prepared in advance, aimed at Informants: Occupants and Managers of Rusunawa. Observation is carried out on the service process provided by the Manager, relations between Occupants, Flat Building and its surroundings; Documents referenced in this study include Profile of Rusunawa Rawa Bebek; 2). Book Rusunawa Annual Report; 3). Rusunawa Audit Book Results; 4). Existing Occupancy Form; 5). LAKIP Housing / DKI Jakarta Office 2016 and 2017; 6). Governor of Flat Rental Rates.

Informant Determination Technique, in this qualitative research the Informant was determined by Purposif, for Rawa Bebek Flat Housing Management Unit (UPRS) and Head of DKI Jakarta Housing Office and Accidental for Occupants. Informants consist of 1). Rusunawa residents; 2). Flatbed Management Unit; 3). Dinas Perumahan / DKI Jakarta; 4). Housing Office / DKI Jakarta.

The data analysis technique used in this study refers to the thinking of Mc Nabb (2002: 148) which categorizes the stages of analysis of research data into 6 (six) stages of activity, namely: 1) Organize the Data (Organizing Data); 2). Generate Categories, Themes, and Patterns; 3). The Data Code (Data Encoding); 4). Apply the Ideas, Theme, and Categories (Application of Ideas, Themes, and Categorizations); 5). Search for Alternative Explanations (Search for Alternative Explanations), and 6). Write and Present the Report. Data Validity Test using Triangulation.

Resident's problem in flat

Based on the results of research in Rawa Bebek Flats and Focus Group Discussion (FGD) with residents of Rusunawa Rawa Bebek residents it was found that comfort had not yet fully materialized. Residents stated that the condition of the Rusunawa location tends to be remote from public facilities such as markets, offices, schools so that residents are rather difficult to carry out their daily activities. Some public facilities already exist in Rusunawa but not yet complete, such as the unavailability of places of worship (mosques) and polyclinics for flat residents.

The place of worship that is now is in the form of a medium-sized room that is used as a prayer room. The existing transportation facilities are not comparable with the existing needs, transportation modes are very limited, in this case, the public transportation modes that can reach only Rusunawa locations are Trans Jakarta. Transportation to the school is available, but not to the school location.

To move the economy of the residents of Rusunawa, there are many who trade, but have difficulties because of the limited number of buyers, apart from being among the many residents who sell. Their trade location is only in the area of a flat, residents are not allowed to sell on the roadside because it is not part of the flat. If you are allowed to sell on the side of the road, residents still doubt that their

business will run smoothly, considering that the road in front of the Rusunawa location is not crowded with passersby. Most of the items sold by the residents of the Flat are generally in the form of residents' needs in the form of groceries and electric tokens.

Flat residents are not comfortable with the conditions of the rooms available, because the conditions of available housing are too small so they cannot put the bed freely, besides the lack of air circulation so that the room is hot and stuffy. Room rent is paid according to the tariff, there is no extortion if late is imposed a fine of Rp 10,000.

Although many residents are still in arrears in the cost of renting a room until now, there are no residents who have been expelled from Rusunawa, even though according to regulations, if the residents are in arrears for more than 3 (three) months, the UPRS has the right to issue residents from the Rusunawa. For rental room rates, there is a difference in price per level of around IDR 50,000 - IDR 60,000

In addition to the narrow room conditions, residents complained that the electricity charged was very expensive, compared to usage. The capacity of 1300 VA electricity is considered to be too large, exceeding the use requirements, resulting in high subscription fees. Sometimes the cost of electricity to pay by citizens is greater than the cost of renting the room itself. In addition, the residents' flat rates in Rawa Bebek are more expensive compared to rental apartments in other places. Residents get information from their friends and relatives who occupy other apartments. For daily water needs, residents use PAM water. According to residents, PAM water is priced according to PAM rates, but the quality is not as it should be, PAM water is not clear, tends to be yellow.

Residents of flats still have administrative problems where their KTP has not been completed from their original place of residence to a new place. Even though the existence of KTP is very urgent for various purposes. In terms of communication, residents do not entirely get information from UPRS related to activities or socialization that is actually needed by the residents. Information from UPRS does not use the leadership structure in the environment, information should be conveyed through the RT Chair so that it can be communicated to its citizens, for example during counseling from outside parties. Residents felt that the authority of the RT / RW chairman was unclear.

Excellent service

In the case of receiving complaints or problems of citizens, UPRS employees can serve well and show a polite attitude to the citizens, so that citizens are happy. The UPRS party is considered to be responsive enough to serve the needs of citizens, complaints and input from the community are well received but not all can be directly followed up because the authority of the UPRS is limited. Problems that can be followed up are usually technical issues such as repairing damaged infrastructure in flat towers.

Some of the facilities available are as follows: A mosque is available, but it is not adequate should be a mosque. If there is only a temporary room, worship activities are not maximized because the room is not intended for prayer. Available educational facilities are PAUD. The room for residents' meeting is already available, as well as business facilities in the form of kiosks available, the rental price is Rp. 85,000, if you sell it in the courtyard free of charge. The government also provides sports and parking facilities for two-wheeled vehicles, while for cars there are no available grief rooms and waiting rooms at the UPRS office. However, community health facilities are not yet available, where there is no polyclinic.

The expectations of Rusunawa residents include: Improving the quality of life with the ability to pay rent for houses, easy transportation, and education facilities, increasing income, paying for cheap electricity, clean water, worship facilities, orderly population administration, and Social Security for the Elderly

Problem-Solving Approach

In an effort to overcome the existing Rusunawa Rawabebek conditions, including related Rusunawa locations that are far from public facilities. This condition leads to the existence of transportation

facilities that can facilitate the mobility of citizens in their daily activities. For this reason, residents want an angkot route to the location of the apartment, but it is not fulfilled, considering that there is already a Trans Jakarta route that crosses the location of the flat. Instead, the UPRS responded quickly to people's requests through the addition of the Trans Jakarta fleet that accessed the rusunawa, which was originally 2 buses to 4 buses, thus making it easier for residents who initially waited for 1 hour now to be shorter, namely 30-40 minutes.

Most of the residents who were relocated to the Rawa Bebek rusunawa left their old livelihoods in their old homes, only a few residents still maintained their jobs in the old place. This condition requires residents to be able to create income-generating so that they can still drive the economy. The way that many people take is by trading, the location of selling is in a flat apartment environment. In fact, the available trade facilities are very limited, only reaching flat residents, most of whom sell. So that the businesses run by citizens are less developed.

The residents of Rawa Bebek Rusunawa are relocation communities from Pasar Ikan, West Jakarta, and Bukit Duri, South Jakarta, not entered by other residents who are not relocation communities. There are residents who question the difference in rusunawa rawa bebek rates with similar rusunawa in Jakarta, the cost of rusunawa rawa bebek rental is higher.

The problem that occurs in Rawa Bebek is that many residents still have arrears in rental fees. The UPRS is only limited to giving a warning letter with a maximum of 3 (three) times giving warning letters to residents, but no residents are asked to vacate the flat. However, for the obligation to pay for electricity and water bills residents try to pay for it even though it is still expensive.

Inhibiting Factors of Empowerment

Efforts to improve community capacity have been carried out by UPRS through various activities, but have not received a positive response from residents. Residents prefer to work rather than participating in empowerment programs because they have to fulfill their needs. In addition, there are requirements that cannot be fulfilled by residents regarding administrative requirements. Culture shock occurs among residents, they also not yet have a sense of belonging toward Rusunawa, because it is still transitional periods in Rusunawa. The condition of many residents in the flat is included in the category of not the productive workforce. Many residents are unproductive (elderly), even though they need help to fulfill their daily needs.

Supporting factors

In the matter of comfort, now residents feel safe living in a flat. Rusunawa is a new building. Several factors that can interfere with security and comfort so far can be overcome. The condition of the rusunawa environment is quite conducive, so far there has been no commotion which means that it can disturb security, this is because all residents work together and work together in maintaining security and peace in the community. They understand and are able to make complaints. UPRS are responsive to technical complaints also. Regarding reforestation, according to residents, reforestation of Rusunawa is quite good.

CONCLUSION

Based on the research conducted, it can be concluded that the dilemma faced by the residents of Rusunawa Rawabebek, namely: the inability to pay rent due to broken work, access to public facilities is still difficult to pay too much electricity, services that are not prime and lack of citizen empowerment as needed.

Recommendation

The location of the flat is less strategic so that it is not suitable for selling the environment. For flat towers to be crowded with many visitors from outside, it is necessary to do a tourism program by making the East Flood Canal a tourist place. Need to be interspersed with the New Route or Extension of other Transportation Routes so that through the front of the Rawa Bebek Rusunawa, To increase the

economy of the community, entrepreneurship development must be optimized. UPRS has more networking with other SKPD in DKI and business circles. UPRS is also more innovative and caring about solving residents' problems. Residents should be more disciplined in paying rent for apartments. The mental and spiritual formation of residents needs to be done to overcome the various problems they face. Other efforts need to be provided by financial management for residents in managing their family finances. The problem of PLN needs to be seated together, where the PLN needs to take special policies for flat residents regarding the category of electricity payments that are affordable to residents.

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