



Social Service Strategies in Dealing with the Phenomenon of Street Clown Beggars: A Case Study of Palembang City

Agrevina Novhelia^{1*}, Isabella¹, Amaliatulwalidain¹

¹Government Science, Indo Global Mandiri University Palembang

Article Info

Article history:

Received 27 Jul, 2025

Revised 08 Oct, 2025

Accepted 14 Oct, 2025

Keywords:

Social Service, Rehabilitation Program, Street Clown Beggars in Palembang City

ABSTRACT

This research aims to find out and understand the role of the Social Service in the Palembang City Street Clown Beggar Rehabilitation Program. The research method used is a descriptive qualitative approach with data collection techniques through in-depth interviews, observations, and documentation in several places such as the Palembang City Social Service, Simpang Polda, and Radial. Data analysis is carried out through data collection, data presentation, and verification and affirmation of conclusions. The results of the study show that the role of the Social Service in the Palembang City Street Clown Beggar Rehabilitation Program is not only collecting data on clown beggars, the Social Service also provides social direction and guidance to street clown beggars, this program also supports the success of the rehabilitation program. This rehabilitation program can also be supported by the community and other governments. The impact of this program can also raise awareness of street clown beggars for more viable life changes. Overall, this study can be concluded that the role of the Social Service in the Palembang City Street Clown Beggar Rehabilitation Program is not optimal, but the Social Service has done it in accordance with the SOPs, the main factor is not optimal because other government involvement has not been achieved to collaborate with the Palembang City Social Service, therefore this study suggests the need for cooperation and involvement with the government, The TNI, the National Police to strengthen the rehabilitation program so that the coordination is more effective.

**Corresponding Author:*

Agrevina Novhelia

Government Science, Indo Global Mandiri University Palembang

Email: Agrevina24@gmail.com

INTRODUCTION

The priorities of social problems faced by large city governments, including Palembang, currently include The Phenomenon of Beggars, Homeless Men and Street Clowns. This issue is persistent and reflects an imbalance between Population growth rate with job availability. These conditions encourage individuals to make various efforts, including begging, in order to meet their basic needs. In response, the Palembang City Government, through Pamong Praja Police Unit (Satpol PP), routinely perform Raid Operations against beggars, vagrants, and street clowns throughout the city. Individuals who are netted later handed over to the Palembang City Social Service for rehabilitation. The main objective of this intervention is to normalizing public spaces from the existence of beggars and street clowns. The Palembang City Social Service consistently collaborates with various related parties to Continue efforts to handle the issue of beggars and street clowns through scheduled raid operations (Ramadan, 2023).

Social protection for street clown beggars is also borne by the Social Service. In this case, the social service in handling street clown beggars in Palembang City has several things that make the work program planning process hampered and do not achieve the desired goals. In addition, the planning of the social service work program in handling street clown beggars in Palembang City is hampered by factors that hinder the process. Limitations Resources become a significant obstacle in handling The Phenomenon of Street Children. However, through Implementation of specialist coaching centers, which provides Holistic

intervention in the form of guidance, education, and training, it is expected that substantial improvement deep Effectiveness of Empowerment and Rehabilitation Programs street children. For the problems that occur in the case of street clown beggars where they are still at the smallest stage, namely from the age of compulsory learning to adulthood, with a solution that will be provided and carried out, namely rehabilitation of street child beggars at the Palembang City Social Service halfway house (Rahmadani & TM, 2023).

The local government, especially the Palembang City Social Service, which has full responsibility in the case of social problems that occur in the city of Palembang, with these problems, the Social Service is responsible for the rehabilitation program of the Street Clown Beggars in accordance with the regulations of the Mayor of Palembang (Social Service, 2021). Based on Palembang City Regional Regulation Number 12 of 2013 concerning the Development of Street Children, Homeless and Beggars and has the main task of fostering Street Children, Homeless and Beggars, Social Rehabilitation with this coaching and rehabilitation can slightly reduce street children, homeless and beggars (Palembang, 2021). The role of the Palembang City Social Service in social rehabilitation of street clown beggars is a social service program which can help in supporting social welfare in this street clown beggar rehabilitation program. The social service is very responsible for the rehabilitation of street clown beggars (Karunia, 2016).

Street Clown beggars carry out their activities on the streets by becoming a human with clown constellations who roam the streets, adult women usually bring early childhood in shabby clothes and replace them with clown costumes and beg usually the location that is often encountered such as at red lights, the Street Clown Beggar Activity is a source of livelihood and main producer or as a profession there are even those who organize for street clown beggar groups. Street Clown beggars are adults and children whose needs are not met in terms of physical, psychological, social and spiritual needs, therefore they seek income from begging by renting clown costumes, to meet their daily needs and continue their lives (Mulyati et al., 2023).

Most of the street clown beggars who work by begging to earn money to meet their needs by begging on the streets around red lights most of them the main factor is poverty and other supporters are victims of divorce, domestic violence or participation factors and the most difficult thing is that they do not have parents to seek to meet their daily needs by begging from where they get money to meet their daily needs, with that also most of them take advantage of their circumstances by selling grief to get mercy from someone to earn money (Anugerah & Wulandari, 2021).

The new discovery offered by the researcher is that the author wants to know the role of the Social Service in rehabilitation programs. Therefore, the researcher conducted a study on "The Role of Social Services in the Rehabilitation Program of Street Clown Beggars in Palembang City".

RESEARCH METHODS

Quantitative research implements statistical data analysis techniques, which are specifically designed to answer research questions and test hypotheses that have been established in the research proposal (Hardani, 2020).

RESULTS AND DISCUSSION

In this study, the analysis can be seen from the Role of the Social Service in the Rehabilitation of Street Clown Beggars in Palembang City related to the Rehabilitation Program by the Palembang City Social Service. By using Role Theory according to Soekanto (2015) where there are two indicators, namely Active Role, Participatory Role from the two indicators, you can see the expression of opinions. The results of the study show that the role of the Social Service is very important for street clown beggars in Palembang City to provide direction to these street clown beggars so that they are fostered to reduce the phenomenon that exists in every red light in Palembang City, the Social Service technically has full authority to carry out tasks in the problem of street clown beggars so that these people do not return to the streets or red lights in the city of Palembang. The social must find the right solution to reduce these street clowns by conducting an effective and intense fostering rehabilitation program.

The access of the Social Service to foster and reduce street clowns can be seen that they are not too maximal because the social service itself provides an opportunity for street clowns to continue begging to become clowns at a certain hour such as at night they can still do activities even during the day they can beg at the red light even though the social service has carried out outreach teams at 14 points, namely: (1) Reaching the Kuto Besak Fort, (2) Reaching the Rajawali Junction, (3) Reaching the Patal Junction, (4) Reaching the Nurdin Panji Junction, (5) Reaching the Airport Junction, (6) Reaching the Tanjung Api-Api, (7) Reaching the Soekarno Hatta, (8) Reaching the Protected Tiger, (9) Reaching the Police Junction, (10) Reaching the Simpang Charitas, (11) Reaching the Force 45, (12) Reaching the M. Isa Junction, (13) Reaching the Jakabaring Junction, and (14) Reaching the Lang-Alang Lebar. Every day they are still wandering around at the red light, the factor is also because of the take and give with the giver so that they come back even though they have been fostered and rehabilitated.

CONCLUSIONS

In this study, the analysis can be seen from the Role of the Social Service in the Rehabilitation of Street Clown Beggars in Palembang City related to the Rehabilitation Program by the Palembang City Social Service. By using Role Theory according to Soekanto (2015) where there are two indicators, namely Active Role, Participatory Role from the two indicators, you can see the expression of opinions. The results of the study show that the role of the Social Service is very important for street clown beggars in Palembang City to provide direction to these street clown beggars so that they are fostered to reduce the phenomenon that exists in every red light in Palembang City, the Social Service technically has full authority to carry out tasks in the problem of street clown beggars so that these people do not return to the streets or red lights in the city of Palembang. The social must find the right solution to reduce these street clowns by conducting an effective and intense fostering rehabilitation program.

The access of the Social Service to foster and reduce street clowns can be seen that they are not too maximal because the social service itself provides an opportunity for street clowns to continue begging to become clowns at a certain hour such as at night they can still do activities even during the day they can beg at the red light even though the social service has carried out outreach teams at 14 points, namely: (1) Reaching the Kuto Besak Fort, (2) Reaching the Rajawali Junction, (3) Reaching the Patal Junction, (4) Reaching the Nurdin Panji Junction, (5) Reaching the Airport Junction, (6) Reaching the Tanjung Api-Api, (7) Reaching the Soekarno Hatta, (8) Reaching the Protected Tiger, (9) Reaching the Police Junction, (10) Reaching the Simpang Charitas, (11) Reaching the Force 45, (12) Reaching the M. Isa Junction, (13) Reaching the Jakabaring Junction, and (14) Reaching the Lang-Alang Lebar. Every day they are still wandering around at the red light, the factor is also because of the take and give with the giver so that they come back even though they have been fostered and rehabilitated.

SUGGESTIONS

The role of the Social Service in the rehabilitation program as an effort to overcome the phenomenon of street clown begging. The implementation of relevant policies is expected to contribute to a significant reduction in the number of street clown beggars who are currently still widely found at red light points.

The Social Service needs to increase collaboration with relevant government agencies, including the Women's Empowerment and Child Protection Service, the Police, the TNI, and the Pamong Praja Police Unit. This synergy is essential to prevent the return of the clown doll beggar phenomenon in red light areas and streets.

The Social Service needs to increase firmness and effectiveness in dealing with the problem of street clown beggars. Imoptimal implementation of programs has the potential to lead to an increase in the number of individuals involved in this phenomenon, instead of reducing it. Even though the outreach team has been operating every day, there is a possibility that the beggar will return to activity. Therefore, increasing the capacity of outreach teams is crucial. Increasing the number of operational vehicles from two to five units per day, with the division of tasks based on strategic location points, is expected to optimize the time and range of interventions.

REFERENCES

- Adolph, R. (2016). Evaluation of Social Rehabilitation Programs in Handling Homeless and Beggars in Central Java Province. 1–23.
- Anak, M., Di, J., Medan, K., & Agung, U. D. (2024). 1,2,3). 9(1), 69–74.
- Anugerah, B., & Wulandari, Y. (2021). The Urgency of Social Media Training for Improving the Competency of Public Relations Employees: A Case Study of LEMHANNAS RI. *Journal of Communication Domain*, 5(2), 113–125.
- Astriani, R., & Rahman, M. (2023). Handling and Coaching Street Children in Pekanbaru City. *Asia-Pacific Journal of Public Policy*, 9(1), 191–203. <https://doi.org/10.52137/apjpp.v9i1.166>
- Destiani, D. A., Nastia, & Basir, M. A. (2023). The Role of Social Services in Dealing with Beggar Children in Baubau City. *Journal of Research Innovation*, 4(3), 555–564. <https://stp-mataram.e-journal.id/JIP/article/view/2708%0Ahttps://stp-mataram.e-journal.id/JIP/article/download/2708/2176>
- Devita, I. A., Bisri, L. F., Mahardika, A. P., Sundani, A. P., Istiati, R., Ibtisam, M. G. B., Nabila, A. S., & Yogyatiana, N. (2022). The Role of the Bandung City Social and Poverty Alleviation Service in Providing Legal Protection to Street Children. *Anwarul*, 2(3), 200–218. <https://doi.org/10.58578/anwarul.v2i3.399>
- Social Service, 2021. (1945). The Number of Street Clowns in Palembang City. 105(3), 129–133. <https://webcache.googleusercontent.com/search?q=cache:BDsuQOHoCi4J:https://media.neliti.com/media/publications/9138-ID-perlindungan-hukum-terhadap-anak-dari-konten-berbahaya-dalam-media-cetak-dan-ele.pdf+&cd=3&hl=id&ct=clnk&gl=id>
- Palembang City Social Service. (2021). Mayor of Palembang, South Sumatra Province. Sec. 22.
- Djaafar, L. (2022). The Role of the Social Service and Community Empowerment in Handling Beggars in

- Gorontalo City.
- Hardani, Helmina Andriani, Jumari Ustiawaty, Evi Fatmi Utami, Ria Rahmatul Istiqomah, Roushandy Asri Fardani, Dhika Juliana Sukmana, N. H. A. (2020). Qualitative Research Methods Book. In *Revista Brasileira de Linguística Aplicada* (Vol. 5, Issue 1).
- Jurnal, S., Social, I., Sijaya, Z. S., Kaharuddin, H. A., Wijangga, P., & Achmadinar, P. M. (2024). Street Clowns: The Transformation of Entertainment Towards Compassion. 3(3), 294–303. <https://doi.org/10.55123/sosmaniora.v3i3.4027>
- Gift. (2016). THE ROLE OF THE PEKANBARU CITY SOCIAL SERVICE IN SOCIAL REHABILITATION OF STREET CHILDREN BASED ON THE MAYOR'S REGULATION NUMBER 97 OF 2016 CONCERNING THE POSITION, ORGANIZATIONAL STRUCTURE, DUTIES AND FUNCTIONS AS WELL AS WORK PROCEDURES OF THE PEKANBARU CITY SOCIAL SERVICE THESIS. 4(June), 2016.
- Muhajir, M. R., & Ritonga, F. U. (2023). Efforts to overcome homelessness and beggars through the Social Rehabilitation Program at the Medan City Social Service. *Literacy: Journal of Community Service and Innovation*, 3(1), 291–297. <https://doi.org/10.58466/literasi.v3i1.942>
- Mulyati, Y., Caesar, M. R., Purnama, E., & Rahmat, R. N. (2023). Analysis of the Strategy Management of the Program for Dealing with People with Social Welfare Problems (MSMEs) at the Social and Poverty Alleviation Service of the City of Bandung. *Neo-Politea*, 4(1), 33–46. <https://doi.org/10.53675/neopolitea.v4i1.1076>
- Mustafa, L. O. A., Samaluddin, S., & Dani, Y. T. M. (2023). A socio-criminological review of the exploitation of children employed as clowns in Baubau City. *Journal of Kanturuna Wolio Law*, 4(1), 11–18. <https://doi.org/10.55340/jkw.v4i1.1008>
- Negara, J. A., Region, P., Region, D. I., & Java, P. (2023). Ignorance. Id. at 116.
- Novia, A., Sriutami, W., Nadia, O. D., Handayani, F. T., Mentari, U. S., Etopia, L., Tahalli, I., & Alvino, G. (2021). Factors that affect the presence of clown doll beggars in Padang City. *JEBI (Journal of Islamic Economics and Business)*, 6(2), 44.
- Nur'aini, M. (2015). Pathology and Social Rehabilitation (Case Method and Team Based Project). In *Theisis*. <http://repository.ub.ac.id/id/eprint/127003/>
- Palembang, W. (2021). Mayor of Palembang. *Liahona*, Nov. 2019, 18–20.
- Improvement, U., River, P., Ricky, M., Amrin, M. A., & Firdaus, M. A. (2024). *Lex Positivis*. 2(1), 107–123.
- Rahmadani, N., & TM, M. F. (2023). Implementation of the street class program as educational assistance for street children. *JMM (Journal of Independent Society)*, 7(6), 5504. <https://doi.org/10.31764/jmm.v7i6.17636>
- Ramadhan, I. (2023). The Role of Social Services in Efforts to Handle Homeless and Beggars (Gepeng) in South Tangerang City.
- Ramadhani, Y., & Susanti, R. (2024). Dramaturgy of clown beggars characters in the city of Pekanbaru. *Nakula Journal: Centre for Education, Language and Social Sciences*, 2(1), 8–20.
- Rodríguez, Velastequí, M. (2019). IMPLEMENTATION OF BANDAR LAMPUNG CITY REGIONAL REGULATION NUMBER 03 OF 2010 CONCERNING THE DEVELOPMENT OF STREET CHILDREN, HOMELESS AND BEGGARS.
- Sabillah, S. & (2023). The role of social services in handling the abandoned elderly.
- Sudjarwo, M. and. (2016). According to Muttalib and Sudjarwo in Ali, et al. 1–23.
- Wahyudi, A., Usman, J., & Mone, A. (2021). The Role of Social Services in the Development of Street Children in Makassar City. *Journal.Unismuh*, 2(4), 1287–1299. <https://journal.unismuh.ac.id/index.php/kimap/index>
- Widati. (2022). Dra. Hj. Sri Widati 2010. 14–51.
- Wirman, W., Yozani, R. E., & Communications, M. I. (2023). Street Clown: The Phenomenon of Shifting the Motive and Meaning of Begging in Urban Communities. *Journal of Da'wah and Communication Student Research*, 5(1), 13–26.
- Yuan Sufiyana, F. (2013). The Role of Social Workers in Improving the Quality of Life of Beggars at the Mardi Utomo Social Rehabilitation Center Semarang. *Journal of Non Formal Education And Community Empowerment*, 2(2), 51–55. <http://journal.unnes.ac.id/sju/index.php/jnfc>
- Zikri, M., & Yamin, S. (2023). The Role of Social Welfare in the City of Medan. *Journal of Social and Humanities*, 1(1), 11–20.