

Effectiveness of Policy Implementation of Covid-19 Social Assistance for Persons with Disabilities in DKI Jakarta Province

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Abstract: Covid-19 has become a non-natural disaster that has hit the whole world. The Covid-19 pandemic not only has an impact on health but also has an impact on the socio-economic conditions of the community. Persons with disabilities are a group of people who are vulnerable to the dangers of covid and its socio-economic impacts. Policies that favor groups with disabilities are needed to help fulfill and equal rights as citizens. This research specifically discusses the implementation of social assistance policies for persons with disabilities in DKI Jakarta Province. This issue is considered important because DKI Jakarta is the epicenter of the spread of Covid-19 and has become a reference for controlling the spread and economic recovery for other regions. This study uses a policy implementation model that is seen from the dimensions of the level of ease or difficulty of problems to be overcome, the capacity of the structure of the implementation process, and the identification of external variables that affect the implementation process. The research method in this study uses qualitative by exploring secondary data as a data base for analysis carried out by reducing data, presenting data and drawing conclusions. The results of this study are that social assistance policies for persons with disabilities are quite effective for short-term policies in the context of economic protection during a pandemic, but not effective enough as long-term policies for economic recovery. Welfare policy for disabilities is a systemic policy, so it requires the involvement of many actors and aspects to produce policies that are substance and based on outcomes.

Keywords: Covid-19, Disability, Effectiveness Policy, Implementation, Public Policy

A. Introduction

Covid-19 has spread in various countries, and has had a huge impact on the world's socio-economic life. Many countries have implemented various policies to tackle the spread of the Covid-19 virus. Not only that, the massive development of Covid-19 has resulted in a crisis, not only a public health crisis but also heading for an economic crisis. From policies to reduce human mobility and physical economic activity as an effort to minimize the spread, it actually has an impact on the socio-economic conditions of the community due to a series of restrictions and reductions in working hours up to dismissal. The government has a choice of policy priorities

which is a dilemma, because public health policies with limited mobility have a direct impact on the economic conditions of the community (Gerard et al., 2020).

The policy choice of limiting small-scale community activities to lock-down has a domino effect on decreasing the socio-economic conditions of the community (Abdoul-Azize & El Gamil, 2021). It is feared that the Covid-19 pandemic will lead to a multidimensional crisis, especially for vulnerable communities. Policy choices with strict mobility restrictions, especially in developing countries, are very influential for the poor, informal workers, low-income communities and cause high unemployment (Bhorat et al., 2021). One of the efforts to minimize the socio-economic impact is to strengthen the government's alignment through social assistance programs, this program is one of the keys in dealing with crises (Abdoul-Azize & El Gamil, 2021).

The social protection policy is specifically for vulnerable people, who are specifically directly affected by the pandemic. Social assistance is temporarily focused on supporting economic needs and protecting people's livelihoods (Drolet, 2020). One of the most vulnerable groups in society from the Covid-19 pandemic is people with disabilities (Koon et al., 2021). Persons with disabilities are a vulnerable group who are unable to enforce social distancing rules, and are the ones who feel the most socio-economic impacts. Communities who interact with persons with disabilities every day are very vulnerable to the impact of the Covid-19 pandemic in terms of their health and economic conditions. As part of citizens, persons with disabilities have equal rights in the eyes of the law and government, so that the government is obliged to provide proper services and protection to ensure their welfare.

Based on United Nations data in 2019, it is estimated that as many as 15% of people have disabilities, where one in five women have experience with disabilities, and one in ten children is a person with a disability (United Nations, 2020). In Indonesia, based on running data owned by the Central Bureau of Statistics, the number of people with disabilities in Indonesia reaches 22.5 million or around 5% of the population (Ministry of Social Affairs RI, 2020). Disability issues are one of the government's concentrations in improving social welfare. Based on Law Number 11 of 2009 concerning social welfare, the government has an obligation to provide services, rehabilitation, guarantees, empowerment and social protection to all people, including persons with disabilities. During a disaster such as the Covid-19 pandemic, the implementation of policies that prioritize social protection and safety for people with disabilities is urgently needed (Sakina et al., 2021).

DKI Jakarta Province is one of the epicenters of Covid-19 in Indonesia and is the province with the most positive confirmed cases of Covid-19 in Indonesia. Since the identification, until now in DKI Jakarta Province there have been 864,300 confirmed positive cases (DKI Jakarta, 2021). With a relatively high potential for transmission, people with disabilities in Jakarta are very vulnerable to being exposed to Covid-19, besides that the economic impact that occurs is also experienced by families or institutions that shelter persons with disabilities. As an effort to protect persons with disabilities, especially during a pandemic, it is necessary to strengthen families who

have family members with disabilities who have lost their livelihoods, so that progressive policies are needed to do this (Banks et al., 2021).

Social policy is a state instrument to provide welfare and social protection to all levels of society without exception. The principles of social policy are basically intended for individuals or families who experience social problems or are vulnerable to social problems (Piachaud, 2015). Persons with disabilities become the focus of social policy especially if they are part of the poor community. This is because, in pre-pandemic daily life, families with members with disabilities had to prepare extra expenses to provide assistance and fulfill special needs, and of course it was quite a heavy burden for low-income communities in the Covid-19 pandemic situation (Banks et al., 2021). Persons with disabilities face various barriers in accessing their rights, and are included in the marginalized category of society, so appropriate affirmative efforts are needed within an effective policy framework (Margaretha & Ayuningtyas, 2021).

In various countries social policies are manifested in social security, ease of access to social services and direct assistance (Gough et al., 1997). Social assistance is one of the best alternatives during a crisis, especially for the poor and marginalized (Retnaningsih, 2020). Providing social assistance in the form of direct assistance either in cash or in the form of goods is considered quite effective for people in low-income countries (Handa et al., 2018). The challenge is how effectively these social policies can be implemented and the benefits are felt, especially for persons with disabilities.

The success of implementing a policy, one of which can be seen from its effectiveness. The effectiveness of a policy can be indicated by how the policy can achieve its objectives, both in substance and politically (Mukherjee & Bali, 2019). Policy implementation process can be seen from three dimensions, namely 1). The degree of ease or difficulty of the problem to be solved; 2). The capacity of the implementation process structure; and 3). Identification of external variables that affect the implementation process (Sabatier, P., & Mazmanian, 1980). There are several conditions that allow policy implementation to be more effective, including 1). Programs or policies link changes in the behavior of the target group with the desired policy goals; 2). The policy contains clear and unambiguous directions and provides clear stages of the implementation process; 3). Leaders who carry out executions have managerial and political capacities and competencies and gain political commitment and support; 4). Programs or policies are supported by interest groups that are organized and have political support in the legislature; 5). Policy priorities focus on problems and are not reduced by the emergence of new policies (Sabatier & Mazmanian, 1979).

Policies issued during the pandemic, especially regarding social policies for disabilities need to be analyzed. Especially in DKI Jakarta, which is the province with the highest number of Covid-19 infections, of course, has a very important role in providing access to services and helping persons with disabilities to get better assistance and services (Margaretha & Ayuningtyas, 2021). This analysis of social assistance policies for persons with disabilities is a substantial matter considering that

the position of the disabled is quite vulnerable and the people around them who are the support system are also economically threatened due to the pandemic.

B. Methods

This study was conducted with the aim of analyzing the effectiveness of implementing social assistance policies during the Covid-19 pandemic in DKI Jakarta Province. This study uses qualitative methods with descriptive analysis. Qualitative research explicitly describes contextual conditions which are social, institutional, cultural, environmental conditions in which people's lives take place (Yin, 2016). The focus of the research was on social assistance policies during the Covid-19 pandemic with a locus in DKI Jakarta Province. The research data used is secondary data, which includes data sourced from books, national and international journals, relevant government regulations, as well as news in online media relevant to the discussion.

Data collection is carried out by compiling various regulations related to policies and interpreting various information sourced from journals and news in online media. Data analysis was carried out in three stages, namely data reduction, data presentation and conclusion and verification (Miles & Huberman, 1994). The discussion in this study is focused on the implementation aspects of the policy of providing social assistance during the Covid-19 pandemic with an analysis framework of policy implementation seen from three dimensions, namely 1). The degree of ease or difficulty of the problem to be solved; 2). The capacity of the implementation process structure; and 3). Identification of external variables that affect the implementation process (Sabatier, P., & Mazmanian, 1980).

C. Results and Discussion

1. DKI Jakarta Government Social Assistance Policy

Social assistance policies during a pandemic are the same as managing policies during a crisis. A pandemic is an extraordinary event, which has caused shock in various countries. Since being announced by WHO as a pandemic and public health emergency, various countries have been prepared with preventive measures through various policies and treatments. After various restrictions have been implemented, there have been various accompanying effects, and what is most felt is the effect in the economic sector. In this condition, policy makers are faced with the challenge of being responsive in saving society from a pandemic while simultaneously saving the economy from a catastrophic crisis. Social protection policies exist as a part of the policies taken during the pandemic. Social policy is a policy that is quite flexible depending on the context at hand (Béland & Powell, 2016). Initially this social policy was a protection for vulnerable communities to prevent potential inequality and poverty (Winder & Yablonski, 2012).

As a social protection effort during the Covid-19 pandemic, social assistance should be specifically aimed at meeting the basic needs of the poor. Social assistance or direct cash assistance is usually given to target groups with certain criteria, both

instant and periodic (Slater, 2011). Social assistance policies are seen as pragmatic policies in short-term socio-economic safeguards (Handa & Davis, 2006). Considering that the foundation of the social assistance program is a program that is a routine menu in regional development plans, it is hoped that this social assistance policy will become more substantial, and lead to development policies that are of value to the community on an ongoing basis (Boin & Lodge, 2021). The DKI Jakarta government is quite serious in dealing with the Covid-19 pandemic. Various policy efforts and actions have been taken since Covid-19 was identified. Especially policies in social protection. The social protection policy in DKI Jakarta has basically become a routine agenda in regional spending.

Based on the DKI Jakarta government policy in social protection, it can be divided into two schemes, namely cash assistance and non-cash assistance. From the point of view of beneficiaries, there are four types of beneficiaries, namely the poor, the elderly, disabled and school-age children. During the Large-Scale Social Restrictions (PSBB) period, based on Governor Decree Number 386 of 2020 concerning the provision of social assistance, it is targeted that social assistance will be provided to 1,194,633 heads of families who have difficulty with basic needs. In addition to non-cash social assistance, the provincial government of DKI Jakarta also provided cash assistance, as a continuation of the social assistance program during the PSBB, namely direct cash assistance of Rp. 300,000 which can be disbursed through a Bank DKI account.

In addition to various social protection policies through funding schemes, the DKI Jakarta government has also improved the governance of providing information about social assistance services. Social Assistance Services can be processed and accessed online by the public, so as to facilitate and speed up the disbursement of aid funds. Cash social assistance in DKI Jakarta is channeled through two sources, namely cash social assistance from the central government through the Ministry of Social Affairs and direct cash assistance from the Provincial Government of DKI Jakarta. Recipients of direct cash assistance from DKI Jakarta are a target group that is not included in the recipients of social assistance from the Family Hope Program (PKH) or Non-Cash Food Assistance (BPNT) programs.

The provision of cash social assistance has taken place between April 2020 and 2021. Based on data reported by the DKI Jakarta government, the recapitulation of Cash Social Assistance recipients has reached 1,007,379 residents spread across all administrative areas in DKI Jakarta. The cash social assistance provided is a stimulus assistance to meet the basic needs of vulnerable communities affected by the Covid-19 pandemic. In addition to social assistance, the DKI Jakarta government also provides a digital platform called Large-Scale Social Collaboration (KSBB), which is a forum for fellow citizens to help each other. The government facilitates the distribution of assistance provided by residents to poor citizens. In other aspects, such as economic recovery efforts, the government of DKI Jakarta also provides assistance through the KSBB MSME Assistance program which is manifested in three forms, namely capital assistance, business infrastructure and training.

The social assistance policy provided by the DKI Jakarta government shows the government's alignment with the poor. Cash social assistance is very influential for affected communities, especially in meeting basic needs (Pramanik, 2020). However, in practice there are various obstacles, especially in terms of data and distribution mechanisms. In the context of the data, there is overlapping data between the data from the Ministry of Social Affairs and the Provincial Government of DKI Jakarta, so that people are found to receive double assistance. In addition, there are also people who have not been registered so that even though they are included in the category of beneficiaries, they cannot receive it as they should. This data problem has become a series of subsequent problems, both from distribution, reporting to triggering corruption (Noerkaisar, 2021).

2. DKI Jakarta Government Social Assistance Policy for Persons with Disabilities

The Covid-19 pandemic has had a real impact on marginalized and vulnerable groups, including persons with disabilities. Persons with disabilities are a vulnerable group who are marginalized in obtaining access to services, especially for disabled people from poor groups (Sabatello et al., 2020). On the other hand, there are families with family members with disabilities, during a pandemic it will be very hard to meet many of the necessities of life with social and economic restrictions (Rose et al., 2020). Social protection policies that specifically focus on persons with disabilities will be very useful in providing special protection in dealing with the Covid-19 pandemic.

DKI Jakarta Province has a commitment to paying attention to people with disabilities. There are many policies that provide convenience, from public services to transportation for persons with disabilities. Based on Law Number 8 of 2016, Persons with Disabilities are people who have physical, intellectual, mental and sensory limitations for a long time, and have obstacles in participating as citizens based on equal rights. Persons with disabilities are a group of people who are very vulnerable from a health perspective when infected with Covid-19 (Radissa et al., 2020). Fulfillment of basic rights and protection for disabilities is an important matter for government policy as part of social protection. Including giving partiality by placing persons with disabilities as a priority in receiving social assistance and obtaining health services free of charge (Aulia et al., 2021).

DKI Jakarta Provincial Government's policy that specifically regulates social assistance for persons with disabilities is contained in Regional Regulation Number 10 of 2011 concerning Protection of Persons with Disabilities, which is further regulated technically by Governor Regulation Number 24 of 2019 concerning Provision of Social Assistance to Fulfill Basic Needs for Persons with Disabilities. Disability assistance programs aim to meet basic needs and prevent social vulnerability. Before the Covid-19 pandemic, people with disabilities in DKI Jakarta received social assistance which was realized through the Jakarta Disability Card (KPDJ). KPDJ card participants will receive financial assistance of Rp. 300,000 per month, which is disbursed every three months, can use transportation facilities for free, get discounts for daily needs and KPDJ can be used as an ATM.

The Provincial Government of DKI Jakarta continues to make efforts to even out the distribution of social security and social assistance for persons with disabilities. KPDJ recipients are persons with disabilities who register with the DKI Jakarta Social Service. Currently the DKI Jakarta Provincial Government continues to try to pick up the ball, by involving the PJLP Center for Social Security Data and Information and Kader Dasa Wisma. In 2020, there was a significant increase in recipients of KPDJ and Elderly Cards with a total of around 42,265 people (DKI Jakarta Social Service, 2021).

Based on a study conducted by Margaretha and Ayuningtyas in 2021 which focused on the role of social institutions in providing social facilities for persons with disabilities, it was recommended that the government need to add skilled and competent personnel and repair various facilities that are not suitable for use. The government must also be able to increase the capacity of social institutions that deal with disabilities by implementing various technological innovations that make it easier to provide services for persons with disabilities (Margaretha & Ayuningtyas, 2021). Besides that, it is necessary to have environmental or community support to be aware of the presence of disabilities and support them in fulfilling their rights as citizens. During a pandemic, people with disabilities must still be empowered, even with strict health protocols. The presence of the role of community social institutions such as Rukun Tetangga and Rukun Warga, can be the forerunner to creating a comfortable and inclusive space for persons with disabilities.

Based on the results of research conducted by Indonesian Corruption Watch regarding the distribution of social assistance amid the Covid-19 pandemic to persons with disabilities in DKI Jakarta, several points of conclusion were found. First, people with disabilities in DKI Jakarta are very economically affected, for example, people with disabilities who work as masseurs, have really felt the impact from reduced work schedules to experiencing bankruptcy during the pandemic. Second, the distribution of social assistance information for persons with disabilities is still uneven, especially for persons with sensory disabilities, where there is no accessible information media for various types of persons with disabilities. Third, there are persons with disabilities who are already working and feel they do not deserve social assistance, in this case the party concerned transfers the receipt of the assistance to other persons with disabilities who need it. Fourth, the social assistance received was not in accordance with what was informed, for example there were groceries that were not suitable for eating, and there was an error in providing assistance which should have been in the form of money but was given basic food. Fifth, the social assistance provided was not sufficient to meet life's needs during a pandemic. The financing structure owned by families with disabilities is not limited to staple food, but also other financing such as rent, electricity and other needs. Sixth, many people with disabilities are not familiar with the aid complaint channels managed by the government. Seventh, there are data errors, for example there are still some people with disabilities who have not been recorded by social services. Eighth, the type of social assistance that was mostly provided was assistance from the Government of DKI Jakarta compared to the Central Government (ICW, 2020).

3. Effectiveness of Implementation of Social Assistance Policy for Persons with Disabilities

Public policy can be said to be effective if it succeeds in reducing or solving problems (Mukherjee & Bali, 2019). On a broad scale, effective policies are able to achieve substantive goals for solving problems and political goals for strengthening government legitimacy (Howlett et al., 2018). During times of crisis, especially as a result of disasters, the policy of providing social assistance (cash or non-cash) is the key to socio-economic recovery (Abdoul-Azize & El Gamil, 2021). The achievement of the assistance program to the target group is indeed a tangible result of the form of policy implementation. However, in the context of policy implementation, effectiveness can be achieved by having a well-managed, capable and well-managed organization that is outcome-oriented (Heinrich, 2002).

In this study the effectiveness of policy implementation will be discussed from the point of view of the Sabatier and Mazmanian policy implementation models. Based on the framework of the Work for Implementation Analysis, there are variables that affect the achievement of objectives which are classified into three categories, namely 1). The degree of ease or difficulty of the problem to be solved; 2). The capacity of the implementation process structure; and 3). Identification of external variables that affect the implementation process (Sabatier, P., & Mazmanian, 1980). These three categories will form the basis for the discussion of this research which will be accompanied by an analysis of the conditional factors that influence the effectiveness of policy implementation.

a. Level of Ease or Difficulty of the Problem

Disability problems are not a local problem. During the Covid-19 pandemic, the issue of disability was a priority in policies for handling the Covid-19 pandemic (United Nations, 2020). In its report, the United Nations emphasizes countries to care and give priority to policies in protection, recovery both in health and socio-economic. The welfare of persons with disabilities is guaranteed by law, and they are given the same rights as citizens. In normal times, disability problems lie in fulfilling basic rights and adequate accessibility services, but during a special epidemic, people with disabilities and their families who are the support system are very vulnerable to potential poverty.

The problem of disability is a very complex issue, involving various aspects and large resources. The DKI Jakarta government has paid attention to persons with disabilities for a long time, one of which is through Regional Regulation Number 10 of 2011 concerning Protection of Persons with Disabilities. The program for protecting persons with disabilities is included in the DKI Jakarta government budget every year. During the COVID-19 pandemic, extraordinary conditions occurred both in terms of health and the economy, in which persons with disabilities were greatly affected. During a crisis such as a pandemic, a pragmatic policy is needed to focus on one definite goal, namely saving and protecting citizens. Even though pragmatic policies are policies that provide

short-term effects, they will be sustainable if they are developed more substantially (Boin & Lodge, 2021).

In the context of the Covid-19 pandemic, the problem of disability has been simplified into protecting and restoring health and the economy. The focus of the problem lies in fulfilling protection for disabilities embodied in social assistance. Social assistance or direct cash assistance has proven effective in reducing the impact of inequality and poverty (Yusuf, 2018). Therefore, the focus of the DKI Jakarta government's policy in dealing with disability issues during the pandemic is prioritized on providing social assistance for persons with disabilities, in addition to other alignment policies that existed before the pandemic.

b. Capacity Structure and Implementation Process

The implementation of social assistance policies in DKI Jakarta is carried out by the Social Service, Health Service and various related agencies in a synergistic manner. In addition, the DKI Regional Government has also opened a large-scale collaboration portal as a forum for facilitating social solidarity in DKI Jakarta, including providing assistance for persons with disabilities. In terms of the organizational capacity of DKI Jakarta, it is quite large, considering that as the capital city of the country, the organizational capacity and human resources are quite capable, both internal and external to the government involved in implementing policies on the protection of persons with disabilities. In addition to the capacity of government organizations, there is the role of community volunteers who are members of the Dasawisma cadre. Based on Carik Jakarta data, in 2021 there will be 76,114 Dasa Wisma cadres spread throughout DKI Jakarta (Carik Jakarta, 2021). Apart from that, the Social Service is also supported by the Bina Karya Panti and the DKI Provincial Development Institution, totaling 34 units which accommodate 7,326 people, of which 3,079 people are persons with disabilities (BPS, 2021).

In terms of policy capacity, DKI Jakarta Province already has various regulations regarding the protection of persons with disabilities. During the Covid-19 pandemic, the policies implemented were focused on providing social assistance. The policy formally regulates in detail the stages of policy implementation, starting from data processing, the registration process, the disbursement process to the monitoring and evaluation process. However, in terms of substance, the capacity of the policy still reaches some groups who are registered as persons with disabilities. Implementation of policies from the distribution side is still not effective when viewed from the point of view of achieving goals, in fact there are still many disabilities that have not been properly recorded, and there are still disabilities that have been recorded but have not registered so that they are not included in the category of beneficiaries.

The capacity of this structure and implementation process is a key factor in the effectiveness of policy implementation. According to the results of a study conducted by Margaretha & Ayuningtyas (2021) it is stated that the government

only focuses on output achievements, as a form of performance in carrying out its duties and functions, but in substance it does not look at how the detailed units below work. The Office of Social Affairs, in this case as an operator in providing social assistance, focuses on the technical aspects of providing assistance, and ignores the conditions of persons with disabilities with their various needs. This is also reinforced by a study from ICW in 2020, that the distribution of information on recipients of social assistance is still uneven, especially for persons with disabilities who have limited access. In addition, the assistance provided is still limited to basic needs and insufficient for life's needs (ICW, 2020).

c. Identification of External Variables Affecting the Implementation Process

Socio-economic conditions and the influence of information technology are significant factors in policy implementation. During the pandemic, socio-economic conditions were a challenge in itself, but behind social restrictions and physical economic activities, the use of information and communication technology is increasingly massive and growing rapidly. At the beginning of the declared pandemic, DKI Jakarta had implemented the Jakarta corona information platform which contained information on case developments, legal regulations, media information and even the process of disbursing and monitoring social assistance integrated in one system. In addition, there are many other applications provided by non-state stakeholders that support social solidarity during a pandemic.

During a crisis such as the Covid-19 pandemic, all levels of government and community groups agree that health and economic recovery are top priorities. Public and bureaucratic support for social assistance programs is increasing and growing. Even though some time ago there was a problem of overlapping data between the central government and DKI Jakarta, public support has instead focused on recovery efforts, including pro-disability groups. The issue of providing social assistance to DKI Jakarta, which is considered counter-productive to social assistance provided by the central government, has raised tensions from various groups, including politicians in parliament. However, aside from the circulation of this issue, the DKI Jakarta government actually received a lot of appreciation for prioritizing the provision of social assistance to vulnerable communities. The Provincial Government of DKI Jakarta has budgeted 7.21 trillion for social assistance funds in the 2021 fiscal year, until this August around 3.27 trillion has been found and is the realization of the largest social assistance expenditure in Indonesia (Tempo, 2021).

D. Conclusion

Social Assistance is an effective intervention effort during the Covid-19 pandemic in recovering the community's economy. The disabled community group is a group that is quite vulnerable from the risks of Covid-19 and the sectoral economic impacts which of course disrupt their support system. The DKI Jakarta government

swiftly at the start of the pandemic issued various policies to protect people's health and economic recovery, especially for affected communities including persons with disabilities. The disability protection policy in DKI Jakarta Province has existed for a long time, but during the pandemic, the policy was focused on providing cash social assistance to people with disabilities.

As a short-term policy to reduce the potential for poverty and social inequality for persons with disabilities and their families, social assistance policies are considered quite effective. However, as a long-term recovery strategy it is still not effective. This is because the existing policy models and policy processes are seasonal policies, emphasizing only output achievements. If you look at the outreach of policies, as well as the even distribution of policies, there are still many persons with disabilities who have not been reached. In addition, from a process standpoint, the government positions itself passively as a recipient of registration data, not playing an active role in distributing aid or social services. Even though from the aspect of policy capacity and the implementation process is not effective, the support from the central government, stakeholders and the public is quite positive for the DKI Jakarta government's efforts to allocate a large amount of APBD funds to pay attention to the vulnerable and disabled.

This study is still limited to secondary data analysis. It is necessary to conduct a more in-depth study that looks at aspects of the conditions and phenomena stored in people's lives, especially the psychological aspects experienced by persons with disabilities during the pandemic. The success of a policy or service can be measured personally, one of which is satisfaction, a description of the feeling of satisfaction from the public can be an indication for measuring the success of a policy. For further research, it is hoped that there will be additional variables implicit in phenomena in the field, so that studies on the effectiveness of providing social assistance will be more diverse and add to the scientific repertoire of public policy.

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