# Analysis of Strategies to Improve People's Social Welfare in The Digital Era in Indonesia

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## Abstract

The equalization of the social welfare conditions of the people in Indonesia is still a problem for the government. This problem must be resolved immediately. The active participation of the community is one of the instruments that may help solve the problem of Indonesian people's social welfare, especially in the current digital world, where the conveniences we enjoy as a result of technological advancements are applied to aspects of social life. The purpose of the scientific work was to analyze and uncover ideal strategies to improve the social welfare conditions of people in Indonesia through the use of digital technology that has developed rapidly and productively in people's lives. The method used in this scientific work was an empirical legal research method because what was studied and examined was the process of working the Law in society. It was by studying social phenomena that involve social interaction in achieving common goals aligned with the mandate of applicable laws and regulations related to organizing social welfare in Indonesia. In the end, the analysis and study in this scientific work revealed the involvement of active participation of the community in improving the social welfare condition of the community through the use of digital technology. The progress and sophistication of digital technology systems nowadays have developed rapidly and are utilized productively in people's lives in Indonesia.

**Keywords**: *Strategy, Social Welfare, the Digital Era*

## INTRODUCTION

As social beings, humans constantly face various social problems in their lives. Social problems were inseparable parts of human life because they were manifested as the result of human culture and its relationships with other human beings and their behavior. The social problems every human faces are not the same. The differences that existed concerning the social problems faced by each of these communities, in general, were caused, among other things, by differences in the level of development of culture and society, the nature of their population, and the state of the natural environment in which the people lived (Huraerah, 2008).

The development of social welfare is the embodiment of efforts to achieve the nation's goals mandated in the Constitution of the Republic of Indonesia in 1945. The fifth precept of Pancasila states that social justice for all Indonesian people and the opening of the Constitution of the Republic of Indonesia in 1945 mandates the state to protect the entire Indonesian nation and all Indonesian blood spills; advance the general welfare; educate the life of the nation; and participate in implementing world order based on independence, peace, and social justice. The social welfare problems that are developing nowadays show that citizens have not fulfilled the right to basic needs properly because they have not obtained social services from the state. As a result, some citizens

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still experience obstacles to implementing social functions, so they cannot live a decent and dignified life.

The presence and existence of the government were intended to serve the community. The government must serve the community by improving its standard of living. History has proven that people need government services no matter how small the group, even individuals. Therefore, people's daily lives were closely related to government functions (Maryani & Nainggolan, 2019). The government could not work alone as an organ in carrying out its duties. Even though the government was a public servant, the government also required the active participation of the community in carrying out the entire process of state administration, including, in this case, implementing social welfare.

.Development should pay attention to the interests and involvement of the community to participate either directly or indirectly in order to improve the welfare of life, not them in the development process. Community participation in development is essentially community empowerment; community participation in the development process is a process to make people empowered to improve their lives. (Teja, 2015)

In the implementation of social welfare, the role of society is needed as widely as possible; both individuals, families, religious organizations, social organizations, community social organizations, non-governmental organizations, professional organizations, business entities, social welfare institutions, and foreign social welfare institutions for the implementation of social welfare that is directed, integrated, and sustainable. The role of the wider community, which includes various groups, can be actualized through the use of digital technology. It is currently developing very rapidly as one of the formulas for developing community participation in providing input and evaluation of improvements in social welfare implementation activities to relevant parties who have the authority to solve social problems. Thus, this scientific work would be analyzed and uncover ideal strategies to improve the social welfare conditions of people in Indonesia through the use of digital technology that has developed rapidly and productively in people's lives. Therefore, it can realize the equalization of social welfare in all regions of Indonesia.

**LITERATURE REVIEW**
## 1. Social Welfare

Social welfare development is a planned and institutionalized effort that includes various forms of social intervention in social services to meet human needs, prevent and overcome social problems, and strengthen social institutions. Social Welfare Development aims to improve the overall quality of human life. The main characteristic of welfare development is that it is comprehensive or integrated in the sense that every social service provided always places the service recipients (beneficiaries) as human beings, both in terms of individuals and collectivities, which cannot be separated from the system of the socio-cultural environment. (Maspaitella & Rahakbauwi, 2014) Midgley defines social welfare as a social condition and not charity given by individual philanthropy, nor social assistance provided by the government or the state. It is further stated that conditions of social welfare can occur when families, communities, and communities experience a high degree of well-being. Then Dolgoff, Feldstein, and Skolnik stated that social welfare is all social interventions aimed at increasing or maintaining human social functioning. (Aryo & Lubis, 2014) In Indonesia itself, social welfare is defined through the Social Welfare Law, namely Law Number 11 of 2009 concerning Social

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Welfare which explains that social welfare is a condition of meeting the material, spiritual, and social needs of citizens in order to live properly and be able to develop themselves so that they can carry out their social functions.

## 2. Digital Era

Technological changes indirectly require everyone to be ready to face all kinds of developments. Technological changes in this modernization era can make people rely on technology. The rapid development of technology can be evidenced by the many new technological discoveries, and everything can be done on a mobile basis. One of the results of the development of technology and information is the emergence of smartphones which are developing and spreading rapidly throughout the world, without exception in Indonesia. (Purwani, 2021) In simple terms, this phenomenon can be said as the entry of Indonesia into the digital era. The digital era is a time when information is easily and quickly obtained and disseminated using digital technology. Whereas digital technology is a technology that uses a computerized system that is connected to the internet. (Kementerian Pendidikan dan Kebudayaan, 2018) The digital era is characterized by the existence of technology that can increase the speed and magnitude of the rotation of knowledge in the economy and society. Understanding the digital age will help ensure that we build sustainable socio-economic relationships both with technology and with advanced knowledge aided by technology. The digital age has changed the way we live and work by creating a knowledge-based society. Over time, the digital age will have the same impact on all areas of life (Triyanto, 2020), including aspects of social welfare.

## RESEARCH METHOD

The method used in this scientific work was empirical legal research. Namely, a legal research method that examines the law from an external perspective with the object of research is social attitudes and behavior toward the law. (Diantha, 2016) Because what was studied was working on the Law in society. It was by studying social phenomena that involve social interaction in achieving common goals following the mandate of applicable laws and regulations. In this case, in particular, is Law Number 11 of 2009 concerning Social Welfare. What was studied were the laws and regulations related to organizing social welfare in Indonesia, which were associated with the existing social reality conditions. The social interaction involving community participation in improving social welfare conditions through the use of technology as a strategy in realizing the community's welfare in Indonesia was following applicable laws and regulations.

## FINDINGS AND DISCUSSION

Prosperity or prosperous could be interpreted in several dimensions. In general terms, 'prosperous' refers to a good state, the human condition in which people are prosperous, in good health, and at peace. In economics, prosperity is associated with material gain. In a particular official or technical sense, prosperous is as in the term social welfare function. In social policy, social welfare refers to the range of services to meet the community's needs (Gandasari et al., 2021).

The process of organizing social welfare was carried out based on social problems that occur in the community's life. From a sociological perspective, social problems have several criteria or measures, among others: As per the *main criterion*, a symptom or event is considered a social problem when a disconnect exists between what should happen and what happened. In short, there

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is an inequality between ideals and reality; *social sources*; many people argue that the source of social problems is human, while something that occurs because of nature is not a social problem. Sociologists oppose this statement. They assume that nature can also cause social problems. Natural disasters, such as earthquakes, landslides, and floods, can also create *manifest and latent social problems*. A *manifest social problem* is an event considered wrong by the community. This event can be corrected or eliminated, while a *latent social problem* is an event that is considered contrary to existing rules and norms but is still accepted and considered not a social problem.

Based on the criteria that have been outlined, social problems have several important points in them. Among them: *A Stated Condition*, meaning that the condition is declared to exist in existence, perhaps because it becomes a general conversation or the topic of mass media reviews, such as television, radio, and newspapers. Such statements do not always need to be supported by evidence. *Incompatible with values*, meaning that a situation is defined as a social problem by a group of people based on the standard of values held by the group of people concerned. The value of this group is the idea of determining what is good and which is bad, as well as what is wrong and right; *Partly Means Citizens*, a condition to be a social problem if some mean that citizens judge it that way. However, the question is how many citizens can be said to meet the criteria. There are no exact answers, numbers or otherwise. Meaningful terminology was once a debate among sociologists, which ended in the absence of agreement. Some experts argue that it is not the number that is a significant issue but the authority or influence of the group that makes the statement. Although there are many of them, it may not have any meaning if they do not have the authority. On the contrary, let the number be small, but it will have a very big meaning if it comes from an influential group.

Therefore, some experts state that who can determine a condition as a social problem is the disclosure of an influential group, not a large number of citizens who give statements. The influential group could be religious figures, political figures, or figures of economic or intellectual elites. *A Joint Activity is needed to Change the Situation*. A shared activity shows two important things: the existence of shared awareness of the threat faced and the realization that the conditions that hinder it are within the limits of its ability to be overcome. Thus, the existence of a shared awareness to carry out activities towards change is an important indicator that the community, on the one hand, has realized the problem and, on the other hand, has realized its ability to overcome the problem.

Thus, the one who decides whether something is a social problem or not is a society that is then socialized through the entity. The social severity can be measured by comparing something ideal with reality. An example is the problem of poverty, which can be defined as a low standard of living, namely the level of lack of material goods in a number or group of people compared to the general standard of living that applies in the society concerned (Sriyana, 2021).

The Constitution of the Republic of Indonesia in 1945 mandates that the implementation of social welfare as a form of solving social problems must be carried out as a form of state responsibility, in this case, the government to society as a whole. It is expressly contained in Article 27, Paragraph (2), which mandates that "every citizen is entitled to the work and livelihood worthy of humanity". Then, Article 33, Paragraph (3) instructs that "the earth and the water and natural wealth contained therein are controlled by the state and used for the prosperity of the people". The guarantees that must be given to the community by the state have also been mandated in Article 34, Paragraph (1) that "Poor people and abandoned children are maintained by the state,"

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Paragraph (2), "The State develops a social security system for all people and empowers weak and incapable communities following the dignity of humanity", and Paragraph (3) "The State is responsible for the provision of proper health care facilities and public service facilities".

To further strengthen and harmonize in terms of improving social welfare for the people of Indonesia, Law Number 11 of 2009 concerning Social Welfare came into existence. This Law was born as a form of renewal of Law Number 6 of 1974 concerning the Basic Provisions of Social Welfare, which is considered irrelevant as a legal basis for implementing the improvement of the social welfare of the community in a time that continues to grow as rapidly as it is today. Indeed, it impacts the social conditions of the Indonesian people. Law Number 11 of 2009 defines social distribution as a targeted, integrated, and sustainable effort carried out by the central government, local governments, and communities in the form of social services to meet the basic needs of every citizen. It includes social rehabilitation, social security, empowerment, and social protection.

Further provisions in implementing social welfare are carried out based on Government Regulation Number 39 of 2012 concerning the Distribution of Social Welfare. This Government Regulation is an implementing regulation on Law Number 11 of 2009 concerning Social Welfare, which has also been refined through Law Number 14 of 2019 concerning Social Workers. Government Regulations on the Implementation of Social Welfare can be implemented productively through the collaboration of technology, which is currently very rapidly developing and close to the community. The use of technology that has penetrated all aspects of people's lives certainly affects the social conditions of society. Thus, it will be very relevant if the current technological advances are used as a medium of actualization of the implementation of social welfare. It is juridically regulated through the Government Regulation on the Implementation of Social Welfare.

The implementation of social welfare is carried out through four schemes: *first*, social rehabilitation, which is intended to restore and develop the ability of a person who experiences social dysfunction to carry out his social functions reasonably. *Second*, Social Security is intended to guarantee the poor, orphans, displaced, elderly, physically disabled, mentally disabled, physical and mental disabilities, and ex-sufferers of chronic diseases who experience socio-economic incompetence problems that their basic needs are met. *Third,* Social Empowerment is intended to empower people, families, groups, and communities experiencing social welfare problems to meet their needs independently and increase the participation of institutions and individuals as potential resources in implementing social welfare. The Four Social Protections are intended to prevent and address the social vulnerabilities of a person, family, group, and society so that their survival can be met following minimum basic needs.

Social welfare implementation is not only a matter of the government. Because the participation of society in general and as widely as possible will have a more positive impact, the effectiveness of organizing social welfare will be greatly influenced by the surrounding environment, starting from the nearest environment. Therefore, it is certainly the participation of the community that plays an important role in the process of social welfare distribution. Government Regulations govern the Implementation of Social Welfare mandate that the community has the widest opportunity to play a role in the Implementation of Social Welfare. The role of society in the implementation of social welfare is carried out to support the successful implementation of social welfare. Community participation in the implementation of social welfare can be carried out by individuals, families, religious organizations, social organizations, non-governmental

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organizations, professional organizations, business entities, Social Welfare Institutions, and Foreign Social Welfare Institutions.

So, in this scientific paper, the ideal concept of innovation in the implementation of the social welfare process will be explored with the limitations of the study of community involvement or participation in encouraging the implementation of productive social welfare through the use of digital technology. As a fulcrum, exploration will be in accordance with the legal basis for the implementation of social welfare as mandated by Law Number 11 of 2009 concerning Social Welfare so that it can be seen the effectiveness of legal work in supporting and encouraging the realization of social welfare in accordance with the ideals of the nation.

The role of society in the implementation of social welfare can be in the form of thoughts, initiatives, expertise, support, activities, energy, funds, goods, services, and facilities for the implementation of social welfare. The role of society in the implementation of social welfare as intended can be done through several activities. These activities can also be elaborated through the use of technology so that social welfare can be maximized in organizing. Nowadays, the progress and ease of access to technology will certainly have a very positive impact if used to support good things in life. One of the applications of such kindness is to use technology as a supporting medium in implementing social welfare as mandated in the Government Regulation on the Implementation of Social Welfare.

*Giving Advice and Consideration in the Implementation of Social Welfare.* Community participation in providing advice and consideration to stakeholders will positively impact supporting the process of implementing welfare in Indonesia. In submitting advice and considerations, the public can communicate directly through official government social media or social welfare organizers. That, indeed, must be accommodated by the government in particular and social welfare organizers generally. Thus, the delivery of suggestions and considerations can be more targeted. In addition, if there are suggestions and considerations from the community, they will be more targeted and immediately actualized by social welfare organizers and policymakers if there are improvements in the form of proposals, suggestions, and considerations related to social implementation arrangement policies.

*Preservation of the Noble Values of the Nation's Culture, Social Solidarity, and Local Wisdom Supports the Implementation of Social Welfare.* Indonesia's abundant and diverse potential is highly strong potential to support the process of organizing social welfare. The diversity of religion, culture, language, and social life of the community provides its uniqueness, which can be used as a formula to improve the community's social welfare. With the participation of the community through high awareness and collective harmony as a form of social solidarity to support and preserve diversity and local wisdom in Indonesia, Indonesia as a rich nation will become the focal point of the world's view. It can be actualized through digital media as one of the steps to introduce, educate, and promote local wisdom, cultural wealth, and the various diversity that exists. Certainly, as a group of people, this cannot be done individually but must be done through collective awareness in people's lives.

Suppose it continues until the end of the process of introducing, educating, and promoting the diversity of local wisdom that exists in the world. In that case, many foreign tourists will come to Indonesia as one of the tourist destinations with existing local wisdom. Because nowadays, tourist destinations are not only visiting tourist attractions. But, it can also visit places with historical values or even high education in the form of people's social lives that still uphold local

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wisdom as a cultural heritage that the modernization of life has not contaminated. Thus, if many foreign tourists visit, it will impact the local and national economies in Indonesia, which certainly, can improve social welfare.

*Provision of Human Resources in the Implementation of Social Welfare.* Indeed, as a form of responsive society in responding to the industry's progress nowadays, there must be an improvement in the quality of human resources in the community. Awareness to have the sense to continue to learn and develop new skills needed in the industrial era as it is today must continue to be nurtured. With the rapid development of industry, if the community cannot develop responsively following the existing progress, the community may be left behind and have a poor quality of life. With the growing potential to respond to existing developments, there will also be many opportunities to improve the quality of life. Society as an agent of human resources must be able to develop responsively and compete competitively to improve the social welfare of the community itself.

*Provision of Funds, Services, Facilities, and Infrastructure in the Implementation of Welfare Social.* There is still social welfare inequality in Indonesia, especially in terms of income level and community welfare, requiring people to mutually cooperate to help each other improve social welfare. As one of the formulas that can be actualized, people who have funds or wealth stored can be allocated to participate in the funding process of micro, small, and medium enterprises to pursue productive and fair cooperation schemes. It has a very high potential to be implemented because micro, small, and medium enterprises are some of the largest contributors to supporting national domestic production. In addition, micro, small, and medium enterprises will also create many jobs that can be utilized for people who still lack social living standards. With a very cultivated mutual aid culture in Indonesia, it is not difficult to actualize. Because developing micro, small, and medium enterprises is not only the work of the government, but the active participation of the community will also have a good impact.

*Providing Services to People with Social Welfare Problems.* The explanation of Law Number 11 of 2009 concerning Social Welfare Article 12 Paragraph (1) explains that what is meant by "those who experience social welfare problems" are those who are poor, remote, or socio-economically vulnerable. Improve the standard of social living for people with social welfare problems. Other communities can also do it as a form of social responsibility if the community cannot go down directly to facilitate or assist in improving social welfare in communities with social welfare problems. Then, other communities that can access the government as stakeholders have a great responsibility to implement social welfare following the Constitution of the Republic of Indonesia 1945. The public can actively participate by using technology, namely official social media owned by the government concerned, to overcome existing problems.

As a step to change, the government can implement services for people with social welfare problems by providing educational facilities to people with social welfare problems by utilizing technological media that is, indeed, easily accessible and can be utilized anytime and anywhere. This educational access service can be in the form of training that can grow or develop the potential of people with social welfare problems. Thus, gradually, individuals who have social welfare problems can change their standard of living and improve their social life by utilizing the potential that has been owned to be actualized in economic activities that provide purpose and income. In the end, despite having social welfare problems, the individual can live independently and sustainably.

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Community involvement in five social organizing activities in the form of providing advice and consideration are; preservation of the noble values of the nation's culture, social solidarity, and local wisdom; provision of human resources; provision of funds, services, facilities, and infrastructure; and providing services to people with social welfare problems. A concrete step is a concrete contribution that all elements of society can be made sustainably.

However, it is unfortunate that the implementation of government regulations related to implementing social welfare as the process of working the Law in people's lives is still far from ideal. Many people do not necessarily know the existence of this legal product. It can be reflected in the social inequality that still occurs in Indonesia. On this basis, the study of this scientific work explores the idea of community participation that can be carried out as a form of responsibility for implementing laws and regulations by the community through the use of technology that is easily accessible to the community. Finally, great hope can be realized in the existence of concern for each other in the social life community in supporting social welfare; to minimize social inequality in Indonesia and provide welfare to the community.

Certainly, in this case, the government has a vital role. The government's two main responsibilities are much at stake in this regard. It is due to the country driven by the government as a state organizer has the responsibility of providing welfare for the community following the mandate of the 1945 Constitution of the Republic of Indonesia. In addition, the government also has a responsibility to ensure the Law working process as the actualization of legal products, in this case, the laws and regulations that have been formulated and applicable in people's lives.

## CONCLUSION

The Indonesian people undoubtedly welcomed the rapid development of digital technology in Indonesia. It could be seen from technology, which is almost involved in all aspects of people's lives nowadays, to make the climate of technological expertise could be utilized efficiently by the community. The ease of access to technology was currently felt by the majority of the Indonesian people, which provided an excellent opportunity to support improving the Indonesian people's welfare to realize effective distribution of social welfare. Community participation in supporting the process of implementing social welfare through technology could be actualized productively and effectively. Providing suggestions and considerations in implementing social welfare to interested parties would be conveyed very quickly by relying on internet access as a form of technological progress to facilitate access to effective communication. Preservation of the noble values of national culture, social solidarity, and local wisdom that supported the implementation of social welfare could also be implemented to generate economic activities that could provide benefits. Indonesia's diversity, local wisdom and national culture, and community harmony in cooperation provide its noble values that could be used as a world attraction to Indonesia, elaborated on in various activities and programs to generate economic activities. It indeed required excellent attention because maintaining national culture as Indonesian identity was not easy. Provision of human resources in implementing social welfare included providing services to people with social welfare problems. It would be easily actualized using technology. Through internet access and long-distance communication media, community empowerment could be done, diverse with various features offered. Support for the provision of funds, services, facilities, and infrastructure in the implementation of social welfare by the community as a form of concern for

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other communities who need facilities to improve their welfare would also have significant impacts on the process of implementing social welfare in Indonesia.

As a recommendation for the analysis described, the government and society must provide mutual support in implementing social welfare. Good communication between the community and stakeholders would have positive impacts. Moreover, the existence of laws and regulations that the community could implement as the legal basis for implementing social welfare activities as a form of active participation would provide strong guarantees. It must also be balanced by the government's role in socializing and ensuring the implementation of the formulated law so that there is no sterility from actualizing legal products born by the government.

**LIMITATIONS & FURTHER RESEARCH**

Based on the analysis and study that has been described, this scientific work is still far from perfect. For this reason, improvements and improvements through studies of subsequent scientific works are very much needed to perfect the shortcomings in this scientific work. The study in this scientific paper is only limited to the study of the workings of law in Indonesia based on the social welfare law, which is then correlated with contemporary issues that are currently a social phenomenon in society. By giving birth to ideas that are considered ideal for supporting effective law enforcement in Indonesia. So, in simple terms, it can be said that this scientific work is an internal study, namely examining specifically the country of Indonesia, which is elaborated on the issue of global progress, namely digital technology that has penetrated throughout the world. Further studies of scientific papers are expected to provide more in-depth analysis and study by providing comparisons to the concept of implementing social welfare in friendly countries or countries that have similar social conditions or are compared with developed countries to be able to become a reference for policymakers in welcoming welfare. Indonesia's social status is on par with developed countries in the world.

**ACKNOWLEDGMENT**

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