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Effectiveness of Implementation of Uninhabitable Houses Repair Program for Low-Income Communities in Medan City

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Abstrak

Untuk mengatasi masalah rumah yang tidak layak huni, Pemerintah Kota Medan telah melaksanakan program perbaikan perumahan bagi masyarakat berpenghasilan rendah. Mengingat anggaran yang terbatas dan jumlah unit yang sangat terbatas, ketepatan sasaran program merupakan aspek krusial yang perlu dievaluasi lebih lanjut. Sosialisasi terkait program masih kurang, yang mengakibatkan masyarakat tidak memahami implementasi program di lapangan dan keluhan dari komunitas penerima manfaat, terutama terkait kualitas finishing bangunan yang kurang optimal. Oleh karena itu, diperlukan analisis untuk mengukur efektivitas implementasi program menggunakan beberapa variabel menurut Budiani (2007), yaitu ketepatan sasaran program, sosialisasi program, tujuan program, dan pemantauan program. Analisis dilakukan menggunakan metode kualitatif dengan teknik wawancara semi-terstruktur, observasi, dan dokumentasi kepada pelaksana program dari Dinas Perumahan, Permukiman, Pekerjaan Umum, dan Perencanaan Ruang Kota Medan, masyarakat penerima manfaat, dan pejabat administrasi desa/kepala unit kelurahan. Hasil akhir menunjukkan bahwa pelaksanaan program telah menunjukkan akurasi sasaran yang tinggi, sosialisasi belum sepenuhnya optimal, tujuan program untuk meningkatkan kualitas perumahan bagi penduduk berpenghasilan rendah telah tercapai, dan pemantauan pelaksanaan program masih perlu ditingkatkan.

Kata Kunci: Efektivitas Pelaksanaan Program; Rumah yang Tidak Layak Huni; Komunitas Berpenghasilan Rendah

Abstract

To overcome the problem of uninhabitable houses, the Medan City Government has implemented a housing improvement program for low-income communities. Given the limited budget and the very limited number of units, the accuracy of the program's targets is a crucial aspect that needs to be reviewed further. Socialization related to the program is still lacking, which results in the community not understanding the implementation of the program in the field and complaints from beneficiary communities, particularly regarding suboptimal building finishing. Therefore, an analysis is needed to measure the effectiveness of program implementation using several variables according to Budiani (2007), namely program targeting accuracy, program socialization, program objectives and, program monitoring. The analysis was carried out using a qualitative method with semi-structured interview techniques, observation and documentation to the program implementers of the Department of Housing, Residential Areas, Public Works and Spatial Planning of Medan City, beneficiary communities and the village administration officials/head of the neighborhood unit. The final results are that the implementation of the program has shown high accuracy of targets, socialization has not been fully optimal, the program's goal of improving the quality of housing for low-income residents has been achieved, and monitoring of program implementation still needs to be improved.

Keywords: Effectiveness of Program Implementation; Uninhabitable Houses; Low-income Communities

1. Introduction

Housing is a basic human need and plays a vital role in supporting quality of life. A habitable home not only serves as shelter, but also serves as a space for family development, reflects the values and dignity of its occupants, and is an important asset for its owner (Law of the Republic of Indonesia Number 1 of 2011 concerning Housing and Residential Areas).

According to the Directorate General of Housing, Ministry of Public Works and Public Housing (PUPR), approximately 40%

to 50% of households in Indonesia still do not live in homes that meet adequate standards. The government has set a target to increase the percentage of people living in habitable homes to 70% by 2024. Indonesia currently faces several significant challenges in the housing sector, one of which is the still low number of households living in habitable homes, which currently only ranges from 50% to 60%. Solving this problem is not easy, considering that every year there is a growth of 3.2 million new households, coupled with the dynamics of the national economic conditions, he said in Jakarta (<https://investor.id/business/319106/50-rumahtanggaindonesia-belummenempatirumah-layak-huni/> January 15, 2023).

According to data from the North Sumatra Central Statistics Agency (BPS) in 2024, the poverty rate in Medan City was recorded at 7.94%. This figure represents a 0.06% decrease compared to 8% in 2023. Although the overall trend shows a decrease, fluctuations occurred in 2021 and 2022 due to the impact of the COVID-19 pandemic. In 2021, the poverty rate rose to 8.34%, then declined again to 8.07% in 2022, as shown in Table 1.

Table 1. Number of Poor People in Medan City 2021 – 2024

Year	Population of Medan City		Number of Poor People	
	(People)	(People)	(People)	Percentage (%)
2021	2.314.509	193.030	193.030	8,34
2022	2.326.395	187.740	187.740	8,07
2023	2.341.000	187.280	187.280	8
2024	2.355.668	187.040	187.040	7,94

Source: Central Statistics Agency (BPS) North Sumatra 2024

Poverty is a major factor preventing people from obtaining adequate housing. In 2024, there were approximately 61,677 uninhabitable housing units in Medan City, or approximately 16.11% of the total 382,828 residential buildings. This data reflects the relatively high number of uninhabitable houses in Medan City.

The Medan City Government recognizes that improving housing quality is a crucial aspect in promoting community well-being and supporting the achievement of sustainable development goals. Therefore, various initiatives are being implemented to meet housing needs and improve residential areas for underprivileged communities through various programs, such as assistance programs to improve the quality of uninhabitable houses, which involve home renovations for low-income residents. The number of uninhabitable house repair programs implemented in Medan City from 2021 to 2024 can be seen in Table 2.

Table 2. Number of Implementation of Uninhabitable House Repair Programs in Medan City 2021 – 2024

Year	Source of Funding				Total (Unit)
	Medan City Regional Budget State Budget (Unit)	Ministry of PUPR, Ministry of Social Affairs, BSPS) (Unit)	Foundation / CSR (Unit)		
2021	224	-	-		224
2022	138	-	-		138
2023	120	45	31		196
2024	31	40	12		83

Source: Department of Housing, Residential Areas, Public Works and Spatial Planning of Medan City

Department of Housing, Residential Areas, Public Works and Spatial Planning of Medan City implemented the uninhabitable housing repair program in 2024, with only 31 houses repaired. This figure indicates the limited number of beneficiaries compared to the high need for home repairs among low-income communities in Medan. Given the limited budget and the minimal number of units, the accuracy of the program's targeting is a crucial aspect that requires further review. Therefore, researchers deemed it necessary to investigate and assess whether the recipient households were truly included in the group most in need, in accordance with the program's beneficiary criteria.

Furthermore, an interview with one beneficiary revealed that the program's outreach to the general public and prospective beneficiaries in particular was deemed suboptimal. Many residents were unaware of the program's existence, and the limited information received resulted in a lack of comprehensive understanding of the program's implementation process, from the

application stage through implementation and oversight. Regarding the construction results, several complaints were still reported, particularly about suboptimal building finishes that caused discomfort among some residents. Based on the background described above, the researcher is interested in analyzing the effectiveness of the uninhabitable housing improvement program in Medan City, so that strategic policies can be formulated to more effectively achieve the established objectives.

2. Literature Review

2.1. Effectiveness

Effectiveness is a term that describes the extent to which a goal is achieved. Budiani (2007) in Pratiwi (2021) and Sapriyadi et al. (2023) state that evaluating program effectiveness can be done using the following variables:

1. Program Targeting Accuracy
In program implementation, targeting accuracy will be reviewed by assessing the suitability of the target recipients for the predetermined target level. The level of target suitability influences the success of the program. If the selected targets do not meet the criteria and are not appropriate, it will hinder and impact program implementation.
2. Program Socialization
Socialization plays a strategic role in building understanding and conveying comprehensive information regarding planned programs. Effective communication to the public or target groups is crucial for the success and smooth implementation of the program. The more information the public can filter, the better their understanding of the program.
3. Program Objectives
The program objectives aspect reflects the degree to which program implementation results align with predetermined targets. Each stage of program implementation contributes to achieving these objectives, with factors such as deadlines and program objectives influencing the outcome and determining whether program objectives are achieved.
4. Program Monitoring
Program monitoring is a supervisory process aimed at assessing and observing the extent to which an activity is being implemented according to predetermined standards. This ensures that activities remain aligned with the initial direction and objectives. If deviations are detected, corrective measures are necessary to prevent unintended results.

2.2 Public Policy

As Marwiyah (2022) states in Public Policy, policy can be defined as a series of activities encompassing decision-making and program planning carried out by the government. Meanwhile, according to Friedrich in Agustino (2017), policy can be understood as a series of actions or activities formulated by individuals, groups, or governments within a specific context, influenced by various challenges and opportunities. These policies are formulated to resolve problems and achieve predetermined goals.

2.3 Uninhabitable Houses

1. Uninhabitable Houses (RTLH) are housing types that do not meet eligibility standards, both in terms of building construction safety, minimum required area, and health aspects for their occupants (Regulation of the Minister of Public Works and Public Housing of the Republic of Indonesia Number 07/PRT/M/2018 of 2018 concerning Self-Help Housing Stimulus Assistance).
2. Uninhabitable houses, also known as Rutilahu, are residences that do not meet health, safety, and social requirements (Regulation of the Minister of Social Affairs of the Republic of Indonesia Number 20 of 2017 concerning Social Improvement of Uninhabitable Houses and Environmental Infrastructure).
3. Adi, in Sugihartono et al. (2014), states that uninhabitable houses can also be defined as dwellings that do not meet eligibility standards, both physically and psychologically. For a house to function correctly as a residence, it must meet physical criteria that guarantee safety and provide a sense of mental comfort for its occupants.
4. Based on several existing definitions, it can be concluded that the definition of an uninhabitable house, according to HRC Caritra, is a house or dwelling whose physical and mental aspects do not meet the following requirements:
 - a. Security and stability of the building structure.
 - b. Building area that meets minimum standards of suitability.
 - c. Equal distribution of rights and health insurance for residents.
 (<https://perkim.id/rtlh/definisi-rumah-tidak-layak-huni/17> Februari 2021)

2.4 Low-Income Communities

Based on the Regulation of the Minister of Public Works and Public Housing of the Republic of Indonesia Number 1 of 2021 concerning the Criteria for Low-Income Communities and Requirements for Ease of Construction and Acquisition of Housing, it states that low-income communities are communities with limited purchasing power and therefore need government support to acquire housing.

2.5 Previous Research

Previous research conducted by Ni Wayan Budiani (2007) on the Effectiveness of the Unemployment Alleviation Program of the "Eka Taruna Bhakti" Youth Organization in Sumerta Kelod Village, East Denpasar District, Denpasar City, stated that evaluating program effectiveness can be done using variables such as program targeting accuracy, program socialization, program objectives, and program monitoring, which were analyzed using simple quantitative statistical methods. Meanwhile, this study employs a descriptive qualitative method by conducting in-depth interviews with respondents (beneficiaries) of the uninhabitable housing improvement program. This method allows the researcher to comprehensively describe the condition or effectiveness of the program or policy from the perspective of the community and other relevant stakeholders.

3. Methodology

This study uses a descriptive method with a qualitative approach as its analysis technique. The population of this study was 31 beneficiaries of the program to repair uninhabitable houses for low-income communities, determined based on the Decree of the Head of the Department of Housing, Residential Areas, Creation and Spatial Planning of Medan City Number 600.2.7.6 /9572 dated July 15, 2024 and the Decree of the Head of the Department of Housing, Residential Areas, Creation and Spatial Planning Of Medan City Number 600.2.7.6 /16766 dated October 28, 2024 and the research sample was taken using the non-probability purposive sampling method.

3.1 Data Collection Techniques

1. Primary data consists of:

a. Interviews

Interviews with informants involved, both as program implementers and as beneficiaries, were conducted directly. The interview technique used in this study was a semi-structured interview.

The interview subjects consisted of:

1). Program Implementers

The Department of Housing, Residential Areas, Public Works and Spatial Planning of Medan City.

2). Beneficiaries

The community receiving benefits from the uninhabitable house improvement program in the Medan City APBD for the 2024 Fiscal Year was 31 people.

3) Representing the village administration officials/head of the neighborhood units, as many as two people.

b. Observation

c. Documentation

2. Secondary Data

Secondary data is obtained or collected directly by researchers from existing sources, in order to strengthen or support primary data, such as government regulations regarding the program for repairing uninhabitable houses and literature.

3.2. Data Analysis Techniques

The steps for data analysis are as follows:

1. Data Reduction

Data from interviews, observations, and documentation are selected, simplified, and focused on essential aspects that are relevant to the effectiveness of program implementation, such as program targeting accuracy, program socialization, program objectives, and program monitoring.

2. Data Presentation

The reduced data is arranged in narrative, table, or matrix form to make it easier to understand. This presentation helps in

seeing patterns, relationships, or categories that emerge from field data.

3. Drawing Conclusions and Verification

After the data is presented, the researcher draws temporary conclusions about the effectiveness of the program. This conclusion is verified by comparing various data sources (interviews, observations, documentation) to ensure the validity of the findings. This temporary conclusion will be validated through a triangulation process, namely by comparing the results from various data sources.

3.3. Variables and Indicators for Measuring the Effectiveness of the Implementation of the Uninhabitable House Repair Program

1. Program Targeting Accuracy

Indicators:

- a. Low-Income Community Criteria (are the aid recipients truly included in the low-income community group?).
- b. Uninhabitable House Criteria (are the beneficiary's houses indeed included in the category of uninhabitable houses according to technical standards?).

2. Program Socialization

Indicators:

- a. Information Source/Program Socialization Implementer.
- b. Level of Community Understanding of Program Content (level of community understanding of the intent, purpose, recipient criteria, procedures for proposals, and implementation of home repair assistance to low-income communities).

3. Program Objectives

Indicators:

- a. Measurability of the results to be achieved from the program (can the program's objectives be measured for their success, for example, the number of houses repaired, or the condition of the houses after the program).
- b. Direct impact of the program on community life (has the main objective of the program, namely improving the suitability of houses, been achieved as expected).

4. Program Monitoring

Indicators:

- a. Frequency and consistency of monitoring activities (how often and consistently monitoring is carried out during the program implementation process).
- b. Impact of program monitoring on the timeliness of implementation.
- c. Impact of program monitoring on the quality/final results of the building (whether the monitoring results can encourage improvements in the quality of the implementation of the uninhabitable housing program).

4. Research Results and Discussion

4.1 Research Results

4.1.1 Analysis of the Effectiveness of the Implementation of the Uninhabitable Home Improvement Program for Low-Income Communities in Medan City

To analyze the effectiveness of the implementation of this uninhabitable home improvement program, the researcher used Budiani's (2007) theory, with the variables of program targeting accuracy, program socialization, program objectives, and program monitoring.

1. Program Targeting Accuracy

The determination of potential recipients of this program is based on poverty level, physical condition of the house, and urgent needs (for example, risks to health or safety) and meets several criteria, including:

a. Low-Income Community Criteria

Based on data collected from 31 beneficiaries, verification of the low-income community criteria showed that all respondents (100%) met the criteria. The majority of verified participants had a monthly income below Rp 2,500,000, with informal jobs such as food vendors, domestic helpers, fishermen, drivers, laborers, and housewives who did not have a steady income. Some heads of families or individuals even had no income at all, such as Nazariah (76 years old), Rukiah (62 years old), Asmah (71 years old), and Mariaty (61 years old), all of whom were elderly housewives with dependents. In terms of family size, many respondents had to support more than two family members, such as

Aisyah, who had four dependents and earned only Rp 500,000 per month, and Robin Siregar, who had seven dependents and earned Rp 2,500,000. This situation further confirms that they are economically vulnerable and eligible for the home improvement program intervention. Furthermore, the recipient's age is also an additional indicator in eligibility verification. It appears that most recipients are elderly (over 50), who are typically economically unproductive and face limited access to formal employment or a steady income. Based on this data, it can be concluded that the selection process for program recipients was conducted with a high degree of targeting accuracy. All verified individuals demonstrated social and economic conditions that meet the criteria for low-income communities, namely low income, precarious employment, numerous dependents, and age at which they are no longer economically productive.

b. Uninhabitable House Criteria

Based on the results of field verification conducted by the survey team, 31 prospective beneficiaries proposed for this program were classified as severely damaged. This finding reinforces the urgency of program implementation, given that the beneficiaries' housing conditions are in a very concerning state and endanger the safety and comfort of their residents. Most of the verified houses suffered severe structural damage, such as rotting or damaged plank walls, leaking or nearly collapsed roofs, and crumbling dirt or cement floors. Many houses are also prone to or frequently affected by flooding, either due to heavy rain or high tides, especially in coastal areas such as Belawan and Medan Marelan. Several cases also found that houses lacked proper kitchens or bathrooms, indicating a lack of basic facilities to support a healthy and dignified life. Some houses were even deemed to be near collapse due to fragile wooden structures, termite infestation, or a long lack of renovation. For example, Payan Hutahayan's house in Belawan Bahari Subdistrict was reported to be in very bad condition, with a leaking roof, rainwater entering the house, and the building almost collapsing, as shown in figure 1.



Figure 1. Condition of Payan Hutahayan House before repairs

The fact that all respondents' houses were classified as severely damaged demonstrates that the initial verification and data collection processes were carried out meticulously, ensuring that the program targeted those who were truly in need. This is crucial to guarantee that the program's targeting aligns with its primary objective of improving the quality of life by providing decent, healthy, and safe housing.

2. Program Socialization

The effectiveness of program socialization can be achieved by considering several indicators, including:

a. Information Source/Program Socialization Implementer

Based on field research and interviews with respondents across various sub-districts where the program is being implemented, it was found that the majority stated that they learned about the home improvement program through informal communication delivered by the local neighborhood head. The neighborhood head acts as an intermediary between the local government and the community, both in providing initial information (socialization), collecting data on eligible residents, and providing assistance during the program implementation process. Village officials play a crucial role in community outreach.

b. Level of Community Understanding of Program Content

The research results indicate that the program's communication function has not been functioning optimally. The success of a program is greatly influenced by the clarity and consistency of communication between implementers and beneficiaries. Lack of public awareness of program details can lead to misunderstandings or unrealistic expectations. Nevertheless, the effectiveness of program implementation in terms of outreach still needs to be improved, particularly by strengthening the direct role of the Department of Housing, Residential Areas, Public Works, and Urban Spatial Planning of Medan City in reaching and providing understanding to the target community, to ensure that the information

received is accurate, complete, and encourages more active participation from beneficiaries.

3. Program Objectives

In its implementation, this program encompasses several important aspects that serve as benchmarks for success, namely the measurability of the program's intended outcomes and the program's direct impact on community life. These two indicators serve as the basis for assessing the effectiveness of the program's objectives and ensure that the assistance provided truly has a tangible impact on improving the quality of life of beneficiaries.

a. Measurability of the program's intended results

This program for repairing uninhabitable houses is funded in the Medan City Regional Budget (APBD) through the Budget Implementation Document (DPA) of the Department of Housing, Residential Areas, Public Works, and Urban Spatial Planning of Medan City for Fiscal Year 2024. With this budget support, in 2024, the Medan City Government successfully implemented repairs to 31 uninhabitable houses spread across various sub-districts. All units targeted in the plan were fully realized.

b. The program's direct impact on community life

According to interviews conducted by researchers with beneficiary communities, they reported that their living conditions are now much better than before, and the homes they occupy feel more comfortable and secure. Improvements made through this program have successfully addressed several key issues, such as roof leaks, structural damage, and vulnerability to flooding due to rain and high tides. These significant changes in the physical condition of the homes not only improve the quality of the living environment but also positively impact the sense of security and overall well-being of the families.

4. Program Monitoring

To measure the effectiveness of monitoring, several indicators can be used, such as the frequency and consistency of monitoring activities and the impact of program monitoring on the timeliness of implementation and the quality/final results of the buildings.

a. Frequency and Consistency of Monitoring Activities

Based on data obtained from interviews with beneficiary communities, it was found that the frequency of monitoring of the implementation of the uninhabitable housing repair program varied among beneficiaries. This monitoring refers to the presence of a field supervisory team who directly supervises the construction site during the repair process. Of the 31 respondents, 14 (45.2%) stated that monitoring was conducted only once a week during the repair process. Meanwhile, the majority, 17 (54.8%), stated that monitoring was conducted twice a week. These data indicate that the majority of residents perceived a fairly active monitoring intensity from the field supervisory team, although some homes received monitoring at a lower frequency. This is important to note because adequate monitoring frequency can contribute to the timeliness of implementation, the quality of repair results, and prevent deviations from predetermined plans and technical specifications.

b. Impact of Program Monitoring on the Timeliness of Implementation

Based on data obtained from 31 beneficiaries of the uninhabitable housing repair program, it was found that all housing units were successfully completed on time, although there was variation in the duration of implementation. The program implementation plan was set for one month per housing unit. During implementation, some beneficiaries' houses were completed within three weeks to two months. Specifically, 14 houses were completed in exactly one month or less, while the remainder were completed within a timeframe of one month, one week, and two months. Nevertheless, all implementations were still categorized as completed on time. This indicates either a tolerance within the implementation timeframe that is still considered in accordance with program provisions, or contextual considerations in the field that allow for flexibility in assessing timeliness. With no significant delays and all housing units declared completed on target, the effectiveness indicator in terms of implementation time can be deemed successful and optimally met.

c. Impact of program monitoring on the quality/final results of the building

Based on data from 31 beneficiaries of the uninhabitable housing improvement program in Medan City, community satisfaction with the program's results varied. Most respondents expressed satisfaction with the assistance received, particularly regarding improvements in the physical condition of their homes. Overall, 13 respondents (42%) stated they were "very satisfied," followed by 10 respondents (32%) who were "satisfied," while 8 respondents (26%) reported being "less satisfied" with the construction results, as shown in Figure 2.

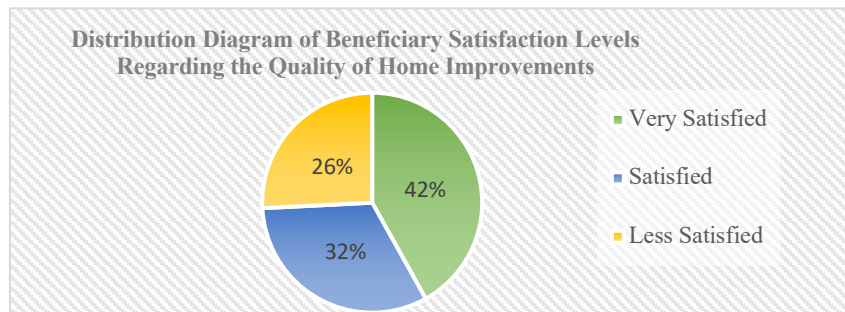


Figure 2. Distribution Diagram of Beneficiary Satisfaction Levels Regarding the Quality of Home Improvements

One of satisfied beneficiary Payan Hutahayan after house repairs shown in figure 3.



Figure 3. Satisfied beneficiary after house repairs

One of the primary focuses of the oversight is the performance of the third party or service provider appointed to carry out the physical repairs of the buildings. Based on field observations and feedback from the beneficiary community, several important issues were identified regarding the quality of the provider's work, such as a lack of precision in the finishing process and careless material installation.

4.2. Discussion

The implementation of the program to repair uninhabitable houses for low-income communities in Medan City has demonstrated various positive achievements, but several aspects remain that require improvement to optimize program effectiveness.

1. Program Achievements

a. Targeting Accuracy

Based on the data collected and field verification of 31 beneficiaries, all program participants have met the criteria as low-income communities and occupy houses that are classified as severely damaged. The data collection process was carried out by involving the heads of neighborhoods, sub-districts, and survey teams from technical services, which showed institutional synergy and relatively high data validity. Thus, in terms of target accuracy, this program is considered adequate and has successfully targeted the groups that need it most.

b. Program Objectives

This program has succeeded in improving the quality of life of the community by providing more decent, safe, and healthy homes. Most beneficiaries stated that they experienced significant changes, both in terms of residential comfort and security against the threat of flooding and leaks. Home repairs also have positive social and psychological impacts, including increasing trust in the government.

c. Frequency of Monitoring and Supervision

Monitoring activities are carried out quite routinely, with the frequency of visits by the field supervisory team ranging from 1 to 2 times per week. This shows a fairly strong commitment to technical implementation in maintaining the quality of development in the field and avoiding deviations.

2. Things That Have Not Been Achieved and Need Improvement

a. Suboptimal Socialization

Although some people obtain program information from the neighborhood head, there is still a lack of understanding of several technical aspects of the program, such as the limitations of the work funded (for example, unplastered house walls). Reliance on informal delivery leads to incomplete understanding and potential misinterpretation. This shows that the socialization function of the agency needs to be strengthened directly and systematically. So the agency needs to be present directly in socialization to the community so that information is not only conveyed by the neighborhood head, but also explained technically and officially.

b. Land Legality as an Obstacle to Access to Assistance

Many people who actually meet the social criteria and housing conditions, but cannot be submitted as recipients of assistance, because they do not have proof of legality for the land they occupy. This is one of the obstacles to the inclusiveness of the program, where people who are in great need are actually hindered by administrative requirements. There needs to be a policy solution, with adjustments to the requirements in specific social contexts, for example, by simply attaching documents, including:

- 1) Statement of Physical Control of Land Areas (Sporadic)
- 2) Certificate of Domicile or Statement of No Dispute
- 3) Special Recommendation from the Head of the Neighborhood or Village Head
- 4) Agreement or Approval of the Land Owner (If Living on Other People's Land)

c. Building Quality is Not Yet Optimal (Wall Plastering)

One of the complaints from the community is that the walls of the repaired house have not been plastered, which is considered to provide optimal comfort and aesthetics. Although this is related to the concept of a growing house and budget constraints, the need to evaluate the quality standards of the building results is important so that the program not only repairs the structure, but also provides housing that is truly physically and psychologically feasible. If you want to add plastering or improve quality, then the budget planning per housing unit must be adjusted, or efficient alternatives must be sought to accommodate it.

d. Limited Quota and Budget

The number of houses repaired in the 2024 Budget Year was only 31 units, even though the need in the field is estimated to be much greater. The relevant agency admits that the number of submissions exceeds the available budget allocation. Therefore, efforts are needed to increase the budget allocation so that more houses can be repaired.

e. Recommendations for Implementing the Uninhabitable Housing Repair Program for Low-Income Communities

The implementation mechanism for the uninhabitable housing repair program requires collective attention to ensure that all stages are effective, transparent, and on target. One aspect that needs improvement is the implementation of outreach by relevant agencies at the beginning of the program. Furthermore, post-construction monitoring and evaluation are also crucial stages that need to be re-emphasized in the program's implementation mechanism. This monitoring should ideally be conducted within six months of the house being handed over to the community. The goal is to assess the program's sustainable benefits, evaluate the physical durability of the building, and gauge the level of community satisfaction with the construction results. If damage, physical defects, or other deficiencies are discovered during the monitoring process, a comprehensive evaluation will be conducted to identify the causes, including quality, material use, and technical implementation. The implementing agency will then be obligated to make repairs as a form of accountability for the quality of the work. By strengthening these two aspects, initial socialization and post-development monitoring, it is hoped that program implementation can be more focused, accountable, and provide a real long-term impact on improving the quality of life of low-income communities in Medan City.

5. Conclusions and Recommendations

5.1 Conclusions

Based on the results of research that has been conducted regarding the effectiveness of implementing the related program, several things can be concluded as follows:

1. The implementation of the program has shown high target accuracy. All beneficiaries are classified as low-income communities with very concerning housing conditions and are categorized as severely damaged. The selection process is

carried out through data collection and verification involving the sub-district, neighborhood head, and survey team, so that the target of assistance is truly right.

2. The socialization of the program for repairing uninhabitable houses has not been fully implemented optimally. This is evident in the continued dominance of neighborhood heads as the primary source of information for beneficiary communities. Information about the program is conveyed chiefly informally by neighborhood heads, rather than through formal mechanisms or directly from implementing agencies. This situation indicates a lack of structured and scheduled information delivery by program implementers. The lack of direct involvement of implementing agencies in the socialization process has resulted in uneven public understanding of the program. Some residents even admitted to not fully understanding the program's objectives, requirements, and implementation process. The lack of formal communication channels, such as community meetings, flyers, or digital media, also weakens the effectiveness of information dissemination, which should reach all potential beneficiaries fairly and transparently.
3. The program's goal, to improve the quality of low-income housing to ensure decent, healthy, and safe housing, has been achieved. The changes in the physical condition of the homes have a direct impact on the comfort, health, and sense of security of the beneficiaries. Socially and psychologically, the program has also increased public trust in the government.
4. Monitoring of program implementation has not been optimal, with some residents assessing some construction projects as unsatisfactory due to the poor quality/condition of the buildings and the lack of plastering. Consistent monitoring is crucial in ensuring the quality of program implementation, both technically and on time monitoring is a crucial factor in ensuring the quality of program implementation, both technically and on time.

5.2 Recommendations

Based on the research results and conclusions obtained, the researcher provides several suggestions as follows:

1. The Department of Housing, Residential Areas, Creation and Spatial Planning of Medan City needs to increase the intensity and quality of direct socialization to the community, both through formal meetings, print and digital information media, and community-based activities, so that the entire community clearly understands the objectives, procedures, and benefits of the program.
2. The government should provide alternative policies for people who do not have proof of legality for the land they occupy by adjusting the requirements in a particular social context. This is important to expand access for vulnerable groups to assistance programs.
3. The Department of Housing, Residential Areas, Creation and Spatial Planning of Medan City needs to conduct a technical evaluation of the work items in the program, especially considering the addition of plastering of house walls. This can improve the comfort, aesthetics, and durability of the house as a whole.
4. The government needs to consider increasing the budget allocation for the uninhabitable housing repair program so that the scope of assistance can be expanded. The quality of the results of the house repairs can be improved, as well as expanding cooperation to raise funds from the private sector or development partners through the Corporate Social Responsibility (CSR) program.
5. Follow-up monitoring is necessary periodically after the house repairs are completed to assess the sustainability of the benefits and the long-term durability of the building. The quality of the work of third-party/providers also requires serious attention, given the continued lack of satisfactory workmanship in some housing units. Therefore, a comprehensive evaluation of the service provider's performance is essential, and a feedback mechanism from the community is essential as a basis for future program improvements.

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