



Empowerment of the Urban Poor by Social Services in the Town of Pekanbaru

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Abstract: Poverty is a very complex and multidimensional phenomenon. As far as the background of this research is concerned, poverty will lead to the emergence of social impacts. The purpose of this study is to analyze the empowerment program carried out by the social services of the city of Pekanbaru in combating poverty. To find out the implementation of the social service program of the new town in empowerment of urban poor communities, there are four indicators that are the benchmark, namely human building, enterprise building, institution building, and environment building. The type of researcher used in this study is qualitative with a descriptive approach. Data collection techniques with interviews, observations and documentation. As a result of research, poverty can be eradicated through PKH programmes, BPNT, disability building and UMKM building. Obstacles in empowering urban poor communities are: inadequate targeted assistance, lack of knowledge and knowledge in the use of technology in UMKM construction, and poor service obtained by people with disabilities.

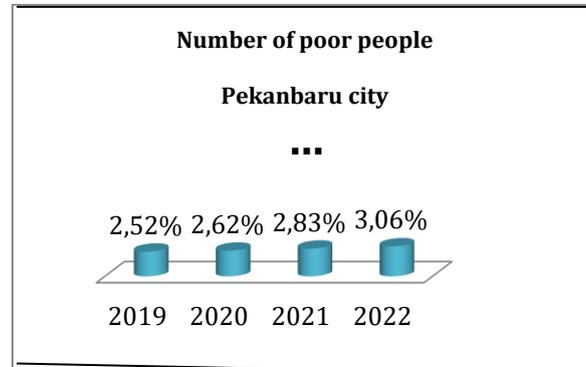
Keywords: Empowerment, Urban Poor, Social Services

Introduction

In a country, development is aimed at creating a better life than ever before. Therefore, the success of a little development is largely determined by the ability of the government to deal with problems related to funds or money. The problems in implementing development, always relate to the problem of poverty, where this problem is a problem that is difficult to solve from time to time (Kranz et al., 2020).

According to Soetomo in his book entitled "Social Problems and Efforts to Solve Them" (2008:319) he argues that the cause of poverty is the result of laziness, a low ability to respond to the issues around him. That poverty is basically driven by low productivity of community activities with the causes of complex poverty ranging from the undeveloped economic institutions of the people, thus making it difficult for the poor to access funding, low levels of education, under-supportive social and cultural conditions, causes of agency such as land ownership and economics so

large by a few companies as well as infrastructure access roads and markets that cause the people to live isolated and difficult to carry out economic activities.(Sugijoko, dkk, 2000:32)



Source: BPS Survei Sosial Ekonomi Nasional Maret

Based on data from the statistical center body above it can be concluded that the poverty rate in March 2022 increased by 3.06% of the total population of the city of Pekanbaru, or can also be said to increase 0.23% compared to the previous year. With regard to poverty alleviation under Ministry of Social Affairs RI Decree No. 50 /PEGHUK/2002 on poverty eradication. Poverty eradication is policies, programmes and activities carried out against persons, families, groups and communities who have no livelihoods, but are unable to meet humanitarian needs(Glied & D'Aunno, 2023).

1. The empowerment of the poor through the Hope Family Programme (PKH)
2. The empowering of poor through e-Warong Groups of Joint Enterprises (Kube)
3. The social programmes that start from the provision of aid and social protection, empower the community, the development of small and micro enterprises, as well as the proactive programmes of providing cheap prasarana/sarana.
4. The Poor Card Programme,
5. Productive Economic Enterprise (UEP) such as Enterprise Capital Credit, Enterprise Credit Now, Agricultural Grass Aid Subsidy Fertilizer, etc
6. The education and health assistance programmes, and other poverty programmes.

As for the legal basis of empowerment:

1. Decree of the Mayor of Pekanbaru No. 31 of 2019 on the General Guidelines and Technical Instructions for the Activities of the Community Enhancement Programme Based on the Rukun Citizens
2. Of the City decree of the Mayor of Pekanbaru No. 97 of 2016 on the position, organization, takss, and functions of the social services of the city of Pekanbaru.

Methodology

This type of research is qualitative to describe phenomena that exist on the subject of research. The type of approach is descriptive. Descriptive research according to Shaodih (2011, pp. 72) presents "descriptive methods aimed at describing and describing phenomenons that are both natural and man-made". Source data from interviews conducted in 2024. In addition, secondary data is obtained from written sources such as sources of journal articles, previous research, and documents (written recordings, prints or other media containing information or data) and regulations/laws that exist in connection with the research carried out. Researchers perform data analysis by first examining the entire data, collecting data based on type and characteristics according to the focus of the research and drawing conclusions.

Result and Discussion

In general, there are two main factors that cause poverty and impotence that are interrelated: internal factors and external factors. Internal factors involve problems and obstacles arising from individuals or communities in poverty, such as lack of motivation to achievement, limited capital, weak management, and lack of access to technology. Lack of infrastructure and other support also hampers the development of the potential of the community. (Faisal, Model Pemberdayaan Masyarakat Miskin di Perkotaan., 2020).

Poverty eradication must be a key strategy for strengthening the economic role and contribution of peoples in the national economic context. This structural transformation includes better resource allocation, improved institutional, and individual empowerment. (Sumodiningrat, 1998). There are three strategies in empowering the poor: first, a targeted approach, which focuses on the interests of the poor; second, a group approach, that involves collaboration to solve common problems; third, an adjoining approach, in which the formation and organization of poor communities is accompanied by professionals as facilitators, communicators, and drivers to accelerate the process of achieving independence. (Faisal, Model Pemberdayaan Masyarakat Miskin di Perkotaan, 2020) .

1. The empowerment program carried out by the social services that are sources of the Ministry of Social Affairs program

a. The Hope Family Program (PKH)

is a conditional social assistance program for very poor households (RTSM) since 2007. The program is given through cash assistance to very poor families on the basis of terms and conditions that have been established. The Social Protection Program is provided through the concept of Conditional Cash Transfers (CCT) and is considered

quite successful in addressing the poverty faced by various countries, especially chronic poverty problems (<https://pkh.kemsos.go.id>, 2019). Provision of such component assistance is maximum for 4 (four) persons in a family.(Sofianto, 2020).

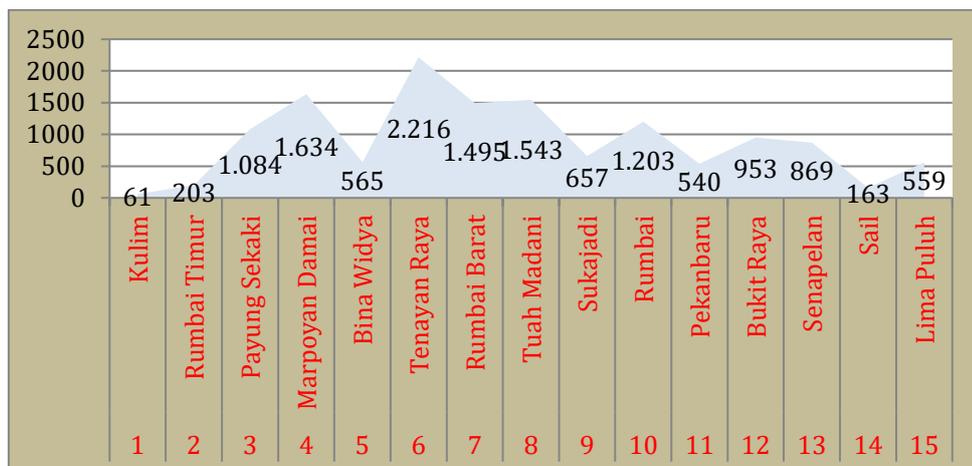
Table 1. Funds Given to the Community of Recipients of PKH

No	PKH Recipient Community	Amount Of Assistance Per Year
1	Pregnant And Early Childhood	Rp.900.000
2	Elementary And Middle School Students	Rp.1.500.000
3	Senior High School Student	Rp.2.000.000
4	People With Severe Disabilities And Elderly People 70 Years And Over	Rp.2.400.000

Based on the table 1. Above it can be explained that the aid provided to KPM PKH of Rp.3.000.000 per year Rp.900.000, if KPMPKH has a child under the age of 6 years and the mother is pregnant and breastfeeding then the aid will be received of Rp 900.000 if having a child who is still on the bench of SD and SMEs then the assistance will be accepted of Rp.1,500.000, and if there is a family suffering from severe disability and the elderly 70 years and over then will receive the assistance of Rp.2400.000.

Table 2. Data on the number of PKH recipients in Pekanbaru City District 2023

Source: Pekanbaru City Social Service 2023



From the data above, we can see that the highest number of beneficiaries of the PKH program in the city of Pekanbaru is in the Tenayan Raya sub-district, with a total

of 2,216 beneficiary families (KPM), while the lowest number is in the Kulim sub-district, with a total of 61 beneficiary families (KPM). Therefore, we can understand that the amount of assistance received by KPM varies because the size of the assistance has been categorized according to the criteria of PKH beneficiaries. This PKH cash assistance will be received every three months, meaning that in a year, KPM will receive four distributions of Social Assistance (Fargion et al., 2019).

From the data above, the author concludes that the PKH empowerment program is highly beneficial for the community, one of which is improving access to healthcare and education services, increasing food consumption and nutrition, boosting family economy, and empowering the community (Morilla-Luchena et al., 2021).

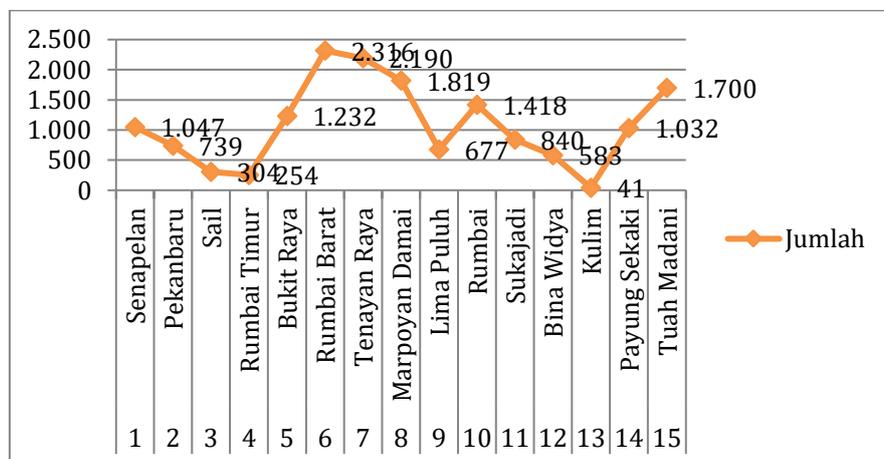
b. Non-Cash Food Assistance (BPNT)

The Non-Cash Food Assistance Program (BPNT) is a social assistance program initiated by the Indonesian government. The program aims to provide food subsidies to poor and vulnerable families in Indonesia (Starshinova & Borodkina, 2020).

The Non-Cash Food Assistance Program (BPNT) was first introduced in the city of Pekanbaru in 2017. This program is part of the transformation from a previous social assistance system that used physical cards to a more efficient and transparent system through digital technology. Through BPNT, beneficiaries can receive subsidies to purchase food items using an electronic card that can be used at various food vendors participating in the program. Therefore, BPNT helps improve access to food for those in need in a more efficient and measurable manner (Zhang et al., 2023).

Table 3. Data on BPNT recipients in Pekanbaru City

Source: Pekanbaru City Social Service 2023



Based on the data table above, we can see that the recipients of BPNT vary in each sub-district. The highest number of BPNT recipients is from the West Rumbai sub-district,

totaling 2,190 beneficiary families (KPM), while the lowest number is in the Payung Sekaki sub-district, totaling 41 KPM.

In the 2023 fiscal year, the budget of the Ministry of Social Affairs reached Rp78 trillion. Minister of Social Affairs Tri Rismaharini stated that the majority of this budget is allocated for direct social assistance to beneficiaries. The largest allocation is for the Non-Cash Food Assistance Program (BPNT) with a value of Rp45.1 trillion, reaching 18.8 million Beneficiary Families (KPM). Additionally, the Family Hope Program (PKH) has a budget allocation of Rp28.7 trillion for 10 million KPM (Ananda, 2023).

Recipients of BPNT social assistance can verify their status through the online portal at <https://cekbensos.kemensos.go.id/> by entering their ID number. Pregnant women, young children, the elderly, and people with disabilities will receive assistance according to regulations, reaching a certain total amount each year.

Table 4. Funds Received by BPNT Recipients
Source: Ministry of Social Affairs No 20 Tahun 2019

No	Recipient Of Bpnt Assistance	Amount Of Funds Received Per Stage
1	Pregnant And Postpartum Women	Rp.750.000
2	Early Childhood Or Toddlers	Rp.750.000
3	Elderly And People With Disabilities	Rp.600.000

Based on Table 4 above, it can be explained that assistance is provided to BPNT beneficiaries at Rp.3,000,000 per year, with Rp.750,000 disbursed quarterly. If BPNT beneficiaries fall into the category of pregnant or postpartum mothers, they will receive assistance of Rp.750,000. If they have young children, the assistance remains Rp.750,000. Similarly, if there are family members with disabilities or elderly individuals, they will receive assistance of Rp.600,000 per payment phase, distributed quarterly.

The aim of BPNT is to enhance food access for poor and vulnerable families, helping them meet their basic food needs more affordably. By leveraging digital technology, the program is also expected to improve efficiency, transparency, and accountability in social assistance distribution (Achir & Kamba, 2021).

From the above data, the author concludes that BPNT has significant impacts on beneficiaries, not only in terms of food access but also in reducing financial burdens, expanding food choices, improving quality of life, and strengthening the sense of being valued.

2. Empowerment Programs Conducted by the Social Welfare Office Sourced from the Pekanbaru City Government Program

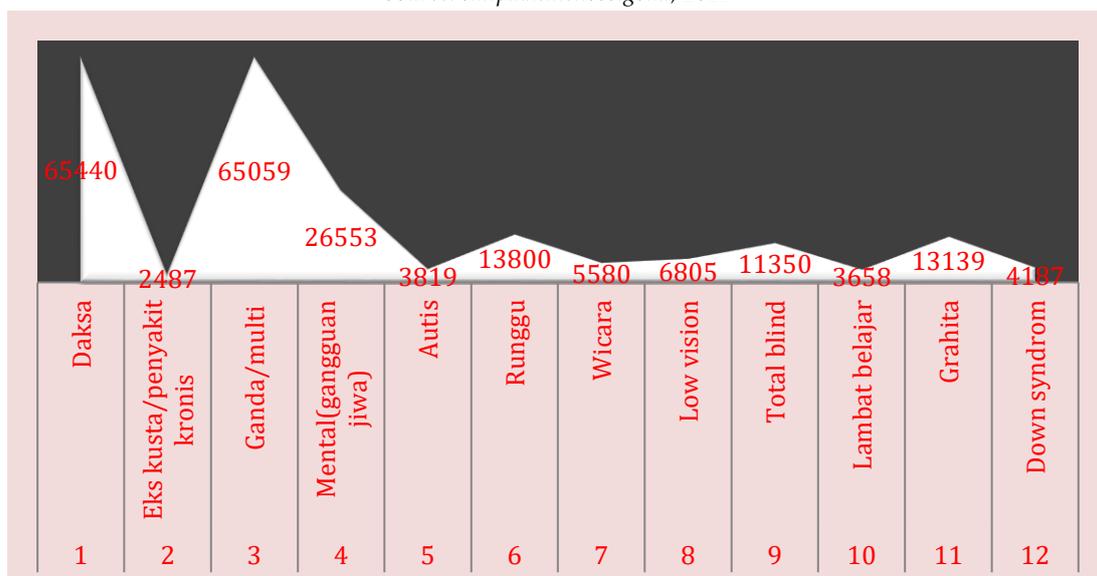
a. Persons with Disabilities

Regarding human rights, there is strong legal protection under the Constitution of the Republic of Indonesia of 1945, specifically in articles 27 to 34. With this law, there should be no discrimination against persons with disabilities. The regulation ensuring this is Law Number 8 of 2016 concerning Persons with Disabilities (Huang & Sullivan, 2021).

According to Prof. Dr. Jimly Asshidiqie, S.H., the concept of persons with disabilities has differences both in terms of physical disabilities, mental disabilities, and a combination of both. This makes the term "persons with disabilities" not explained as a single concept widely understood by the public. Persons with disabilities are individuals with physical or mental impairments that may hinder or limit their activities. Disabilities can be physical, intellectual, sensory, emotional, mental, developmental, or a combination thereof, representing the complex interaction between an individual's bodily characteristics and the characteristics of the surrounding society. (Saputra, Jendrius, & Bakaruddin, 2019).

Table 5. Persons with Disabilities Based on Variety of Disabilities

Source: *simpd.kemensos.go.id*, 2021



The table above illustrates the diversity of disabilities in Indonesia, with varying numbers as well. Every day, there is a fluctuating movement in the development of the number of disabilities in Indonesia, which should increase attention towards them. Persons with disabilities deserve more attention from all parties, including the

government through its policies and the community through acceptance of persons with disabilities in society(Lanford et al., 2022).

Table 6. Number of Persons with Disabilities in the Last 5 Years in Pekanbaru City
Source: Pekanbaru City Social Service 2023

No	Tahun	Orang Dengan Kedisabilitas	Anak dengan Kedisabilitas
1	2017	697	228
2	2018	789	302
3	2019	811	341
4	2020	867	377
5	2021	898	422

Like most persons with disabilities in general, similar conditions are also experienced by them in the city of Pekanbaru, Riau Province. The issues include inadequate education, low societal acceptance, minimal social protection, and difficulties in finding employment. Limitations in various aspects create complexity, especially when the environment cannot accommodate their needs. This makes it challenging for persons with disabilities to access public services and reduces their participation in social and economic activities. This low involvement negatively impacts their quality of life, thereby increasing the risks faced by persons with disabilities. For example, children with disabilities often do not have access to adequate education, and opportunities for employment are limited for adult persons with disabilities compared to adults without disabilities(Ranerup & Henriksen, 2019).

In addition to all the limitations and challenges mentioned above, the development and empowerment of persons with disabilities in the city of Pekanbaru are also supported by directly involved leaders and various stakeholders. Leadership support is characterized by commitment and seriousness in promoting the achievement of development and empowerment activities for persons with disabilities to be targeted accurately. The Social Welfare Office conducts data collection through direct approaches and listens to the needs of persons with disabilities. Collaboration with various parties is also a determining factor in the successful implementation of development and empowerment policies for persons with disabilities in Pekanbaru. This is evident from the cooperation provided by PPDI, various agencies, and CSR Companies. This is evidence that inter-organizational communication continues to function and is well maintained. Various collaborations are expected to have a positive influence on the implementation of programs for persons with disabilities. Among them, to address the problems faced by persons with mild or severe disabilities and to develop business potential for persons with disabilities. On the other hand, the forms

of cooperation carried out by the government with various parties can also be done through campaigns and socialization (Vega-Hernández et al., 2023).

The author believes that community empowerment, especially for persons with disabilities, is important to be conducted. This is in line with the opinion of (Febrianto, 2017) that the purpose of empowerment is to improve the welfare of society, and empowerment programs are greatly needed for persons with disabilities because the results of empowerment activities can encourage persons with disabilities to meet their daily needs and to motivate and socialize with others.

3. Community Empowerment Program Sourced from the Collaboration between the Social Welfare Office and the Cooperative and SMEs Office of Pekanbaru City.

The collaboration program between the social welfare office and the cooperative and SMEs office includes the following:

a. UMKM Development

Law Number 20 of 2008 concerning Micro, Small, and Medium Enterprises explains that empowerment of micro, small, and medium enterprises is an effort carried out by the government and local government in a synergistic form to foster a conducive climate and develop businesses towards micro, small, and medium enterprises so that they can grow and develop into resilient and independent enterprises. This research was conducted in the Rumbai sub-district of Pekanbaru City. Therefore, the empowerment of micro-enterprises is the responsibility of the government. (Susanty, Kamilah, & Utama, 2021)

One of the objectives of empowering Micro, Small, and Medium Enterprises (UMKM) is to cultivate and develop the capabilities and scale of UMKM into resilient and independent enterprises as the basis for developing the people's economy and strengthening the domestic market and achieving global competitiveness. This is reinforced by the strategic plan (renstra) of the Cooperative and UMKM Office of Pekanbaru City, which aims to increase the scale of UMKM. Therefore, UMKM are not only resilient and independent but also their scale increases nationally and globally. However, the reality is different for micro-enterprises in Pekanbaru, where the number of micro-enterprises in Pekanbaru City has experienced a significant decline, especially in the Pekanbaru City area. (Fernando & Amri, 2023)

Empowering UMKM amidst globalization and high competition requires UMKM to be able to face global challenges, such as enhancing product and service innovation, human resource and technology development, and expanding marketing areas. This needs to be done to increase the value of UMKM themselves, primarily to compete with foreign products that are increasingly flooding industrial and

manufacturing centers in Indonesia, considering that UMKM are the economic sector that absorbs the largest workforce in Indonesia (Sudaryanto, 2011).

UMKM are one of the pillars of the national economy, playing a crucial role as the main actors in maintaining economic activities of the community and the nation, creating significant employment opportunities, fostering innovation, creating new markets, and playing a vital role in empowering communities and developing the local economy. Therefore, through government policies to strengthen UMKM, the national economy can be restored, especially in Pekanbaru City.

Table 7. Data on the number of UMKM in Pekanbaru City based on sub-district
Source: Dinas Koperasi Usaha Mikro Kecil Menengah Pekanbaru 2020

No	Kecamatan	Klasifikasi		Jumlah
		Kecil	Mikro	
1	PekanbaruKota	63	590	653
2	Sukajadi	50	450	500
3	Sail	70	368	438
4	LimaPuluh	58	343	401
5	Senapelan	111	641	1.153
6	Rumbai	48	532	580
7	BukitRaya	126	740	866
8	Tampan	343	1063	1.406
9	RumbaiPesisir	57	785	842
10	PayungSekaki	1.173	4843	6.016
11	MarpoyanDamai	119	666	785
12	TenayanRaya	691	1102	1.793
Total		2.909	12.038	14.947

From the data above, it can be seen that there are almost UMKM in almost every sub-district, which is crucial in maintaining the economy of both the community and the nation. The UMKM development conducted includes:

- 1) Strengthening capital.

Table 8. Data On Capital Assistance Received By UMKM Actors

No	Years	Amount of Capital Received
1	2020	Rp.2.400.000
	0	Rp.1.200.00+Rp .1.200.000

	2	
	1	

From the data above, we can see that the Cooperative and UMKM Office of Pekanbaru City has recorded a total of 31,970 UMKM operators affected by the pandemic and receiving capital assistance of Rp. 2,400,000 provided directly by the central government through the bank accounts of each UMKM operator, which is funded by the state budget (APBN).

Another form of SME capital strengthening in Pekanbaru City is through loans provided by cooperatives, the People's Business Credit (KUR) program from banks, and other funding agencies.

2) Entrepreneurship Training and Competitive Advantage Development

Considering the positive contribution to the economic development of a country, it is important for UMKM to receive significant attention from both the government and society to become more competitive alongside other economic actors. However, the development of UMKM is not without challenges. Some obstacles in UMKM development include innovation and product development, technology and information mastery, high levels of competition, managerial capabilities, and the impacts of government economic policies. UMKM also face challenges related to training on necessary skills, environmental dynamics, entrepreneurship orientation, organizational capabilities, and competitive advantages offered by their products. (Sulistiyawati, Indarto, & Saifudin, 2018).

As undertaken by the Cooperative and SMEs Office of Pekanbaru City, various efforts are made to sustain and advance UMKM in Pekanbaru City post-pandemic. Through numerous training sessions, mentoring programs, and other competitive advantage initiatives, the Cooperative and UMKM Office aims to enhance the progress of UMKM in Pekanbaru City. By providing various training programs to improve the production and marketing of UMKM products more effectively, efficiently, and swiftly. Here are some training and mentoring activities organized by the Cooperative and SMEs Office in Pekanbaru City:

a) Souvenir Making Skills Training in Small and Medium Enterprise Development Activities

Figure 1. UMKM Training Activities

Source : Dinas Koperasi dan UMKM



The image above depicts a skill training activity for housewives aimed at enhancing their creativity. The goal is for them to create various crafts and increase their income to support their family's economy. Participants are asked to create creative decorations that can be sold, with the hope that this will help improve the progress of SMEs in the handicraft sector.

b) Culinary Skills Training

Figure 2. Documentation of the Socialization of Kemojo Bolu Making Training.

Source : Dinas Koperasi dan UMKM



This culinary skills training aims to motivate the entrepreneurial spirit of housewives because it is known that homemakers play a very active role in helping the family's economy.

c) Online Marketing Training

On Tuesday, April 11, 2023, a "Social Media-Based Digital Marketing Training" was conducted in the Hangtuh BSPJI Meeting Room in Pekanbaru. This training was held to improve online sales and reach a wider market for UMKM products.

d) Increasing Technological Mastery Knowledge

The presence of Information Technology (IT) has transformed business methods from conventional to new ones, presenting both opportunities and challenges. As one of the pillars of human civilization, information technology must add value to individuals and society at large. One example is the use of information technology as an educational medium through various communication channels. (Akhmad & Purnomo, 2021)

By leveraging digital technology, UMKM actors will have the same opportunities as large businesses to sell their products. This is because they will be on the same platform, such as through e-commerce marketplaces, giving them equal opportunities in promoting and selling products.

In addition to facilitating the growth and development of UMKM, this era of economic digitalization also presents challenges for both the government and SMEs. Therefore, the government needs to assist in the development of UMKM through micro-business credit for financing access and provide access to learning or technology mastery training for UMKM business actors so that UMKM can compete on an equal footing. "UMKM must be able to master digitalization, including digital finance, so that they can utilize buying and selling platforms to the fullest extent possible to successfully market their products."

In this study, the researcher adopts Mardikanto's theory of empowerment. The indicators used in this study are as follows:

1. Human Development

From the four programs previously discussed, namely the PKH assistance program, BPNT, Disability Empowerment, and UMKM Empowerment programs, all fall under the sub-indicator of the researcher, which are:

a) Individual Capacity Building

In this case, strengthening individual capacity is done through the P2K2 program (family capacity enhancement meetings), which is carried out through socialization to enhance the capacity of individuals in various fields.

- 1) Capacity building for individuals in the PKH and BPNT programs by providing social assistance and business assistance.
- 2) Capacity building for individuals in the disability empowerment program involves the government collaborating with various agencies and CSR companies. On the other hand, government collaboration with various parties can also be done through campaigns and socialization. Various activities in the empowerment program for people with disabilities have been comprehensively implemented through skills guidance, health guidance, mental or social mental guidance, work learning practice guidance, and provision of capital assistance. Activities funded by the regional budget (APBD) are also planned and implemented in a sustainable manner between one activity and another. (Rahmadani 2016:6)

- 3) Capacity building for individuals in the UMKM empowerment program is done by providing funding assistance, entrepreneurship training, socialization, and skills training.

b) Network Development

In this sub-indicator, networking activities are carried out in the disability empowerment and UMKM empowerment programs.

- 1) For people with disabilities, our focus is more on social rehabilitation and collaboration with CSR, primarily focusing on assistance for individuals with disabilities.
- 2) In the UMKM empowerment program, the Social Affairs Office collaborates with the Cooperative and UMKM Office in empowering the poor community. The Social Affairs Office, in handling urban poor communities, empowers their UMKM through collaboration with the Cooperative Office. Local governments, in forming UMKM, also collaborate with banking institutions.

2. Business Development

Empowerment programs in the context of business development indicators are found in the UMKM empowerment programs conducted in Pekanbaru city, including:

- a) Strengthening capital
- b) Entrepreneurship and competitive advantage training and mentoring
- c) Enhancement of technological mastery knowledge

3. Business Type Selection

In this sub-indicator, UMKM actors must focus on one business they want to delve into and continue based on the interests and talents of the UMKM actors.

4. Business Planning

This sub-indicator explains that UMKM actors must plan and consider business capital and stages in starting a business independently without any advice or input from the government, and if encountering obstacles, they can seek assistance from business mentors.

5. Development of Partnership

In this sub-indicator, it is explained that UMKM actors can collaborate with any party as long as their products can be accepted according to the agreement of the collaboration.

6. Institutional Development

Empowerment programs in the context of institutional development indicators are found in the disability empowerment and SME empowerment programs. In this indicator, there are 3 sub-indicators:

a. Participation Level

The government actively participates in the community empowerment process and it is hoped that in the future this empowerment program can run well with the support of the community and relevant parties so that poverty can be reduced.

1) Disability Empowerment

Empowerment of people with disabilities can be done through various developmental activities. As explained by social rehabilitation staff, they provide various types of services, ranging from physical accessibility in public places, assistance in special education, skills training, to assistance in finding suitable employment according to their abilities.

2) UMKM Empowerment

Looking at the programs and budgets of the local government of Pekanbaru city for UMKM, every year is allocated for assistance, whether it is in terms of machinery, mentoring for UMKM actors. On the other hand, with the allocation of various activities, it is certainly inseparable from the output that will be obtained by the government, educational institutions, and UMKM themselves.

3) Inter-Institutional Collaboration

The excellent level of government participation is inseparable from the collaboration between relevant institutions. Such as:

a) Disability Empowerment

In the empowerment of people with disabilities, collaboration is carried out with Special Empowerment Institutions for People with Disabilities.

b) UMKM Empowerment

In the empowerment of UMKM, collaboration is carried out with banks, cooperatives, KUR, and other financing institutions.

b. Team Formation

In team formation, it is found in the empowerment of people with disabilities and UMKM by adjusting to talents and skills.

For example: Empowerment of people with disabilities provides training in makeup and salon techniques to recipients of people with disabilities such as bridal makeup, cream baths, and others.

c. Environmental Development

Empowerment programs in the context of environmental development indicators are found in the UMKM empowerment program. In this indicator, there are 2 sub-indicators:

1) Utilization of Environment-Based Resources.

Communities have utilized existing natural resources as a source of livelihood, and the government always strives to provide socialization, input, and advice to communities receiving empowerment programs to utilize the environment well and generate income from the available resources.

2) Environmental Conservation

Environmental conservation is very important because it greatly affects public health. Environmental development is carried out to promote the utilization and preservation of the environment.

Conclusion

Based on the research results, it can be concluded that increasing poverty will lead to social impacts such as riots or conflicts, deviant behavior, increased crime (stealing, robbery, etc.), and the possibility of disorientation of values and norms. The empowerment carried out by the Pekanbaru City Social Welfare Office in poverty eradication in Pekanbaru includes the Family Hope Program (PKH), Non-Cash Food Assistance (BPNT), Disability Empowerment, and UMKM Empowerment.

Empowerment is carried out through approaches such as Human Development, Business Development, Institutional Development, and Environmental Development. From these four approaches, the Pekanbaru City Social Welfare Office has succeeded in empowering Human Development, resulting in an increase in the capacity of individuals in the poor community of Pekanbaru. In Business Development, community businesses are developed through UMKM mentoring.

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