

CHAPTER I

INTRODUCTION

A. BACKGROUND

The production of housing for people in urban and rural areas as a basic need is one of the main factors that trigger the increasing need towards more space (Nurmandi, 2014). It shows that housing is crucial to human life. According to Act No. 4 of 1992 “Housing is a building that has function to place or residence and the construction of the family”. In addition, the function of housing as a protection against the disruption of nature and other made housing a priority among way family education, the same of culture, preparation of youth culture, and as a manifestation of independent self (Puspita, 2006).

It has been decades —1963— since DKI Jakarta administration had a specific institution responsible in improving slum areas. This program was named as Kampong Improvement or Project Muhammad Husni Thamrin (DPGP, 2015). Jakarta as the capital city has the largest economy and services in Indonesia. Many people come to find the jobs in DKI Jakarta. Urbanization and immigration are the two of the factors that led to the increasing number of people in DKI Jakarta. The number of people causes the increasing need for housing. This is a data shows the rate of population in DKI Jakarta.

Table 1.1 Populations and the rate of populations 2013-2014

Regency/City	Population		Population Growth Rate	
	2013	2014	20012-2013	2013-2014
Kepulauan Seribu	22.713	23.011	1,29	1,30
South Jakarta	2.141.941	2.164.070	1,08	1,02
East Jakarta	2.791.072	2.817.994	1,01	0,96
Central Jakarta	906.601	910.381	0,41	0,41
West Jakarta	2.396.585	2.430.410	1,44	1,40
North Jakarta	1.711.036	1.729.444	1,10	1,07
Total	9.969.948	10.075.310	1,09	1,05

Source: Bureau of Statistic DKI Jakarta 2015

From the Table 1.1 the population of Jakarta continues to increase each year, either because of natural growth factors or due to urbanization or immigration. On the basis of the 2010 population census, the population in Jakarta is projected at 9.97 million by 2013. In 2014 Jakarta residents increased to 10 million inhabitants (the population in 2014 showed that there are approximately 12 people born every hour in Jakarta) (BPS, 2015).

Population density affects significantly the poverty situation in DKI Jakarta. In March 2015, the poverty line in Jakarta has increased compared to March 2014. Presented below is the rate of poverty in DKI

Table 1.2 Indicators of Poverty DKI Jakarta, 2012-2015

Explanation	2012	2013	2014	2015
Poverty Number (000 people)	363,20	354,19	393,90	398,92
Poverty Percentage (%)	3,69	3,55	3,92	3,93
Poverty Line (Rp/Capita/Month)	379.052	407.403	447.797	487.388
Poverty Gap Index (P1)	0,50	0,63		0,52
Poverty Severity Index (P2)	0,13	0,17	0,07	0,10

Source: Bureau of Statistic DKI Jakarta 2015

Table 1.2 shows that poverty gap index has increased from 0.39 in 2014 to 0.52 in 2015. The poverty severity index also indicates similar result with an increase increased from 0.07 to 0.10. The increase of the index that indicates the average expenditure getting away of poverty line, but both these indicators during the last 4 years indeed does not show a particular trend or fluctuate (BPS, 2015). Whereas, Law No. 1 of 2011 about Housing and Settlements (UU-PKP) stated that States are responsible for protecting all of the nation of Indonesia through the Organization of Housing and Settlements so that the community is able to live and inhabit a decent and affordable housing with the healthy environment, and safety for the people that lived in Indonesia. Then, in the law No. 39 of 1999 about the human rights at article 40 stated that every person has the right to live and decent lives. The fulfillment of the

right to housing as a fundamental right led to survival and safeguards the dignity of human life (Suradi, 2012).

Since 1974, the government has had a policy of housing development for the community of middle to the low class. One of the legislations is the Act No. 4 of 1992 about housing. After the era of reform, the housing policy defined in the PROPENAS 2000-2004 and the wisdom and the national strategy of development of housing and Settlement (KSNPP).

Table 1.3 the Percentage of the Habitable House Needs

Years	Percentage of the Habitable House Needs
2013	13% of 8000 units
2014	17% of 8000 units
2015	20% of 8000 units
2016	25% of 8000 units

Source: Bureau of the National Development Planning 2013-2017

The data shows the fulfillment of housing provision in the last four years in DKI Jakarta. As we can see that since 2013 until 2016 the progress of housing development only increases for 12%. This modest progress implicitly tells us that Jakarta's effort in providing houses has been facing serious problems—whether in the government itself or in

Additionally, the primary reason that inspired the researcher to investigate the housing policy of Jakarta is the trend of gentrification. Gentrification is a political and economy process of displacing dwellers living in areas considered slum to proper and clean place, as illustrated by Ruth Glass in (Hutchison, 2010) to what began as home renovation. As a pattern of development, this is seemingly a favorable housing policy for the current Ahok's populist regime.

This is seen relevant in viewing the current trend of housing development in Jakarta that has highest circulation of capital nationwide. Yet, Ahok's choice in relocating people to low-cost rental apartments has caused debate in the grassroots. Many upper middle class regard Ahok's act in evicting people as for the good of the urban poor since they are relocated to new clean apartment with sitting toilet, shiny mosques, and garbage chute. On the other hand, many social activists said that Ahok is exercising very coercive measure and neglecting the participation of the urban poor in formulating the housing policy.

In response to this debate, this research would specifically focuses on exploring the programs of DKI Jakarta's administration in providing housing for the urban poor.

B. RESEARCH QUESTIONS

Based on the background of the issue above, the researcher will examine the answers to the following questions:

1. What are the existing programs that implemented by Jakarta administration in achieving the affordable house for poor society?
2. What are the obstacles or challenges for implementation programs to provide housing service in DKI Jakarta?

C. RESEARCH OBJECTIVES

Based on the research question, the objective of this research are:

1. To describe the fulfillment of the right to a decent housing for the poor in DKI Jakarta.
2. To describe the implementation of policies for the service of the Housing for the poor society in DKI Jakarta
3. To describe the efforts made by the Government to its responsibility of providing homes for the poor society in DKI Jakarta.

D. RESEARCH BENEFIT

1. To understand the obstacles in the housing service programs of the Government in DKI Jakarta.
2. As a references for the other researcher with similar interest on the in major cities like DKI Jakarta
3. As reference for the Government to make programs on the housing service for the poor society in DKI Jakarta

E. LITERATURE REVIEW

In this sub chapter, the researcher will explain previous literatures as a basis for comparison. In addition, the researcher also seeks information about the theory associated with the title to acquire grounding scientific theories. This thesis is written based on field research and utilizes references, such as books, journals, mass media news, and government reports.

Table 1.4 Literature Review

No.	AUTHORS/TITLES	CONTENT
1.	Cecilia Waha and Jemmy Sondakh (2014) "The Fulfillment of the Right to Housing Habitable for Poor Society in Urban Areas".	<p>This research was conducted in three areas of the city such as Manado, Bitung, and Makassar. The location of this research is set based on the assumption that the town of Bitung City, Manado and Makassar city, is a city in eastern Indonesia were growing by leaps and bounds in the field of economics that is causing the displacement of residents from the village to the city more quickly so that the ever increasing need for land or land for housing and land rights struggle by both the Government and the community.</p> <p>Researchers also explained that the purpose of this research is to find out and analyze the fulfillment of the right to decent housing was mainly associated with poverty eradication efforts in the major cities of appropriate samples research.</p> <p>The researchers explained that the provision of the home livable for the people of the poor is already regulated by Act No. 1 of 2011. But in fact, the Fulfillment for the rights of the poor in obtaining decent housing has not been consistent run in the city of Manado and Makassar. The orientation of housing development only on market orientation, where the right to live in housing those who have a strong buying power. The</p>

		<p>great obstacle to getting decent housing. His solid performances yet cause of Government indicators provide decent housing and free because land prices are expensive.</p>
2.	<p>Suradi (2012) "Social Rehabilitation of Housing for Poor Society in Banjarmasin".</p>	<p>The researcher explains this study aims to provide information on the implementation and impact of Social Rehabilitation of Housing in Banjarmasin for the poor society in Banjarmasin. The results of the discussion are expected to be a matter of social policy reform in developing appropriate house for the poor society.</p> <p>The researcher mentioned a statistic of Banjarmasin (2015) explained that the number of poor population in South Kalimantan, Banjarmasin town namely is 30.301 people or 4.80% percent of the total population of the city of Banjarmasin as many as 625,395 people. The figure of about 0.03 percent increase over the previous year, which amounted to 29506 inhabitants.</p> <p>Social Rehabilitation of Poor Housing is protection schemes that have yet to address the roots of poverty. The programs Social Rehabilitation of poor Housing, researcher that explained this program have responsibility between government and private sector.</p>
3.	<p>Siti Mubaroqah (2015) "The Implementation of Programs Constructions of Habitable House in North Sangatta of 2014".</p>	<p>In this research, the researcher focuses on the elements of implementation development programs the House Habitable in North Sangatta Village by 2014. The village is a Northern village of Sangatta which is in the scope of the East Kutai Regency.</p> <p>The researcher explained that program on habitable house can be implemented. There are factors to make this program can be implemented such as availability of budget from the government to implementation on program Habitable House in North Sangatta. The second factors are cooperation of society as a supporting this programs.</p> <p>The researcher the explained that there are obstacle to implementation of this</p>

		<p>program such as the existence of the rare wood , there are suppliers of illegal wood make difficult the supply of wood to the group housing. But, this program can be done though not accordance with the target dates.</p>
4.	<p>Darmawan Listya Cahya and Nana Juanda (2012) “The Setup Slums Area (Pulo Geulis) Babakan Besar Village, Bogor City”.</p>	<p>This research explained about set up in the urban areas in Bogor City. Researcher that explained this set up should be done because Pulo Geulis surrounded by the Ciliwung river the vulnerable affected by flooding.</p> <p>Pulo Geulis should be set up because unfit tom live for society that harms to health and easy to get disease, and then facilities to society inadequate.</p> <p>Researcher that explained Slums area happen because there are factors such as low economy of society make problem to improve the environment. But, there is no action or programs of government to set up slums area in Pulo Geulis.</p>
5.	<p>Etty Soesilowati (2007) “The Policy of Housing and Settlement for the Urban Society”.</p>	<p>This research explained about policy to slums area in Semarang City. There are several obstacles such as the difficulty to get data base about the population in Semarang City. The society that have high mobility, not registered as a resident of Semarang City.</p> <p>The limitations of techniques resources cause the data still managed conventionally and incoordination. Then, there is not support of government to make the policy for the slums area make this program not done properly.</p> <p>The government it’s important to make the policy. To make the policy should be cooperation between government and society to realization of the policy.</p>
6.	<p>Julia Fatmawati (2015) “The Policy of Implementation Rehabilitation Habitable</p>	<p>The problem of this research is the low number of house unworthy, which can be given assistance and standard operating procedures (SOP) that are not operated properly by beneficiaries and monitoring teams in carrying out home preparation.</p> <p>The results showed that the activity of</p>

	House in Bansir Laut, Southeast Pontianak”.	<p>organizing standard operating procedures does not run properly along with the financial resources are still lacking. The less of socialization provided by Department of Human Settlements and housing spatial caused the society does not get the purpose of rehabilitation policies.</p> <p>In the application activity, the distribution of funds by the policy implemented is good, but in the building house still have obstacle such as lacking of materials and the difficulty of beneficiaries working on house preparation.</p>
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Based on the literature review above, those researches are focused on the policy implementation about the rehabilitation of habitable housing, but this research have different point of view that distinguishes to analyze the government’s programs of habitable house provision in DKI Jakarta and discuss the problems that emerged in the process of implementation. Those previous research are explained about the cooperation between the government and private sector for rehabilitation of habitable housing, but this research focusing by the government effort to build the low cost rental apartment.

Meanwhile, the previous research are mainly focused on the social rehabilitation of poor housing, but in this research tries to explain about the relocation of poor communities that living in slums area move to the low cost rental apartment that provide by the government. The other differences are locations and time of the research.

F. THEORETICAL FRAMEWORK

In conducting a research, it requires theory as basis of the research before collecting data. To support this study, the researcher employed several theories that are related to the subject.

1. Implementation

Terminologically, according to Purwanto and Suliyastuti (2012) implementation is the activity to deliver policy output and is exercised by implementer to target group as efforts to manifest the purpose of the policy. The purpose of the policy is expected to generate policy output that acceptable and utilized by the target groups.

Another opinion Warwick (in Brynard, 2005) said, implementation means transaction, so to carry out a program, implementers must continually deal with tasks, environment, clients and each other.

On other opinion Meter and van Horn (in Nawawi 2009) states, the implementation of the policy process by individuals, officials, or government and private groups are directed to achieve the goals that is outlined in the policy decision. According to Hill and Hope (in Purwanto & Sulisyastuti, 2012), there are some study objects of the implementation. First, process or behavior of the implementer. Second, policy output. Third, the result of policy. The last is the relation of the result with the process of the implementation.

Warsito (2004) explained that there are some factors in implementation. Those are coordination, participation, communication, and organizations.

According to Marnuman & Setiawan (in Purwanto & Suliyastuti, 2012)

there are variables in the implementation process: 1) Policy outputs implementing agencies, 2) Compliance with policy outputs by target groups, 3) Perceived impact of policy outputs, 4) Major revision in statute.

The another statement of Ripley (in Purwanto & Suliyastuti, 2012) knowledge that there are indicators that used to assess the quality of the implementation:

a. Accessibility

This indicator is used to the programs or services that gives easy to ways to reach by the target groups. There are several indicators in measuring accessibility, how easy for those target groups to reach the management, how easy is the transaction to media through telephone, messenger, or email. The locations of the institution are clear and easy to reach, and the target group may have the same access or not.

b. Scope

Scope is used to assess how the targets groups have been reached. The procedures to measure who is being the target groups and created the proposition of target groups number which have services toward the total of the target groups.

c. Frequency

Frequency is an indicator to measure the target groups to get services by the policy or programs. Success depends on the frequency of the service provided by the implementer to the target

groups, the higher the frequency of the service it will be a better implementation of the policy.

d. Strayed

The service of the implementing agency was benefited the people who are not eligible to receive the assistance.

e. Service Delivery

Service delivery is used to assess the services provided by the programs or policy that done on time or not. This indicator is very important to assess the output of the programs that has sensitivity to time delays in the implementation of program will take implications of failure to achieve the objective of the programs.

f. Accountability

This indicator is used to assess the action which can be accounted or not.

g. Suitability of the programs and society needs

This indicator used the programs can be served by the target groups in accordance with the needs.

2. Housing Policy

In opinion of Hoek-Smit (2002), there are three parameters in the housing policy that needs to be framed in the national development strategies. First, vision and goals. Policy in housing sector encompasses land, services and infrastructures, finance, and the different production

agents in a decentralized environment, central government will define broad national housing goals. These goals will include housing delivery targets, houses or serviced land delivered with central and local government assistance and housing delivery by private sector actors as well as institutional development goals. However vision and goals are only as good as their implementation strategies. Second, housing policy has its fundamental principles which guide the current transformation in housing policy.

Hoek-Smit specifically mentioned six pivotal principles in housing policy formulating process: Partnership and Participation is the first principle needs to be held when government is going to formulate a policy about housing. A democratic participation is required both in formulating policy and delivering its program. Government's role is to provide financial resources and the necessary regulatory and support structures for the private and community sector. Secondly, fairness and equity, the housing policy must promote fairness and equity among all Indonesians.

Government programs will need to provide a wide range of support options and not discriminate in terms of location, income, gender, religion or creed. Thirdly, quality and affordability. Housing must be built to an acceptable quality and at prices people can afford. Forth, innovation. The housing policy should foster innovation, creativity, and diversity, particularly in terms of the products provide and the environments that are created. Fifth, Transparency and

Accountability. The housing policy should be implemented with transparency, both in financial and allocation procedures and particularly in terms of housing assistance programs and the related flow of funds. The sixth, Sustainability and Fiscal Affordability. The government has insufficient resources to meet the needs of all underserved households in Indonesia. Sustained and substantial investment in housing from the private and household is essential. Thus a central focus of the housing policy is to create a normalized market that will attract maximum private investment.

According to National Housing Policy (2013), these strategies serve the purpose of bringing together main policy activities in coherent framework for implantation:

1. Stabilizing the housing environment
2. Mobilizing housing credit
3. Facilitating speedy release and servicing of land
4. Providing subsidy assistance
5. Supporting participation processes
6. Rationalizing institutional capacity and housing investment
7. Coordinating government investment in development

Hays (1994) say that there are classifications to make housing policy. The first is the choice of a *target population*. While it is common to think of housing assistance as aimed primarily at the poor, the fact is fact the middle class and upper have been the beneficiaries of some of the most generous government assistance in many countries

The second is the *tenure* to be favored by government. While in some mixed economies rental housing is considered an acceptable tenure for all classes of people, the government to make the policy have to goal.

The third is the *made of production*. Programs may rely on new construction, on rehabilitation, on improved utilization of the existing standard housing stock, or on some mixture of these strategies.

Carl J. Friedrich express about the housing policy, policy is a concept of proposed action by people, groups, or governments in one particular environment to show the obstacles and opportunities towards the implementation of the proposal to achieve goal or targets (Abidin, 2004).

Carl J. Friedrich explained there are several steps in formulating a policy. First, the government has goal for the policy. Goal is crucial to make right decision for society. Second, in making housing policy, government has to set objectives or targets. Government's target in regulating housing policy is urban poor. Third is purpose. Government has to know that policy is created for the sake of people.

3. Urban Planning

Synder (in Weishaguna & Ernady, 2001) states, planning focused narrowly on the physical or spatial aspects of cities with little actual esthetics. Planning had little effect on the problems of cities, resulting in criticism of and challenges to the tenets of the profession. Since the formative years, planning has undergone what termed critical phases,

These phases have had major determining effects on the changing roles of urban planners and the context for planning society.

Other opinion according to Altshuler (1965) there are three aspects in urban planning such as:

a. Role of Planners

The urban planning phase requires planners to play the role of technicians. As technicians, planners develop trademark tools that helped them the physical shape. These tools are centered on the ability to lay out specific designs, relying on mapping and land use as the means by which they would address urban problems. The result is that planners were nonpolitical technocrats that could be used as a design tool themselves by the political interest who sorted out the costs and benefits of urban development.

b. Planning Policy Tools

Planning made a leap towards comprehensive planning, incorporating unprecedented uses of intergovernmental rules and regulations. The jurisdiction for land development decision from local agencies to country regional, state and national levels with requirements for citizen participants.

c. State Government

State government has responded to prepare comprehensive plans and growth management policies. These

regulations address a broad range of concerns but primarily emphasize physical aspects of development such as placement and provision of infrastructure, utility management, protection of natural resources, and availability of open space.

Nurmandi (2006) explained urban planning is a planning activity of particular environment, wider than land physical planning because that considered all physical, land used, economy, politics, administrative, and society affects the areas of the city.

On the other hand, Minnery (2006) in Nurmandi's book said that urban planning is an intervention in the working of the allocation process for resources (especially land and activities on the land) in the urban and regional activity system by legitimate public authority to achieve desired future ends, using means appropriate to those ends.

The intervention is done by government to allocate economic resources especially land, fairly to urban society to achieve the goal for justice, and welfare, with the tools or methods that suitable to achieve those goals. Urban planning is an activity that is done by government or public sector with the authority to make the plans using scientific methods, and with clear goals (Nurmandi, 2006).

Urban planning according to Roger Trancik explains in a settlement there are a *figure ground*, *linkage*, and *place*. *Figure ground* is emphasizing the existence of public or civic space open on the city as the figure. *Linkage* is as an adhesive between city planning and community. *The place* is the integration of the city not only lies in the physical

morphology but the morphology of the space with the community which is the main goal of this theory. The theory of Roger Trancik help authors to understand the concept of what a Government should do in the spatial planning of the city, and the most important part of this theory is that all urban planning should be linked to the welfare of society. Roger Trancik in theory also says that in urban planning, there should be no lost space. Lost space creating the social gap, grouping settlements into a bag or residential enclave, also deals with the problems of sprawl.

4. Slums Area

E.E. Bergel (1970) defines “slum areas are a settlement that has bad physical and social conditions”. Meanwhile, Raharjo (2005) “defines slum area as settlement of poor society that solid populated in the dirty roadside or hallways. Slum area is the place of society that has low income by establishing settlement in minimum condition”.

The United Nations Human Settlements Programs (2003) has indicated several characteristics of slums. The most important characteristic are;

a. Lack of Basic Service

In this context basic service stands for basic water facilities, access to sanitation facilities, and safe water resources. These are the most important services that human being should have access to electricity supply waste

collection, system and surfaced roads are sometimes added to this list.

b. Substandard Housing or Illegal and Inadequate Building Structures

Buildings are often built with non-permanent materials that are not suitable for housing construction. When constructing their homes, slum inhabitants are usually non-compliant with the building standards meant to ensure a minimum level of health and safety.

c. Overcrowding and High Density

In essence this meant that there is a small living space per person. Different families live in the same housing unit, many of these are one room units where families live, cook and sleep.

d. Unhealthy Living Conditions and Hazardous Locations

This is the result of the lack of basic services. There are no sewerage facilities for controlled waste dumping or clean water. In addition, some parts of slums are built in highly polluted and hazardous areas, for example next to toxic plants, on areas threatened by landslip or waste disposal areas.

e. Poverty and Social Exclusion

Slums are seen as physical and statutory manifestations that create barriers to human and social

development. In this way slum ensures that its inhabitants have very low income and are perceived as poor.

f. Unsecure Tenure

Secure tenure basically means that someone has the right to live on a certain patch of land without the fear of being evicted. Almost all slum dwellers lack these tenancy rights.

g. Minimum Settlement Size

There are several studies that indicate minimum settlement requirement before an area is defined as a slum. The most common is that at least 300 people or 60 households live in a settlement cluster.

Meanwhile, according to the Act of the Republic of Indonesia No. 1 of 2011, about Housing and Settlement area “slum is a housing in which it has decreased its function of the quality of shelter.” The characteristics of the slum areas are:

1. Dirty terrain, slovenly, healthy swordfish and irregular.
2. Society is poor, low income, mostly unemployed, and when working normally rude or odd jobs
3. Society is mostly urbanized or rural migrants to the city who do not have the skills.
4. The public facilities such as water supply, sewerage, waste disposal or environmental quality is poor and inadequate.

5. Buildings are occupied homes mostly semi-permanent huts and houses.
6. Located in high crime rate territory and its people are vulnerable to disease, and
7. The society have the emotional high level

G. CONCEPTUAL DEFINITION

Conceptual definition is the way to explain the limitations of the definition concept as used in this study. Conceptual definition defined the theory according to how the researcher understands and used the concept.

a. Implementation

Implementation is an activity or action to deliver policy output of government to society or target groups to achieve policy's target. Participation of society as target groups is significant part in the implementation process.

b. Housing Policy

Housing policy is a concept in which government is responsible to provide housing service for the poor society. There are several aspects to make housing policy for society. First, housing policy should have targets, goals, and purpose to arrange the programs. Housing policy is directed to create welfare for

c. Urban Planning

Urban planning is government's plan to utilize city's space such as for settlement of society. Government makes plan or program to design or construct buildings that have goal to set or build city's space for society. Urban planning is government's activity to design plans that have goals for society.

d. Slum area

Slum area is settlement unfit for human to stay or live. Slum area is the place that has many problems such as dirty, and difficult access to clean water, sanitation, the quality of the settlement is not secure, and not livable.

H. OPERATIONAL DEFINITION

Operational definitions are instructions on how to collect all the necessary data for ongoing research that tells how to measure variables. Operational definition is used in order to know which indicators are the basic of measuring research variables. Variables that used in this research are those parts of implementation. The content of this operational definition is some variables that going to be investigated:

1. Accessibility
2. Coverage
3. Frequency
4. Strayed
5. Service delivery

6. Accountability
7. Suitability of the program and society needs

I. RESEARCH METHOD

1. Research Type

This research employs qualitative methodology. Qualitative research is a holistic approach that involves discovery. According to Creswell (2004) “Qualitative research is also described as an unfolding model that occurs in a natural setting that enables the researcher to develop a level of detail from high involvement in the actual experiences and one identifier of a qualitative research is the social phenomenon being investigated from the participant’s viewpoint.

There are different types of research design that use qualitative research techniques to frame the research approach. As a result, the different techniques have a dramatic effect on the research strategies explored, what constitutes qualitative research involves purposeful use for describing, explaining, and interpreting collected data (Williams, 2007).

This research collects data with a variety of sources such as journals, books, website and interview to describe the regulation or policy of Housing Service program for poor society in DKI Jakarta. Researcher also explains about the obstacles or challenge in the implementation for programs for poor society.

2. Research Location

The location of this research is in DKI Jakarta. This location is chosen because DKI Jakarta as metropolitan city that has many problems, and many neighborhoods, that is unlivable such as on riverbank and under the bridge. This research will be conducted for one month.

3. Research Object

There are many actors involved in this research. The first object is poor society that have unlivable home or living in the slum. The second object in this research is the government. The government that makes programs and has to responsible to provide housing service for urban poor. The Government in this research is the Ministry of Public Works and Housing because the regulation or program housing services are made by the office. The researcher explains there are two actors to investigate in this research are Government and Poor Society.

J. Data Resources

Data are collected from various sources which answers the research questions. The kinds of data used in this research are as follows:

a. Primary Data

In collecting data in empirical research, the primary data used by researcher is observation and interview. Observation is an activity

to take the symptoms of the object to be observed and interview conducted with direct conversation with targeted group/subjects (Mamuji, 2005). The primary sources in this research are three informants:

1. The Head of Low Cost Rental Apartment and 2 occupants who named is Intan and Syam that lived in Jatinegara Barat,
2. Kriss as The Secretary of Low Cost Rental Apartment and Novi, Anna and others occupants that lived in in Rawa Bebek,
3. Khairudin and Tosim as the occupants that lived in Marunda.

b. Secondary Data

Secondary data is data that is retrieved from the library. The study of documents or libraries is the most important thing to do to formulate the framework of theories and concepts. At this stage of the analysis and preparation of research reports, a researcher should also conduct a study of the documents. Secondary data that used in this research are books, journal, websites and Department Housing and Government Building DKI Jakarta field Reports (Mamuji, 2005).

K. Data Collection Technique

Data collection technique is researcher's methods in collecting necessary data to answer research question

a. In- depth Interview

The data is collected with in-depth interview. In-depth interview enables researcher to have a bigger picture about problems and obstacles in housing service for poor society in DKI Jakarta. This interview is done by the supporting object, staffs of Department Housing and Government Building and dwellers in slums area. The interview with government agency is important to gain data about the programs of DKI Jakarta administrations in providing housing for urban poor.

b. Documentation

Documentation is a technique of collecting data to supporting this research. Documentation of this research from documents, books, scientific journals, article, newspaper, and the Ministry of Public Works and Housing field reports. Documentation enables the researcher to know more detail about the regulation of Government in DKI Jakarta.

L. Technique of Data Analysis

This research uses qualitative analysis to describe housing service problems in DKI Jakarta. According to Miles and Huberman (1984) the following procedure to analyze Qualitative Research

a. Data Reductions

Data reduction means summarize, with sorting principal things, focuses on important things, and then find the theme and pattern. Therefore, data that has been reduced will give clearer view and ease the researcher to do a next data collection.

b. Data Display

After data has been reduced, so the next step is displaying the data. In qualitative research, data display can be done on brief argumentation, chart, relation between category, flowchart and others with using narrative text.

c. Conclusion or Verification

The third step of qualitative data analysis is drawing a conclusion and verification. Preliminary conclusion that being presented is still temporary.