

Providing Legal AID to Underprivileged Communities as Public Policy in Malang City

Ananda Helena Nurul Izzah

Universitas Airlangga, Indonesia

ananda.helena.nurul-2022@fisip.unair.ac.id



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Abstract

Purpose: This study examines the implementation of legal aid as public policy for underprivileged communities in Malang City, emphasizing its alignment with Law No. 16 of 2011. The research aims to analyze the policy's effectiveness, its benefits to society, and the challenges faced during its implementation.

Methodology: This study employs a qualitative approach with a normative research method, also known as a literature study. The research focuses on analyzing academic literature in the fields of public policy and legal aid. Data collection utilizes secondary sources such as government documents and media reports, both printed and electronic. The data is processed into narratives based on theories and concepts of public policy and then interpreted to provide comprehensive insights. No specific tools, brands, or software are mentioned in the document.

Results: The study finds that Law No. 16 of 2011 effectively functions as public policy aimed at improving community welfare and ensuring legal equality. However, its implementation faces challenges, including difficulties in obtaining a Certificate of Inability (SKTM) and limited public awareness of legal rights, which hinder equitable access to legal aid.

Contribution: This research contributes to the field of public policy and legal studies by providing insights into the intersection of legal frameworks and social equity. It informs policymakers, legal practitioners, and academics about the barriers and potential improvements in delivering legal aid to marginalized groups.

Keywords: Public Policy, Legal Aid, Poor society.

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1. Introduction

Public policy is a strategic action taken by governments or public institutions to address societal problems and achieve specific objectives. The formulation and implementation of public policy involve multiple stages, including identifying societal needs, analyzing policy options, developing and selecting the most appropriate solutions, and executing and evaluating their effectiveness. These processes occur within dynamic environments influenced by political interests, societal demands, economic conditions, and global developments, ensuring that policies align with the needs and aspirations of the community. The digitalization era has brought significant changes in the way people access information, and district governments need to utilize technology to strengthen relationships with the public and maintain transparency in providing relevant and accurate information. The public, as well as maintaining transparency in providing relevant and accurate information. The era of digitalization brings many conveniences in carrying out various life activities (Angraini & Maulida, 2023),

The success of public policy is not solely dependent on well-crafted regulations or guidelines. It requires effective implementation through collaboration among stakeholders, including government institutions, civil society, and the public. Community participation plays a critical role in ensuring policies are

implemented efficiently, equitably, and with tangible outcomes that address the challenges faced by society. The more complex the issues, the greater the need for a robust analysis and framework to guide policy decisions and their practical application.

One critical area of public policy is ensuring access to justice for all citizens, particularly for underprivileged groups who face economic and social barriers. According to BPS, the poverty rate in Indonesia is still very high despite economic growth economic growth has increased. The largest number of poor people occurred in 2006 at 39.30 million. people become poor because they cannot do something, not because they do not have something because they do not have something (Hardana, 2023). Social inequality is a major challenge in Indonesia, especially in the context of resource distribution and access to basic services. resources and access to basic services. In addition, development policies centered on Java and big cities exacerbate inequality outside Java. Regional inequality also affects poverty rates. A study by Yusuf and Sumner (2015) found that rural areas tend to experience higher poverty rates due to limited access to infrastructure and basic services. This inequality creates a cycle that is cycle, where poverty and lack of infrastructure exacerbate each other. By Therefore, it is important to evaluate the government's policies in addressing inequality between regions inequality by taking into account the specific needs of communities in remote areas (Harahap & Kholil, 2024).

The Indonesian government addressed this issue through the enactment of Law Number 16 of 2011 on Legal Aid. This law reflects the constitutional mandate under Article 27, paragraph (1) of the 1945 Constitution, which asserts equality before the law for all citizens. Furthermore, Article 34, paragraph (1) emphasizes the state's obligation to care for the poor and marginalized, extending beyond basic necessities to include access to justice and legal protection.

Legal aid is an essential public service aimed at reducing inequality and empowering vulnerable populations to assert their legal rights. Based on Article 2 of the Civil Code in conjunction with Article 1330 of the Civil Code, the subject of law is the holder of rights and obligations that have capacity. and obligations that have capacity. Where the article is a person as a legal subject born alive until he dies. Thus, there are certain groups that are considered incapable by law to perform legal acts. capable by law to perform legal acts, namely people who are underage or immature and people who are under the age of 18. immature and persons under guardianship (curatele), who must always be represented by their parents, guardians, or curators. parents, guardians, or curators(Kesuma, 2023). Despite its significance, the implementation of legal aid policies in Indonesia, particularly in Malang City, faces numerous challenges. These include bureaucratic complexities, such as obtaining a Certificate of Inability (SKTM), limited public awareness of legal rights, and inadequate resources, both financial and human. Such obstacles hinder the effective delivery of legal aid, reducing its impact and limiting its reach to those most in need.

This study examines the implementation of legal aid policies as a public policy in Malang City. It focuses on analyzing the effectiveness of the policy, its benefits to society, and the challenges faced during its application. By understanding these dynamics, the research aims to provide insights that can inform improvements in policy implementation and contribute to broader discussions on enhancing access to justice as a fundamental component of social equity.

2. Literature review

This research aims to analyze the implementation of the policy of providing legal aid to the underprivileged in Malang City with a focus on the dynamics of collaboration between stakeholders. Public policies, including the provision of legal aid, are government efforts to improve social justice and community welfare (Winarno, 2016). However, barriers to implementation, such as complex bureaucracy and lack of public awareness, are challenges that need to be researched further.

2.1 Definition of Public Policy

Public policy is essentially a form of activity or activity carried out by the government (in this context, government actions not to respond to existing problems are also included in the form of public policy) with the aim of regulating people's lives so that they can be in accordance with what is aspired to. Public policies are decisions established by public authorities that hold binding power over a large portion of the population at a strategic or general level. These policies must be formulated by political leaders who receive a mandate from the public, typically through electoral processes, to act on behalf of the people. The implementation of public policy is carried out by state administrative systems managed through government bureaucracy. In a modern state, the primary focus of public policy is on delivering public services, which encompass all measures taken by the government to sustain or enhance the quality of life for the majority of citizens. This involves balancing the state's responsibility to provide public services with its authority to impose taxes and fees. Simultaneously, public policy aims to mediate the diverse interests of various societal groups and uphold the principles outlined in the constitution.

2.2 Forms of Public Policy

a) Formal Policy

Formal policies are decisions that are codified or compiled in writing and legalized or formalized in order to take effect. As previously explained, not all formalized public policies are identical to law, although a policy is still hierarchical. Formal policies such as the picture above are grouped into three parts, namely legislation, law, and regulation.

b) Common habits of public institutions that have been accepted together (conventions)

This policy is usually grown from the management process of public organizations, namely routine ceremonies, unwritten SOPs, or written but not formalized. There are some conventions that are grown from public organization actors, for example the president's speech on August 16, besides that there are conventions that are grown from the public itself, namely celebrations on August 17, celebrations for events related to public institutions.

c) Statements by public officials in public forums

The third form is statements by public officials in public forums. The statements of public officials must and always represent the public institutions they represent or lead, so in this case, public officials are required to be wise in expressing their statements.

d) Behavior of public officials

The last form is the behavior of public officials and is the least frequently raised as a public policy issue, but it should be noted that in practice every behavior of public officials will be imitated by the people. For example, corrupt behavior by regional heads will develop corrupt behavior in their regions because corruption is considered a public policy by convention.

2.3 Public Policy Analysis

In policy making, it should be based on good policy analysis, so that it can produce good policies as well. According to Winarno, there are three main things that need to be considered in policy analysis, namely:

a) The main focus is on policy explanation, not on appropriate policy recommendations.

b) The causes and consequences of public policies are investigated carefully and using scientific methodology.

c) Analysis is carried out in order to develop reliable general theories about public policies and their shapers. So that it can be applied to different institutions and policy areas. Thus, policy analysis can be scientific and relevant to political and social problems.

2.4 Theory of Public Policy Implementation

The implementation of public policy is a structured process of administrative actions taken after a policy has been established and approved. This stage bridges the gap between policy formulation and its subsequent evaluation. At its core, policy implementation generally follows a top-down approach, where broad or abstract alternatives at the macro level are translated into specific, actionable measures at the micro level. The primary goal of policy implementation is to establish a framework that ensures the objectives and goals outlined in the policy are effectively realized as tangible outcomes. This process involves coordination among various stakeholders, resource allocation, and adherence to regulatory

frameworks to turn the policy's intent into real-world impact. Furthermore, successful implementation requires continuous monitoring and adaptation to address challenges, optimize efficiency, and achieve the intended societal benefits.

According to George C. Edwards III, the effectiveness of public policy implementation depends on four critical factors: communication, resources, disposition, and bureaucratic structure. Communication ensures that the policy's objectives and procedures are clearly conveyed to all stakeholders, minimizing misunderstandings. Resources refer to the financial, human, and technological capacities required to support the implementation process. Disposition highlights the attitudes, commitment, and motivation of the individuals responsible for executing the policy. Lastly, the bureaucratic structure encompasses the organizational framework and processes that facilitate or hinder implementation efficiency. Additionally, the theory proposed by Van Meter and Van Horn emphasizes that public policy implementation involves a series of actions derived from previously established decisions. These actions are shaped by the policy's goals, the operational environment, and the relationships among stakeholders. For successful implementation, these actions must align with the original policy design while adapting to any contextual changes or unforeseen challenges.

Generally, policy implementation can follow two approaches: direct implementation through specific programs or through the creation of derivative policies. Public policies established in the form of laws or regional regulations often require further clarification through derivative public policies, commonly referred to as implementing regulations. Meanwhile, directly operational policies can take the form of Presidential Decrees, Presidential Instructions, Ministerial Decrees, or Regional Head Decisions. Public policy, fundamentally, is seen as a deliberate decision made by the government to address societal issues or fulfill public needs effectively.

A comparison of legal aid policies in Malang and Surabaya highlights significant differences in terms of approach, resources, and accessibility of services. In Malang, legal aid policies tend to be more reactive and are focused on specific issues such as land disputes and women's rights. Legal aid is generally provided in response to public requests or high-profile cases, with limited funding and resources. As a result, the reach of legal aid services is constrained, and it mainly serves specific groups of society.

In contrast, Surabaya has a more comprehensive and proactive legal aid policy. The Surabaya city government allocates a larger budget for legal aid programs, covering a broader range of issues, including human rights, child protection, and women's empowerment. Furthermore, Surabaya has embraced technology by offering online legal consultation services, enabling the public to access legal advice at any time. This proactive approach, along with the use of digital tools, makes Surabaya's legal aid services more inclusive and efficient, reaching a larger and more diverse population.

From this comparison, it is evident that Malang and Surabaya have distinct approaches to legal aid. Surabaya's legal aid program is more inclusive and effective, supported by a larger budget and technological tools, while Malang's program remains more limited in scope and primarily reactive. This comparison underscores the importance of adequate resource allocation and the use of technology to enhance the reach and impact of local legal aid policies.

There are four main factors that influence policy implementation according to George C. Edwards III (1980) according to documents related to the provision of legal aid to underprivileged people as a public policy in Malang City:

1) Communication:

Effective communication is crucial in ensuring that all parties involved in the implementation of a policy are on the same page, allowing the process to run smoothly and meet the intended goals. In the context of legal aid in Malang City, one of the primary challenges is the lack of clear communication between the government, legal aid providers, and the community. Miscommunication often arises regarding administrative requirements, such as obtaining a Certificate of Incapacity (SKTM), a key document required for accessing legal aid services. The

poor, who are the primary beneficiaries of legal aid, often struggle to understand the procedures involved due to the lack of clear guidance or outreach. This lack of communication reduces their access to the legal assistance they need, limiting the effectiveness of the legal aid policy.

2) Resources:

Policy implementation requires sufficient resources, in terms of human, financial and material resources. In Malang's legal aid policy, limited resources are often an obstacle. The lack of an operational budget to support the provision of free legal services and the lack of competent legal personnel hamper the effectiveness of this policy. As a result, many cases cannot be handled optimally.

3) Disposition (Attitude and Commitment):

The attitude of policy implementers towards the policy greatly affects its success. The commitment and support of the implementers determine the extent to which the policy can be implemented properly. In Malang City, the negative attitude or indifference of some implementers towards the importance of legal aid for the poor can reduce the effectiveness of the policy. For example, some implementers may feel that administrative procedures are too complicated or that legal aid recipients do not fully understand their rights.

4) Bureaucratic Structure:

The organizational structure that implements the policy should be efficient and effective. However, overly complex and poorly coordinated bureaucracies are often an obstacle. In Malang, convoluted administrative processes, such as SKTM processing, slowed down the poor's access to legal aid services. In addition, the lack of coordination between government agencies and legal aid organizations often leads to duplication of tasks or delays in case handling.

These factors highlight that the success of policy implementation relies not solely on well-crafted policy formulation but also on the presence of several critical supporting elements. Effective communication, sufficient allocation of resources, strong commitment from the implementers, and a streamlined and efficient bureaucratic structure are essential components. To address these challenges comprehensively and enhance access to legal justice for marginalized communities, a holistic and integrative approach is required. Such an approach should encompass coordinated efforts across stakeholders, the adoption of innovative strategies, and a continuous evaluation process to ensure sustainable improvements.

2.5 Definition of Law

The definition of law is multifaceted and varies across different perspectives. Generally, law is understood as a set of rules that regulate the behavior of individuals within a society. Some interpretations frame law as the orders or directives issued by authorities, while others view it as a regulation established by the state. However, a broader perspective suggests that law is not limited to official rules or norms; it also encompasses habits and actual patterns of behavior that emerge within a community.

Mochtar Kusumaatmaja offers a more comprehensive understanding of law, viewing it not just as a set of rules or norms, but as a system that includes structures, institutions, and processes. This perspective allows for a more holistic interpretation of law, especially in the context of public policy. Understanding law in this way is essential for interpreting its role and function in shaping public policy decisions and their implementation.

Laws are typically coercive in nature, meaning they are enforced by authorized bodies with the power to impose penalties for violations. The violation of these rules often results in legal consequences, which may include fines, imprisonment, or other sanctions. This coercive element distinguishes law from other forms of norms or rules that do not carry the same enforcement mechanism.

The traditional view of law holds that it is a set of rules or principles that govern human behavior in society. The **rule of law** refers to a standard of behavior that carries legal consequences for those who violate it, ensuring that all individuals are subject to the law in an equal and consistent manner. Based on judicial review to the judicial power is simply a consequence of the position of the judicial power as part of the The judicial power is part of the power of the state government, which because it is part of

the power of the state government, its main task or function is to protect the judicial power. Because it is part of the power of the state government, its main duty or function is to serve the interests of the revolution in accordance with the law that is guided by is to serve the interests of the revolution in accordance with the law that is guided and guided law as well (Prastopo et al., 2024). Legal principles, on the other hand, are the foundational ideas or thoughts that underpin the creation and application of legal rules.

2.6 Law and Public Policy

The relationship between the two is in the basic concept of law related to two contexts, namely:

1. Justice Dimension: Relates to the community's desire for fairness in addressing various social dynamics and conflicts that arise within society.
2. Legality Aspect: Pertains to the legal framework and the notion that a rule is established by legitimate authority and can be enforced under the jurisdiction of the law.

There are similarities between law and public policy, particularly when examining the process of lawmaking and the formalization of public policy. Both originate from the realities present in society and aim to provide solutions to these realities. Legal products, such as laws, offer strength and stability in their content. Meanwhile, public policy is fundamentally oriented toward serving the public interest.

From the explanation above, it can be concluded that law and public policy are interrelated. The relationship between law and public policy can be seen from the common goal of public welfare. Both complement each other in making a policy. From the problems and needs of the community, a public policy is created, then the policy is realized and given legality through law so that it can provide a problem solving for the problems and needs of the community.

3. Research Methodology

This study employs a qualitative research method, which emphasizes observing phenomena and exploring their underlying meanings. This approach focuses on human elements, objects, institutions, and the interactions and relationships between these elements. The primary aim of qualitative research is to gain a deep understanding of a phenomenon through detailed narrative and descriptive analysis. This qualitative method is carried out through an academic literature survey in the fields of public policy and legal aid, as well as the analysis of official documents to obtain relevant concepts related to the provision of legal aid to the underprivileged. The sources of literature include books, journals, and articles discussing public policy, legal systems, and legal aid. Official documents used include Law No. 16 of 2011 on Legal Aid, annual reports from the Ministry of Law and Human Rights, and other relevant government policies.

Data collection involves using secondary sources, which are processed, organized, and presented in narrative form according to the research objectives. The data obtained from official documents and academic literature are analyzed using *content analysis* to identify key themes, patterns, and relationships within legal aid policies. This analysis aims to provide a deeper understanding of policy implementation and its impact on the underprivileged. A normative approach is chosen because it allows for assessing the existing legal aid policies in light of applicable legal norms. This approach facilitates the evaluation of the policies' alignment with human rights principles and social justice, which should be guaranteed by law. The normative approach is preferred over others as it provides a clear understanding of how well the policies align with established legal standards.

4. Results and Discussion

According to C.A.J. Crul, legal aid refers to the assistance provided by legal experts to individuals in need of realizing or securing their rights and obtaining legal protection. Similarly, Adnan Buyung Nasution defines legal aid as the provision of legal services to individuals involved in legal cases, emphasizing three key points: (i) legal aid services are offered free of charge, (ii) these services are primarily aimed at helping underprivileged individuals, and (iii) the core motivation behind the concept

of legal aid is to uphold justice by protecting the human rights of marginalized and disadvantaged groups who lack resources and legal knowledge.

Based on Law Number 16 of 2011 on Legal Aid, often referred to as the Legal Aid Law, legal aid is defined as the provision of free legal services to eligible recipients by authorized legal aid providers. This effort aims to uphold constitutional rights while reinforcing the principles of a legal state that recognizes, protects, and guarantees every citizen's right to access justice and equality before the law. Through the Ministry of Law and Human Rights, the provision of legal aid ensures that individuals from all socio-economic backgrounds, particularly those who are underprivileged, can fulfill their rights to justice and equal treatment under the law, as mandated by the Indonesian Constitution. This initiative reflects the government's commitment to fostering inclusivity and fairness in the legal system, bridging the gap between law and society's most vulnerable members.

The success of a public policy can be seen from the impact it has. If the impact provided can prosper the community and provide solutions to community problems, it is said to be successful. In line with the principles of law and justice, the Indonesian Government introduced Law No. 16 of 2011 concerning Legal Aid, which outlines that legal aid is a service provided by Legal Aid Providers at no cost to individuals in need. This law ensures that those who cannot afford legal assistance are still able to access essential legal services. Additionally, Law No. 18 of 2003 concerning Advocates further emphasizes that legal aid refers to services provided by advocates free of charge to clients who are financially incapable of paying for legal representation. This system is designed to ensure that justice is accessible to all, regardless of economic status, reinforcing the commitment to equality before the law and protecting the rights of vulnerable populations.

The provision of legal aid to economically disadvantaged individuals or groups facing legal issues is carried out by institutions that have been officially accredited by the Ministry of Law and Human Rights. According to Article 4, paragraph (2) of Law Number 16 of 2011 concerning Legal Aid, the types of legal issues eligible for assistance encompass civil, criminal, and state administrative law matters. These issues include both litigation and non-litigation cases, ensuring that a wide range of legal challenges, whether involving court proceedings or alternative legal processes, are addressed. This system aims to provide comprehensive support to those who are most vulnerable, ensuring that they can access the legal protection and justice they deserve.

According to national data from the National Legal Development Agency, the number of legal aid requests received in 2016 was 5,592 cases for litigation and 1,103 for non-litigation, resulting in a total of 6,695 unprocessed cases. Out of these, 3,335 cases were accepted, and 797 were rejected, meaning that a total of 4,132 cases were addressed. Based on these figures, approximately 2,563 cases were left unprocessed or neglected. This highlights a gap in the legal aid system, as some cases may not have been recorded or, more concerning, individuals from disadvantaged backgrounds may lack the awareness or resources to seek legal assistance, even when they are facing legal challenges. This situation suggests that there are still significant barriers preventing the poor from accessing the legal support they need, and further efforts are required to ensure that no one is left behind in the pursuit of justice.

Legal aid is a public policy that is necessary to neutralize inequality. That is why social development has always been a component of the provision of legal aid. Achieving this requires a focused role for the state, as it is obliged to "fulfill the basic needs of its citizens to mitigate the rights they can claim". The state has the responsibility to uphold these rights by providing legal aid to its citizens. The constitutional foundation for this is grounded in the "orientation aimed at establishing a state governed by law, based on the principles of democracy and human rights." Legal aid for the economically disadvantaged is viewed as an obligation to raise their awareness, recognizing them—and legal entities—as legal subjects who possess the same rights as other segments of society. This ensures that they are not excluded from accessing justice and legal protection.

4.1 Public Policy in the Provision of Legal Aid

Public policy is a strategic decision made by political authorities to solve society's problems. In the context of legal aid, this policy aims to ensure equal access to justice. According to the theory proposed by Van Meter and Van Horn, the successful implementation of policy is shaped by factors such as effective communication, sufficient resources, the disposition of those responsible for execution, and the bureaucratic structure. In the context of legal aid policy implementation in Indonesia, these four elements encounter considerable challenges that hinder their effectiveness.

- 1) Communication: Many underprivileged communities are unaware of the existence of free legal aid services. This indicates a lack of communication between policymakers and beneficiaries.
- 2) Resources: Limited budgets and legal experts often hamper the ability of legal aid organizations to handle large numbers of cases.
- 3) Implementer Disposition: The commitment of policy implementers at the local level is often influenced by political interests or a lack of understanding of the importance of legal aid.
- 4) Bureaucratic Structure: Complicated procedures, such as convoluted administrative requirements, are a major barrier to legal aid for the poor.

4.2 The role of Legal Aid Institutions (LBH)

Legal Aid Institutions play an important role in ensuring that the underprivileged can access justice. However, national data from the National Legal Development Agency (BPHN) shows that the number of legal aid cases that can be handled is far from adequate. In 2016, out of 6,695 legal aid requests, only 4,132 cases were handled. This shows the urgent need to increase the capacity of LBH, both in terms of the number of experts and budget allocations.

In the context of Malang City, LBH can expand their service reach by opening legal service posts in strategic locations, such as sub-district offices or traditional markets. In addition, involving law students from local universities in internship programs could help address the shortage of experts while providing practical experience to the students.

4.3 Public Policy as an Instrument of Social Justice

Legal aid policy is not only about providing legal protection to the poor, but also as a tool to reduce social inequality. By providing equal access to legal services, the underprivileged can fight for their rights without fear of high costs or discrimination.

For example, in cases of land disputes that often occur in the Malang area, the poor often lose because they do not have adequate legal knowledge or support from legal counsel. With legal aid, they can understand their rights and get assistance in the legal process, so that the results are more fair and equitable.

The public policy of providing legal aid to underprivileged communities in Malang City can be said to be successful. Because it can be seen from the impact received by underprivileged people who can get the same rights as Indonesian citizens, namely the right to justice. This aligns with the goals of public policy, which aim to enhance public services—actions taken by the state to maintain or improve the quality of life for its citizens. Moreover, the right to legal aid is one of the most fundamental rights for every individual. In any legal process, particularly in criminal law, it is unlikely that an accused person can effectively defend themselves without assistance. In criminal cases, a suspect cannot be expected to navigate the legal process or defend themselves during legal proceedings while being accused of a crime. Therefore, it is essential that the accused is entitled to legal representation to ensure a fair trial and adequate defense.

However, in its application, there are several problems faced by agencies and institutions related to the provision of assistance for the poor in Malang City, including the difficulty of obtaining a Certificate of Incapacity (SKTM). due to lack of knowledge, some people choose not to be accompanied by Legal Counsel because they have a fear of punishment which is even more severe when accompanied, especially for criminal cases. In fact, the provision of legal aid is very helpful in the trial process, with a lot of legal aid the defendant can get his rights. The lack of awareness of the poor of their legal rights

and obligations in community life. Another inhibiting factor is that the regulation of poor criteria has not been detailed, resulting in confusion in the community, therefore a clearer and more detailed regulation of the criteria for poor status is needed. With clearer and more detailed regulations, it will facilitate implementers in the field and the community and agencies have strict guidelines in determining the recipients of legal aid to be handled.

5. Conclusion

Public policy is a policy that comes from the needs and problems of society which aims to provide benefits and welfare for the community. Basically, all public policies have the same goal of providing welfare to the community, but this goal does not always happen. The success of a public policy can be seen from the impact it has.

Providing legal aid to the underprivileged is a key component of public policy. The aim of this policy is to ensure that all individuals receive equal treatment under the law. In practice, legal aid has been made available to communities, particularly those in need, such as the underprivileged in Malang City. However, the implementation of this aid is not always straightforward. Several challenges hinder its effective delivery, including the difficulty in obtaining a Certificate of Incapacity (SKTM) and the reluctance of some individuals to seek legal representation due to fears of harsher punishment if they are accompanied by legal counsel. In addition, there is also a lack of detail in the regulation of the criteria for being poor, which has led to various interpretations, for this reason the regulation related to the status of being poor should be clarified.

Suggestion

Some recommendations that can be given are as follows:

- 1) More Intensive Socialization: The government should increase public awareness of their legal rights through public campaigns involving mass media and social media.
- 2) LBH Capacity Building: Greater budget allocation and training for experts at LBH is needed to effectively handle more cases.
- 3) Digitization of Administrative Processes: The use of information technology to simplify administrative processes, such as online issuance of SKTM, can accelerate people's access to legal aid.
- 4) Collaboration Between Stakeholders: Collaboration between the government, legal institutions, civil society organizations, and universities can strengthen the implementation of this policy.

With these steps, it is hoped that the legal aid policy can run more effectively and have a real impact on people in need. This policy is not just about complying with the law, but also about realizing social justice as the foundation of a democratic rule of law.

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