

RINGKASAN

Desi Dwi Andriyani, 2022, **Survei Kepuasan Masyarakat Atas Pelaksanaan Bantuan Sosial Berupa Sembilan Bahan Pokok dalam Rangka Penanganan Dampak *Corona Virus Disease 2019 (Covid-19)* (Studi Pendistribusian Bantuan Sosial di Kelurahan Mangunharjo)**, Imam Sucahyo, S.IP., M.AP., Veronica Sri AstutiN., SE., M.Si.

Corona Virus Disease 2019 (Covid-19) mengakibatkan gangguan pernafasan pada manusia. Semua lapisan masyarakat merasakan dampak dari Covid-19 ini, seperti pengusaha, pegawai, pekerja pabrik, sopir taksi, sopir bus, sopir truk, kernet, pengemudi ojek, petugas parkir, para pengrajin, pedagang kecil, pelaku usaha mikro, dan masih banyak lagi. Dengan banyaknya lapisan masyarakat yang terdampak pandemi ini maka pemerintah membuat beberapa kebijakan: yang pertama, kebijakan mengenai penerima manfaat dari Program Keluarga Harapan. Kedua, bantuan sosial berupa sembako, bantuan khusus bahan pokok sembako dari pemerintah pusat ini untuk masyarakat. Ketiga, kartu prakerja, Keempat, pembebasan tarif listrik 450 VA dan diskon tarif listrik untuk 900 VA untuk pengguna subsidi.

Tujuan dari penelitian ini adalah untuk mengetahui dan menganalisis kepuasan masyarakat atas pelaksanaan bantuan sosial berupa sembilan bahan pokok dalam rangka penanganan dampak *Corona Virus Disease 2019 (Covid-19)* di Kelurahan Mangunharjo Kota Probolinggo.

Penelitian ini menggunakan analisis data kuantitatif dengan pendekatan deskriptif. Analisis kuantitatif berfokus pada analisis data statistik (nilai numerik), yang diolah dengan metode statistik. Lokasi ini dipilih karena Kelurahan Mangunharjo memiliki jumlah penduduk terbanyak di Kota Probolinggo, sehingga memudahkan peneliti untuk menyebar kuesioner. Kelurahan Mangunharjo beralamat di Jl. WR. Supratman 129, Kota Probolinggo. Sampel pada penelitian ditargetkan berjumlah 100 responden yang telah menggunakan pelayanan pendistribusian bantuan sosial di Kelurahan Mangunharjo Kota Probolinggo.

Hasil Penelitian ini yaitu Masyarakat Kelurahan Mangunharjo Kota Probolinggo puas atas pelaksanaan bantuan sosial berupa sembilan bahan pokok dalam rangka penanganan dampak *Corona Virus Disease 2019 (Covid-19)* dengan nilai SKM 3,15129 dan nilai konversi 78,78225 dengan demikian mutu pelayannya “B” dengan kategori “Puas”

Kata Kunci: Bantuan Sosial, Covid-19 dan Kepuasan Masyarakat.

SUMMARY

Desi Dwi Andriyani, 2022, **Community Satisfaction Survey on the Implementation of Social Assistance in the Form of Nine Basic Materials in the Context of Handling the Impact of Corona Virus Disease 2019 (Covid-19) (Study on the Distribution of Social Aid in Mangunharjo Village)**, Imam Sucahyo, S.IP., M.AP., Veronica Sri AstutiN., SE., M.Si.

Corona Virus Disease 2019 (Covid-19) causes respiratory problems in humans. All levels of society feel the impact of Covid-19, such as entrepreneurs, employees, factory workers, taxi drivers, bus drivers, truck drivers, assistants, motorcycle taxi drivers, parking attendants, craftsmen, small traders, micro-enterprises, and many more. . With so many layers of society affected by this pandemic, the government has made several policies: first, a policy regarding the beneficiaries of the Family Hope Program. Second, social assistance in the form of basic necessities, special assistance for basic food items from the central government for the community. Third, pre-employment card, Fourth, exemption from 450 VA electricity tariffs and discounted electricity rates for 900 VA for subsidized users.

The purpose of this study was to determine and analyze community satisfaction with the implementation of social assistance in the form of nine main materials in the context of handling the impact of Corona Virus Disease 2019 (Covid-19) in Mangunharjo Village, Probolinggo City.

This study uses quantitative data analysis with a descriptive approach. Quantitative analysis focuses on the analysis of statistical data (numeric values), which are processed by statistical methods. This location was chosen because Mangunharjo Village has the largest population in Probolinggo City, making it easier for researchers to distribute questionnaires. Mangunharjo Village is located at Jl. WR. Supratman 129, Probolinggo City. The sample in this research is targeted at 100 respondents who have used social assistance distribution services in Mangunharjo Village, Probolinggo City.

The results of this study are that the people of Mangunharjo Village, Probolinggo City are satisfied with the implementation of social assistance in the form of nine basic ingredients in the context of handling the impact of Corona Virus Disease 2019 (Covid-19) with an SKM value of 3.15129 and a conversion value of 78.78225, thus the quality of service is "B" with the category "Satisfied"

Keywords: Social Assistance, Covid-19 and Community Satisfaction.