DEVELOPING SOCIAL CAPITAL OF THE KADER SURABAYA HEBAT TO ALLEVIATE JUVENILE DELINQUENCY

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Abstrak

Kenakalan remaja masih menjadi persoalan yang persisten di kota-kota besar, termasuk Surabaya. Sebagai respons, Pemerintah Kota Surabaya membentuk organisasi akar rumput Kader Surabaya Hebat (KSH) untuk mendukung pemantauan dan pemecahan masalah di tingkat komunitas, khususnya di tingkat kelurahan. Penelitian ini menggunakan pendekatan mixed-methods dengan melibatkan 50 kader KSH di Kelurahan Pradah Kalikendal. Pengumpulan data dilakukan melalui tiga tahap, yaitu kuesioner pre-test dan post-test untuk mengukur pengetahuan kader mengenai kenakalan remaja, serta focus group discussion (FGD) untuk menggali tantangan yang dihadapi di lapangan. Hasil penelitian menunjukkan bahwa kader KSH memiliki tingkat pengetahuan yang sedang hingga tinggi terkait kenakalan remaja dan secara umum cukup siap dalam menjalankan perannya. Namun demikian, rendahnya tingkat kepercayaan antara masyarakat dan kader KSH muncul sebagai tantangan utama. Mengingat kepercayaan merupakan komponen sentral dalam modal sosial, ketiadaannya dapat menghambat kolaborasi yang efektif dan pengembangan komunitas. Oleh karena itu, penelitian ini merekomendasikan penguatan modal sosial melalui perbaikan relasi sosial dan pengembangan strategi pembangunan kepercayaan guna meningkatkan efektivitas kader KSH dalam menangani permasalahan kenakalan remaja.

Kata Kunci: Kader Surabaya Hebat, Modal Sosial, Kepercayaan, Dukungan Sosial, Kenakalan Remaja

Abstract

Juvenile delinquency remains a persistent issue in major cities, including Surabaya. In response, the Surabaya City Government established a grassroots organization, Kader Surabaya Hebat (KSH), to support community-level monitoring and problem-solving at the sub-district level. This study employed a mixed-methods approach involving 50 KSH cadres in Pradah Kalikendal Sub-district. Data collection consisted of three stages: pre-test

and post-test questionnaires to assess cadres' knowledge of juvenile delinquency, and a focus group discussion (FGD) to explore challenges encountered in the field. The findings indicate that KSH cadres possess moderate to high levels of knowledge regarding juvenile delinquency and are generally well-prepared to perform their roles. However, low levels of trust between the community and KSH cadres emerged as a key challenge. As trust is a central component of social capital, its absence hinders effective collaboration and community development. This study recommends strengthening social capital by improving social relations and fostering trust-building strategies to enhance the effectiveness of KSH cadres in addressing juvenile delinquency.

Keywords: Kader Surabaya Hebat, Social Capital, Trust, Social Support, Juvenile Delinquency

A. Introduction

Various forms of juvenile delinquency have become increasingly prevalent in recent years. Technological advances, easy access to information, and decreasing social interaction with the surrounding community are examples of the main drivers of this growing prevalence of juvenile delinquency. Following up on the large number of juvenile delinquency cases, the Indonesian National Police is actively disseminating information on strategies for handling such cases and approaches to perpetrators, including through posts on its official website[1]

As one of Indonesia's metropolitan cities, Surabaya still has various social deviation cases, including juvenile delinquency. According to Kompas.id, the Government of Surabaya continues to find widespread cases of brawls and illegal street racing by teenagers[2]. This prompted the Government of Surabaya to finally establish the Ambassadors of Public Order and Peace, targeting student groups to reduce the potential for juvenile delinquency. In addition, the Mayor of Surabaya is known to be actively involved in outreach to educators at elementary and junior high schools to promote mentoring for children and adolescents, helping reduce juvenile delinquency[3].

The transition phase in life, from childhood to adulthood, can be a trigger for someone to commit delinquency. From being initially judged and seen as a child with various restrictions and prohibitions on what he can do, a child who transitions into a teenager may think he is now free to do what he wants. The process of identity discovery during adolescence can lead to deviant behavior, including criminal[4]. In this regard,

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[1] Kepolisian Daerah Istimewa Yogyakarta. "Polisi Sosialisasi Bahaya Kenakalan Remaja dan Narkoba di SMA IT Abu Bakar." Accessed November 5, 2025. https://jogja.polri.go.id/polda/tribrata-news/online/detail/polisi-sosialisasi-bahaya-kenakalan-remaja-dan-narkoba-di-sma-it-abu-bakar.html.

[2] Kompas.com. "Enam Kali Raih KLA Utama, Surabaya Libatkan Peran Orangtua untuk Tanggulangi Kenakalan Remaja lewat SOTH." Kompas.com, May 28, 2025. https://www.kompas.id/baca/adv_post/surabaya-libatkan-peran-orangtua-untuk-tanggulangi-kenakalan-remaja-lewat-soth?source=widgetML&engine=C

[3] Pemerintah Kota Surabaya. "Cegah Perundungan dan Kenakalan Remaja, Pemkot Surabaya Siap Wadahi Potensi Siswa." Accessed November 5, 2023. https://www.surabaya.go.id/id/berita/76757/cegah-perundungan-dan-kenakalan-remaja-pemkot-surabaya-siap-wadahi-potensi-siswa.

[44] Anarta, F., R. M. Fauzi, S. Rahmadhani, and M. B. Santoso. "Kontrol Sosial Keluarga dalam Upaya Mengatasi Kenakalan Remaja." Jurnal Penelitian dan Pengabdian Kepada Masyarakat (JPPM) 2, no. 3 (2021): 485–498. https://doi.org/10.24198/jppm.v2i3.37834.

juvenile delinquency can be categorized as social deviance, which can occur in both urban and rural areas. Juvenile delinquency can occur in various forms, for example, alcohol consumption, free sex, illegal racing, gambling, theft, drug abuse, and many others[56].

The problem of juvenile delinquency has been widely studied by experts in various disciplines, which has resulted in the finding that there are many factors behind the occurrence of juvenile delinquency. Other studies explain that there are two main factors influencing juvenile delinquency: internal and external factors[7]. Internal factors can include low awareness and self-control. Meanwhile, several external factors include the minimal role of parents, weak relationships or bonds between children and parents, and the environment adolescents live in[89]. However, even though the factors driving juvenile delinquency have been discovered, many incidents of juvenile delinquency in the field have more complex causal factors, and there is a relationship between several factors.

Focusing on external factors that influence juvenile delinquency, family is one of the main factors. It is common for juvenile delinquency to be linked to family conditions, for example, family social control, considering that the family has a significant role in providing socialization to the child. In this context, family, especially the parents, plays a significant role in guiding their children. Children who have positive emotional relationships with their families, and whose families can provide material, psychological, and moral guidance to control them, are more likely to avoid juvenile delinquency[10]

Conversely, if adolescents lack affection and their emotional bonds with their parents are negative, they are more likely to engage in juvenile delinquency. Furthermore, a destructive relationship between a child and his family and his surrounding environment, for example, friends, will have an impact on the child's weak self-control, so that juvenile delinquency has more potential to occur[11]. The weaker the supervision of children by the family or the surrounding environment, the higher the opportunity for them to commit juvenile delinquency.

In addition to family social control, the relationship and bond between children and their parents also play a role in determining children's behavior. On the other hand,

[5] Putra, Fauzi Bima Marendra, dan V. Indah Sri Pinasti. "Perilaku Menyimpang Mahasiswa Kontrakan di Yogyakarta." E-Societas: Jurnal Pendidikan Sosiologi 9, no. 4 (2020): 1–16. https://doi.org/10.21831/e-societas.v9i4.17125

[6] Mardiani, M., Y. S. Lestari, dan N. Nurkhalis. "Perilaku Menyimpang pada Mahasiswa Pendatang di Perumnas Alpen Aceh Barat." Society: Pengamat Perubahan Sosial 1, no. 2 (2021): 89–100.

[7] Anarta, F., R. M. Fauzi, S. Rahmadhani, and M. B. Santoso. "Kontrol Sosial Keluarga dalam Upaya Mengatasi Kenakalan Remaja." Jurnal Penelitian dan Pengabdian Kepada Masyarakat (JPPM) 2, no. 3 (2021): 485–498. https://doi.org/10.24198/jppm.v2i3.37834.

[8] Ibid

[9] Liu, F., H. Chui, and M. C. Chung. "The Effect of Parent–Adolescent Relationship Quality on Deviant Peer Affiliation: The Mediating Role of Self-Control and Friendship Quality." Journal of Social and Personal Relationships 37, no. 10–11 (2020): 2714–2736. https://doi.org/10.1177/0265407520937358.

[10] Ibid

[11] Carlson, A. "How Parents Influence Deviant Behavior among Adolescents: An Analysis of Their Family Life, Community, and Peers." Perspectives 4, no. 6 (2012): 42–51. University of New Hampshire Scholars' Repository. https://scholars.unh.edu/perspectives/vol4/iss1/6

a weak relationship between adolescents and their fathers was associated with lower self-control, which in turn was associated with higher affiliation with deviant peers. However, regarding the relationship between adolescents and their mothers, there is no direct or indirect relationship with affiliation to deviant peers[12]. It is important to note that peers were also found to be a significant factor in juvenile delinquency. Peers play a crucial role in shaping adolescents' academic performance. Peers can undermine adolescents' academic performance and increase deviant behavior[13]

Beyond family, socioeconomic status and social culture play a more significant role. Socioeconomic status, including a country's socioeconomic situation, state policies, and social processes within society, as well as social culture, encompassing culture, morals and ethics, values and traditions, the community's level of spirituality, lifestyle, and mass media, influences deviant behavior, including juvenile delinquency[14]. In a linear context, involving someone in various activities that reduce boredom can prevent them from engaging in deviant behavior[15]. Involving teenagers in activities that are beneficial and interesting to them can be one solution to reduce their involvement in deviant behavior. Their participation in organizational or playful activities with neighbors in the residential area can serve as an example. Thus, the environment teenagers live in, such as their housing, also plays an important role in shaping their behavior.

Various efforts by the Government of Surabaya have been made to reduce juvenile delinquency, including the formation of the *Kader Surabaya Hebat* (KSH) at the sub-district level. The KSH aims to push community development and progress in Surabaya[16]. As a movement agent at the sub-district level, it is crucial to educate and maximize KSH empowerment to ensure rapid community development. In Pradah Kalikendal Sub-district, KSH plays a role in listing and monitoring social deviation cases, including juvenile delinquency, and even conducting outreach within the local community.

As a grassroots organization close to the community, KSH plays a significant role and is strategically positioned to conduct socialization and education. However, it is unfortunate that the role of KSH at Pradah Kalikendal Sub-district is currently not very significant. This is likely due to the low level of trust between the community and KSH. The formation of KSH will be in vain if there is no mutual trust between the two parties; their relationship is not well-established, so they cannot synergize to achieve community

[12] Liu, F., H. Chui, and M. C. Chung. "The Effect of Parent–Adolescent Relationship Quality on Deviant Peer Affiliation: The Mediating Role of Self-Control and Friendship Quality." Journal of Social and Personal Relationships 37, no. 10–11 (2020): 2714–2736. https://doi.org/10.1177/0265407520937358.

[13] Jiang, J. "Learning from Bad Peers? Influences of Peer Deviant Behaviour on Adolescent Academic Performance." International Journal of Adolescence and Youth 28, no. 1 (2023): 2246539. https://doi.org/10.1080/02673843.2023.2246539.

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[16] Jawa Pos. "Pemkot Surabaya Luncurkan Kampung Surabaya Hebat 2023, Ajak Masyarakat Berperan dalam Pembangunan Surabaya." Accessed November 5, 2023. https://www.jawapos.com/surabaya-raya/011765962/pemkot-surabaya-hebat-2023-ajak-masyarakat-berperan-dalam-pembangunan-surabaya.

development. Based on what has been stated, this study aims to analyze the problems faced by KSH cadres in carrying out their duties to develop the community and to determine strategies to maximize their capacity as a grassroots organization focused on community development.

B. Social Problems and Juvenile Delinquency: A Literature Review

Social deviation is common, especially among adolescents transitioning from childhood to adulthood. Juvenile delinquency can be explained as a form of social deviation carried out by adolescents who are anti-moral, anti-social, and violate norms, which is a sign of social illness[17][18]. Numerous multidisciplinary studies have been conducted on juvenile delinquency, including those from psychology, sociology, and criminology. Behind juvenile delinquency cases, many factors contribute, both internal and external. As stated previously, internal factors that contribute to juvenile delinquency can include low awareness and self-control[19][20]. Meanwhile, the external factors can include parents' role in the family, the parents-children relationship, and the surrounding environment[21]

When examining the causal factors, the social environment of adolescents has a significant influence on delinquency, for example, family, peers, and neighbors in the residential area. Therefore, treatment and interaction with family, peers, and neighbors are crucial. When adolescents receive favorable treatment and have positive social interactions with family, peers, and neighbors, they also receive social support that serves to protect them from juvenile delinquency.

Within the family, social support comes from close relationships and mutual trust between family members. Family, particularly parents, plays a significant role in shaping a child's character and development[22]. Various previous studies have proven that a close relationship and bond between a child and his family can have many positive impacts, including preventing children from committing deviant acts[23][24]. Lack of parental attention, guidance, and trust can contribute to a child's deviant behavior (Reeta & Singh, 2020). It is important to remember that, as educators and role models in the family, parents have an obligation to educate their children and set a good example.

[17] Kartono, K. Kenakalan Remaja. Jakarta: PT Raja Grafindo Persada, 2011.

[18] Zazkia, S. A. "The Role of Family Education in Tackling Juvenile Delinquency." Al-Ishlah: Jurnal Pendidikan 14, no. 3 (2022): 4405–4410. https://doi.org/10.35445/alishlah.v14i3.1594.

[19] Putra, Fauzi Bima Marendra, dan V. Indah Sri Pinasti. "Perilaku Menyimpang Mahasiswa Kontrakan di Yogyakarta." E-Societas: Jurnal Pendidikan Sosiologi 9, no. 4 (2020): 1–16. https://doi.org/10.21831/e-societas.v9i4.17125

[20] Mardiani, M., Y. S. Lestari, and N. Nurkhalis. "Perilaku Menyimpang pada Mahasiswa Pendatang di Perumnas Alpen Aceh Barat." Society 1, no. 2 (2021): 89–100.

[21] *Ibid*

[22] Reeta, V., and G. Singh. "Broken Families and Impact on Juvenile Delinquency." International Journal of Humanities and Social Science Invention 9, no. 5 (2020): 33–38.

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[24] Papakitsou, V. "The Role of the Family in Juvenile Delinquency." Dialogues in Clinical Neuroscience & Mental Health 7, no. 3 (2024): 107–113. https://doi.org/10.26386/obrela.v7i3.291.

When a child has a bad relationship with his family and receives treatment that is harmful to the child, such as neglect and abuse, the tendency for the child to be exposed to and commit deviations will increase[25]. Broken and dysfunctional families also play a role in a child's deviant behavior. Previous studies have found that children in such families are more likely to engage in deviant behavior[26][27]. Functional families are considered capable of providing a safe space for children to grow and develop well, while dysfunctional families tend to do the opposite, causing children to become trapped in deviations[28]

Besides family, social support can also come from peers, both playmates and schoolmates. Having a positive peer group can prevent children from engaging in deviant behavior and vice versa[29]. The presence of peers plays a significant role in determining whether adolescents are likely to engage in deviant behavior. If these friendships are based on strong bonds, with friendship as their sole purpose, they can have positive impacts, such as providing social support for adolescents[30]. Things would be different if the friendships formed were solely for negative purposes, such as doing bad and harmful things. Therefore, it is natural for parents to monitor and supervise a child's circle of friends.

Various studies have found that the quality of unfavorable residential environments, such as high poverty, low education, and low security, can influence deviant behavior[31]. However, the neighborhood can also be a source of social support to prevent deviant behavior, especially among adolescents. Neighbors who live near our homes can be categorized as people close to us, especially since they routinely witness how we go about our lives from morning to night. In some cases, neighbors can even learn about other neighbors' problems simply because the houses are close, so what happens in other houses can be known easily.

Just like family and friends, neighbors are also important sources of social support. When we have good relationships and mutual trust with our neighbors, which fosters mutual social support, we also develop a sense of responsibility toward them, such as the

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[25] Abhishek, R., and J. Balamurugan. "Impact of Social Factors Responsible for Juvenile Delinquency: A Literature Review." Journal of Education and Health Promotion 13, no. 1 (2024). https://doi.org/10.4103/jehp.jehp_786_23.

[26] Demuth, S., and S. L. Brown. "Family Structure, Family Processes, and Adolescent Delinquency: The Significance of Parental Absence versus Parental Gender." Journal of Research in Crime and Delinquency 41, no. 1 (2004): 58–81. https://doi.org/10.1177/0022427803256236

[27] Reeta, V., and G. Singh. "Broken Families and Impact on Juvenile Delinquency." International Journal of Humanities and Social Science Invention 9, no. 5 (2020): 33–38.

[28] Sumari, M., D. F. Baharudin, I. H. Ahmed Tharbe, N. A. A. Razak, and N. Md Khalid. "Family Dynamics and Delinquency: Understanding the Experience of Female Adolescents with Their Families." Journal of Criminal Psychology 11, no. 1 (2021): 1–20. https://doi.org/10.1108/JCP-06-2020-0027.

[29] *Ibid*

[30] Olalere, E. O., B. Ladoba, K. Oladapo, H. Alamu, B. Bamidele, dan J. Innocent. "Impact of Peer Grouping on Juvenile Delinquency among Secondary School Students in Nigeria." IOSR Journal of Humanities and Social Science 6, no. 5 (2021): 47–53. https://doi.org/10.9790/0837-2605084753 .

[31] Fagan, A. A., and A. M. Lindsey. "Gender Differences in the Effectiveness of Delinquency Prevention Programs: What Can Be Learned from Experimental Research?" *Criminal Justice and Behavior* 41 (2014): 1057–1078. https://doi.org/10.1177/0093854814539801

responsibility to provide protection and assistance[32]. The important role played by neighbors demonstrates the importance of neighborhood quality. Furthermore, Rhoad, the neighborhood quality actually correlates with parenting patterns and levels of trust in neighbors[33]. Maximizing social support from the neighborhood can create better parenting patterns and positive child-parent relationships[34]. Therefore, it is important to build and maintain a high-quality neighborhood and foster positive social relationships with neighbors.

C. Research Methods

This mixed-method study involved 50 KSH cadres from Pradah Kalikendal Sub-district, drawn from various surrounding neighborhood units (RW). The study directly involved KSH cadres as participants to determine the problems they face and their level of knowledge in addressing juvenile delinquency cases at the local sub-district level.

A series of processes carried out in this study were preparatory activities by conducting a pre-survey to Pradah Kalikendal Sub-district to obtain information related to juvenile delinquency cases in the local environment and the role of KSH, followed by the preparation of research instruments and socialization materials for KSH cadres, data collection activities and socialization of materials to KSH cadres, and finally data processing and analysis using SPSS software.

The data collection process went smoothly and was enjoyable with the KSH cadres. The data collection took place at the Pradah Kalikendal Sub-district office and was divided into three sessions: pre-test, material dissemination and focus group discussion (FGD), and post-test. This division of sessions is intended to assess the comparative knowledge of KSH cadres regarding juvenile delinquency issues, their capacity as KSH, and to discuss the problems they have faced in handling juvenile delinquency cases. The pre-test and post-test questionnaire sessions were intended to assess participants' knowledge of juvenile delinquency issues and the capacity of KSH cadres. Meanwhile, the FGD sessions aimed to gather information on the various problems KSH cadres have faced while assisting the community.

D. Knowledge Levels of Kader Surabaya Hebat (KSH) Regarding Juvenile Delinquency

The grassroots organization formed by the Government of Surabaya, KSH, plays an important role and strategic position in helping the community achieve maximum development, mainly because it operates at the sub-district level and is close to the

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[34] Rhoad-Drogalis, A., J. M. Dynia, L. M. Justice, K. M. Purtell, J. A. R. Logan, and P. J. Salsberry. "Neighborhood Influences on Perceived Social Support and Parenting Behaviors." Maternal and Child Health Journal 24, no. 2 (2020): 250–258. https://doi.org/10.1007/s10995-019-02861-x.

community. This study seeks to determine the level of knowledge among KSH cadres, both regarding juvenile delinquency and their capacity as cadres, as well as the problems they faced while serving as KSH cadres.

Based on data collected from participants, the following pre- and post-test results were observed, indicating an increase in knowledge following participation in socialization and FGD activities.

Table 1. Pre-Test and Post-Test Score

A. Pre-Test

Score	N
13	1
14	0
15	28
16	12
17	3
18	5
19	0
20	1
Total	50

B. Post-Test

Score	N
13	0
14	0
15	31
16	3
17	3
18	7
19	3
20	3
Total	50

Source: Primary data (2025)

The pre-test and post-test questionnaires given to participants ranged from 5 to 20, with 5 as the lowest and 20 as the highest. Therefore, the knowledge score interval of KSH cadres can be divided into three categories, namely low (score 5-9), medium (score 10-14), and high (score 15-20).

Table 2. Score Interval for Pre-Test and Post-Test

Interval	Score
Low	5-9
Moderate	10-14
High	15-20

Source: Primary data (2025)

The data obtained revealed that the cadres' knowledge levels were moderate to high. This was demonstrated by the fact that no participants received low scores on the pre-test questionnaire. In fact, only one participant received a moderate score, while the other 49 participants received high scores. The pre-test also revealed that one participant achieved the highest score. This finding revealed that the cadres already possess a relatively good knowledge of juvenile delinquency issues and their capacity as KSH cadres.

Following the pre-test, the post-test results revealed an increase in participant knowledge. While some participants previously had moderate scores, all participants achieved high scores on the post-test. Furthermore, although only one participant had the highest score on the pre-test, three participants had the highest scores on the post-test. This suggests that the dissemination and FGD had a positive impact on the cadres, even though they initially had relatively good knowledge.

Looking at the results of the pre-test, post-test, and FGD carried out directly involving the cadres, one of the main problems they face is the low level of trust between them and the community. This weak sense of mutual trust makes it difficult for both parties to work together in realizing community development. In this case, strengthening social relations is needed to build mutual trust. Strong social relationships and a high level of mutual trust can serve as social capital, enabling both parties to achieve greater community development, including reducing juvenile delinquency.

E. Kader Surabaya Hebat (KSH) as a Grassroots Organization to Suppress Juvenile Delinquency

As a government-created grassroots organization operating at the sub-district level, KSH is comprised of local people residing in each sub-district. Each sub-district has KSH cadres spread across every neighborhood unit (RW) to effectively record and monitor community problems, such as juvenile delinquency cases. At the neighborhood

unit level, it is natural for people to know one another, given the limited area and the proximity of houses. Therefore, the KSH cadres who are spread across every neighborhood are expected to understand the situation and conditions of the local community, their own neighbors, and to conduct comprehensive data collection.

In some cases, communities often feel a great distance from the sub-district government. The officials are government employees who will not understand the problems communities experience. Therefore, the Government of Surabaya then created KSH to be the solution. The presence of KSH is expected to serve as an extension of the government to obtain information about the community's problems and determine the best solution, given that KSH cadres have a closer, more intimate relationship with the community and better understand the community's perspective. In addition, it is also believed that if the government makes an effort to show up and be there for the community, the level of respect and trust of the community towards the government will elevate[35]

> *"Sub-district is a minimal unit in a city, and that is why I understand the strategy of the Government of Surabaya by establishing KSH. It is easier for us, who live in the community here, to monitor the community and help them to grow … Yes, it must be harder if the ones who are tasked to do this kind of job come from the government, not the people who belong in this community" (Participant AGR)*

Not only do they serve as cadres, but they also serve as neighbors, since they live close to the local community. Therefore, they have the potential to provide social support, thereby reducing social deviance, including juvenile delinquency. It is important to note that genuine and meaningful social support does not just appear; it requires a long process. Social support can be obtained from the social capital embedded in social relationships between involved parties. However, gaining substantial social capital also takes time because it requires good social relationships and high levels of trust. Communities with good social relationships and high levels of trust are guaranteed to possess substantial social capital, fueling them to achieve mutually beneficial or common goals.

> *"Regarding the cases of juvenile delinquency committed by the youth in this community, indeed, there are still some cases that have occurred …. I saw that neighbors, including me, take a big role because we support and remind each other. My neighbors and I continue to support and remind each other not to engage in any deviant behavior. However, other KSH cadres, who are not close to their neighbors, might have it harder to do so" (Participant BNS)*

As mentioned, the closeness between neighbors and their social support can also be understood as justifications for establishing KSH in Surabaya. The presence of KSH

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[35] Beshi, T. D., and R. Kaur. "Public Trust in Local Government: Explaining the Role of Good Governance Practices." Public Organization Review 20, no. 2 (2020): 337–350. https://doi.org/10.1007/s11115-019-00444-6.

is expected to help the Government of Surabaya better understand the community and develop solutions to address the identified problems. This move is indeed important to realizing Indonesia Emas 2045's vision for the country.

F. Knitting Social Relationships to Create Mutual Trust

One of the problems KSH cadres face in promoting community development is low mutual trust between the cadres and the surrounding community. This low level of trust is manifested in feelings of discomfort and fear in honestly telling KSH cadres about problems experienced by the community. For the cadres, the community still views KSH as an outsider and does not need to understand their problems. This lack of mutual trust ultimately stems from a fragile relationship between the two, making it difficult for the cadres to identify community problems and provide solutions.

> *"There are lots of problems that we (KSH cadres) have experienced as cadres. You can ask the people here whether the cadres have come to their houses, and ask about the problems they face, whether they are financial or social. However, they do not want to tell us about their problems. They will say that everything is fine, just like usual, and then all of a sudden their children joined an alcohol party or anything like that" (Participant YMN)*

> *"It is hard for us to identify or even map the problems that the community has. They tend to hold themselves back and not give us a clear explanation regarding their problems. I do not know, maybe they do not feel comfortable talking to me even though I am their neighbor .... Yeah, maybe they can see me as a cadre, not a neighbor, when I ask them about their problems that time" (Participant WSN)*

Not only does it cause discomfort and fear when discussing the problems faced, but the low level of trust between the community and KSH cadres also hampers KSH activities. This can cause a significant problem because, in fact, trust is supposed to be embedded in the relationships, and the involved individuals or groups are supposed to learn to build it[36]. Several cadres reported that, during socialization events, the community usually attends and listens to the material presented by KSH cadres without trying to understand it or implement strategies to prevent problems. As a result, the various knowledge and solutions offered by KSH were wasted in the KSH community forums. Furthermore, monitoring and evaluation activities were suboptimal due to insufficient follow-up. From this case, a low level of trust and civic participation shows how weak the relationships and social capital are in the community[37].

It can be understood that trust plays an important role in reducing crime rates, including juvenile delinquency, in society. Upon closer examination, trust is a crucial

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[36] Schilke, O., M. Reimann, and K. S. Cook. "Trust in Social Relations." Annual Review of Sociology 47, no. 1 (2021): 239–259. https://doi.org/10.1146/annurev-soc-082120-082850.

[37] Chamola, D., A. K. Dey, A. Sahay, and R. Singh. "Building Members' Trust in a Producer Company through Social Capital." Journal of Agribusiness in Developing and Emerging Economies 12, no. 5 (2022): 809–823. https://doi.org/10.1108/JADEE-11-2020-0276.

element in the establishment of strong social networks and relationships[38]. Relationships with high levels of trust will generate substantial social capital, as several experts have noted that trust is a crucial element in the formation of social capital, which benefits people's lives. Besides, having trust can also improve civic participation in the community[39]. Later, when the community and KSH cadres have a high level of trust, it is believed they will be open with one another and share their vulnerabilities, enriching the cadres' information and helping elevate the community. The local community can be more open about issues that are sometimes seen as shameful, without fear of being judged and labeled. Meanwhile, KSH cadres can be more empathetic and provide guidance that is more likely to resonate with the community.

To build mutual trust between the local community and KSH cadres, a good social relationship is needed. Creating good social relationships can be done through various activities, such as engaging in intense, positive social interactions, practicing hobbies together, attending the same religious groups, and other shared activities. A social relationship knit continuously can generate mutual trust between the involved parties. As an important aspect of social capital, mutual trust can help both the local community and the KSH cadres improve social development.

G. Developing Social Capital as a Strategy to Alleviate Juvenile Delinquency

Social capital can be defined as a tool to facilitate communal life in achieving specific goals. Social capital encompasses various important elements, one of which is trust[40]. Unlike material capital, social capital is intangible. It is embedded in relationships or networks between individuals or groups. Furthermore, social capital arises from relationships between individuals, reciprocity, and trust. The explanations from these two social capital experts strongly emphasize the role of trust in the creation of beneficial social capital[41].

In contrast to Bourdieu, who defines social capital as a private good, Coleman and Putnam view social capital as a public good that can be used to achieve common goals[42]. According to social capital experts, there are two primary components of social capital, namely social relationships and trust. Therefore, to possess social capital, it is imperative to build social relationships and trust. Once social capital is established, the journey to realizing common goals becomes much easier.

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[38] Coleman, James S. Foundations of Social Theory. Massachusetts: Harvard University Press, 1990.

[39] Dang, L., A. Seemann, J. Lindenmeier, and I. Saliterer. "Explaining Civic Engagement: The Role of Neighborhood Ties, Place Attachment, and Civic Responsibility." Journal of Community Psychology 50, no. 3 (2022): 1736–1755. https://doi.org/10.1002/jcop.22751.

[40] Guzhavina, T. "Social Capital of the Urban Community: Trust, Solidarity, Responsibility." Economic and Social Changes: Facts, Trends, Forecast 4, no. 58 (2018). https://doi.org/10.15838/esc.2018.4.58.16.

[41] Putnam, Robert D. Bowling Alone: The Collapse and Revival of American Community. New York: Simon & Schuster, 2000.

[42] An, N. H., and L. D. M. Phuong. "Social Capital in Vietnam: An Analysis of Social Networks and Social Trust." Journal of Mekong Societies 17, no. 2 (2021): 1–27.

"I think it is hard for me to build strong relationships and have trust with the community here. It is hard because often, when we come to people's houses to ask them questions, it is always the wives or daughters who are in charge of reporting on the family situation. It is somehow awkward for me, and I cannot be flexible when I interact with women. I am more comfortable interacting with men, since I am also a man" (Participant LLK)

"Yeah, I know that some of the people here are not confident in telling me about their problems. Maybe they are scared that later I will tell their problems to other people and make them feel embarrassed .... Right, I also think that if we have strong mutual trust between each other, things will be easier" (Participant DKR)

In the case of KSH cadres, they had difficulty listing the problems faced by the local community because the community felt there was no need to convey them; there was a fear of being ridiculed, alienated, or even embarrassed. On the other hand, this information is crucial for KSH cadres to help provide solutions and resolve the problem. This is due to low trust between the community and KSH cadres. However, upon closer examination, both the local community and KSH cadres certainly desire improved social welfare.

The low level of trust between the local community and KSH cadres is enough to demonstrate their lack of social capital. Consequently, it remains difficult for them to maximize the KSH cadres' performance in improving the well-being of the local community. As a community with a shared socio-demographic identity, developing social capital can be easy. Experts have identified three types of social capital: bonding, bridging, and linking[43][44]. Of the three types of social capital, bonding social capital is the strongest and least complicated to acquire. This is because bonding social capital is formed by similarities among individuals within a group, such as shared residence. These similarities can foster intense, strong, and even intimate social relationships. Bonding social capital can be found, for example, in family, friendship, and neighbors[45].

Looking at the case of KSH cadres and the community, since they share the same residence, which makes them neighbors too, they can develop bonding social capital. This social capital can be a weapon for the community and the cadres in fighting problems; for example, it can take the form of social support. In this case, social support can help protect youth from engaging in deviant behavior, including juvenile delinquency. As mentioned previously, youth can receive social support from family, friends, and even neighbors. By developing social capital, especially bonding social capital, the community will receive social support[46]. It will be helpful for the community to get financial and social aid from

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[43] Putnam, Robert D. Bowling Alone: The Collapse and Revival of American Community. New York: Simon & Schuster, 2000.

[44] Szreter, S., and M. Woolcock. "Health by Association? Social Capital, Social Theory, and the Political Economy of Public Health." International Journal of Epidemiology 33, no. 4 (2004). https://doi.org/10.1093/ije/dyh013.

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[46] *Ibid*

it. That is why the strategy of developing social capital can be beneficial for protecting youth and providing them with social support.

F. Conclusion

As a form of deviant behavior, juvenile delinquency has the potential to slow down community development. In Surabaya, the Government of Surabaya decided to create a grassroots organization, KSH, to improve community development by identifying community problems at the sub-district level and seeking solutions. Located in the Pradah Kalikendal Sub-district, this study identified two main findings: the level of KSH cadres' knowledge, the most crucial problems they face in helping the community, and a strategy to help KSH cadres do their job in the community. It was found that the level of knowledge of the cadres regarding juvenile delinquency and their roles as cadres is at middle and high levels.

The cadres' knowledge is enough to help the community grow, so it was not a problem. Instead of knowledge, this study found that the crucial problem faced by the cadres in elevating the community is low mutual trust between them and the community. As a core component of social capital, mutual trust plays a significant role in this case because it can make the community more open to cadres sharing their problems. Therefore, by having strong mutual trust, both parties will benefit. On the one hand, the cadres will receive detailed, clear information about the community's problems, and on the other hand, the community will receive help in dealing with them.

Given that trust is crucial, the community needs to earn it. Since trust is an element of social capital, one strategy is to build and maintain good social relationships between the community and the cadres until they earn that trust. Once their relationships are good and well-maintained, they will be able to build trust as a core element of social capital, which can later help them improve community welfare, including preventing juvenile delinquency.

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