

ABSTRAK

Masalah tunawisma di Amerika Serikat, khususnya di New York City, merupakan isu sosial yang kompleks dan terus berkembang. Kota ini secara konsisten mencatat populasi tunawisma tertinggi di seluruh negeri, dengan berbagai faktor struktural seperti krisis perumahan, pengangguran, dan dampak pandemi COVID-19 yang memperburuk situasi. Dalam konteks ini, organisasi non-pemerintah (NGO) memainkan peran penting dalam merespons krisis sosial tersebut. Penelitian ini bertujuan untuk menganalisis peran The Salvation Army sebagai salah satu NGO yang aktif menangani isu tunawisma di New York City selama periode 2020–2023. Pendekatan yang digunakan adalah metode penelitian kualitatif-deskriptif dengan teknik pengumpulan data melalui studi kepustakaan, meliputi buku, jurnal ilmiah, laporan tahunan, serta dokumen resmi terkait tunawisma. Analisis dilakukan dengan menggunakan teori peran NGO dari David Lewis dan Nazneen Kanji, yang mengklasifikasikan peran NGO ke dalam tiga fungsi utama: penyedia layanan (service delivery), katalis (catalysis), dan kemitraan (partnership). Hasil penelitian menunjukkan bahwa The Salvation Army secara aktif menyediakan tempat tinggal sementara, mendistribusikan makanan, memberikan dukungan kesehatan, serta terlibat dalam perubahan sosial. Meskipun kontribusinya signifikan, organisasi ini menghadapi tantangan berupa keterbatasan sumber daya dan stigma sosial terhadap tunawisma. Penelitian ini menyimpulkan bahwa peran kolaboratif The Salvation Army bersama pemerintah dan pemangku kepentingan lainnya menjadi kunci dalam menciptakan solusi yang lebih inklusif dan berkelanjutan bagi permasalahan tunawisma di New York City.

Kata Kunci: Tunawisma, The Salvation Army, NGO, New York, Covid-19

ABSTRACT

Homelessness in the United States, particularly in New York City, is a complex and evolving social issue. The city consistently records the highest homeless population in the nation, driven by structural factors such as the housing crisis, unemployment, and the exacerbating impact of the COVID-19 pandemic. In this context, non-governmental organizations (NGOs) play a crucial role in responding to the crisis. This study aims to analyze the role of The Salvation Army as an active NGO in addressing homelessness in New York City during the 2020–2023 period. The research employs a qualitative-descriptive method, with data collected through library research, including books, academic journals, annual reports, and official documents related to homelessness. The analysis is guided by the theoretical framework of NGO roles developed by David Lewis and Nazneen Kanji, which categorizes NGO functions into three main types: service delivery, catalysis, and partnership. The findings indicate that The Salvation Army actively provides temporary housing, distributes food, offers mental health support, and engages in broader social change efforts. Despite its significant contributions, the organization faces challenges such as limited resources and persistent social stigma toward homelessness. This study concludes that The Salvation Army's collaborative role with the government and other stakeholders is key to developing more inclusive and sustainable solutions to homelessness in New York City.

Keywords: Homelessness, The Salvation Army, NGO, New York, Covid-19