

ABSTRACT

Hoerudin, 2024. **THE ROLE OF PROGRAM KELUARGA HARAPAN FACILITATORS IN IMPROVING EDUCATIONAL SERVICES (Study in Raksabaya Village, Cimaragas District, Ciamis Regency)**, Department of Community Education, Faculty of Teacher Training and Education, Siliwangi University, Tasikmalaya.

The Indonesian government's efforts to alleviate poverty through the Program Keluarga Harapan (PKH) and improve educational access for underprivileged families face challenges, particularly in raising educational awareness among PKH beneficiary families. This research aims to determine the role of PKH facilitators in enhancing educational services for beneficiary families, focusing on a case study in Raksabaya Village, Cimaragas District, Ciamis Regency. The research method employed is descriptive qualitative with a case study approach. Data were collected through in-depth interviews, observations, and documentation involving PKH facilitators, beneficiary family members, the Village Head, and the Head of the Community Learning Center (PKBM). The results show that the role of PKH facilitators is crucial in improving educational services for beneficiary families. Facilitators not only act as intermediaries in accessing education but also as motivators and guides in understanding the importance of education for children's development. Therefore, PKH facilitators have a vital role in enhancing educational services for PKH beneficiary families. Greater efforts are needed to strengthen the role and capacity of PKH facilitators and improve coordination among various parties to ensure the successful implementation of this program in increasing educational access and the welfare of beneficiary families.

Keywords: Program Keluarga Harapan, Facilitators, Educational Services