

THE URGENCE OF UNDERSTANDING THE PRINCIPLES OF SOCIAL WORK PRACTICE IN SOCIAL SERVICES AT REGIONAL TECHNICAL IMPLEMENTATION UNIT OF BALAI PUNGAI SEJAHTERA BINJAI

Husni Thamrin¹
Agus Suriadi²
Izzah Dienillah Saragih³

¹Universitas Sumatera Utara, Indonesia (E-mail : pungkut@usu.ac.id)

²Universitas Sumatera Utara, Indonesia (E-mail : agus4@usu.ac.id)

³Universitas Sumatera Utara, Indonesia (E-mail : izzahdsaragih@usu.ac.id)

Abstract :

One of the important parts of social work practice is implementing the principles of social work practice which is one of the basic understandings in all social welfare activities. In-depth understanding of these principles will provide provisions for personal and professional maturation of social workers whose main task is to help people to be able to carry out their social functions. For this reason, it is necessary to review the application of the principles of social work practice which aims to optimize the rehabilitation and services provided in social institution. The research design used in this study is a descriptive method with a qualitative approach. The location of this research is the Regional Technical Implementation Unit of Balai Pungai Sejahtera Binjai which carries out rehabilitation activities for homeless people and beggars caught in raids. Data collection techniques through literature studies, field observations, in-depth interviews and focus group discussions. The results showed that the application of the principles of social work practice was considered unable to optimize the rehabilitation carried out at the Regional Technical Implementation Unit of Balai Pungai Sejahtera Binjai. This is indicated by the existence of several obstacles in the application of the principles of social work practice in social services. In addition, it is still found that inmates who have left the social institution still carry out old activities such as begging and vagrancy.

Keywords: *principles of social welfare, social services, beggars*

INTRODUCTION

The existence of people with social welfare problems is still a complex problem in each region. Efforts made by the local government have not become a guarantor for the completion of these social problems, so it requires attention from various circles of society. Many social problems that have occurred have been carried out both in terms of prevention, healing and recovery, but have not been able to be completely resolved

In the study of social welfare science, every institution engaged in services and rehabilitation must of course carry out all its activities based on scientific principles related to social work practices. Social welfare science has provided theories and rules that must be

implemented by every institution that carries out these activities. To overcome these social problems, the Ministry of Social Affairs of the Republic of Indonesia in carrying out its duties is supported by social welfare human resources who can contribute based on professional principles. Social welfare human resources are people who have educational competence, knowledge, expertise and experience with social work values that underlie the implementation of social welfare in the context of changing, strengthening, and re-functioning individuals, families, groups and communities so that they can play a role in social welfare. efforts to fulfill basic needs, relate socially, and take on social roles expected by their social environment.

One of the important parts of social work practice is implementing the principles of social work practice which is one of the basic understandings in all social welfare activities. In-depth understanding of these principles will provide provisions for personal and professional maturation of social workers whose main task is to help people to be able to carry out their social functions, which specifically refers to the position and role of the person, because as has been stated that the process of providing assistance is determined by the provision of assistance and not by the techniques of providing assistance. The basic principles of Social Work according to Henry S Maas: Acceptance Principles, Communication Principles, Individualization Principles, Participation Principles, Confidentiality Principles, Self-awareness Principles of social workers.

The function of the social institution is as a shelter or rehabilitation for homeless people and beggars when they are raided by the Satpol PP. (Civil service police Unit). It is a big responsibility to rehabilitate the homeless and beggars to be nurtured and equipped with skills so that they can function properly in a society that later when they leave the orphanage they do not return to the streets but are able to return to living a decent life as they should. However, in reality at the Regional Technical Implementation Unit of Balai Pungai Sejahtera Binjai has not been able to optimally carry out its function as a social institution to rehabilitate the homeless and beggars. This can be seen from the residents who are fostered by the orphanage, after leaving undergoing coaching and rehabilitation, not a few return to the streets to beg and beg again. For this reason, it is necessary to review the application of the principles of social work practice in order to optimize the rehabilitation and services provided.

METHOD

The research design used in this study is a descriptive method with a qualitative approach. There are several considerations why a qualitative approach is used, namely: first, if the researcher is dealing with multiple realities, it is easy to adapt; second, presenting directly the nature of the relationship between the researcher and the respondent; third, more sensitive and more adaptable to the many sharpening of shared influences and value patterns encountered (Moleong, 2006). The results of the data obtained were carried out using descriptive-analytical methods.

The location of this research is at the Regional Technical Implementation Unit of Balai Pungai Sejahtera Binjai which carries out rehabilitation activities for the homeless and beggars who were netted in raids. Prosperous Binjai. Data collection techniques through literature studies, field observations, in-depth interviews and focus group discussions. To obtain data and information related to research, the authors will seek data and information from informants, namely the Head of the Provincial Government Social Service, Head of the Regional Technical Implementation Unit of Balai Pungai Sejahtera Binjai, employees of the Regional Technical Implementation Unit of Balai Pungai Sejahtera Binjai, Residents assisted by the Technical

Implementation Unit Regional Pungai Sejahtera Binjai, Chair and Secretary of the Association of Indonesian Professional Social Workers (North Sumatra), Social Welfare Expert/Academic

RESULT AND DISCUSSION

A deep understanding of these principles will provide provisions for personal and professional maturation of social workers whose main task is to help people to be able to carry out their social functions, which specifically refers to the position and role of that person, because as has been stated that the process of giving assistance is determined by the provision of assistance and not by the techniques of providing assistance.

The principle of acceptance implies that social workers must feel, express, accept and establish relationships with clients as they are, not expecting clients to be what they are or thinking about what clients are like. This means that the social worker does not question how far the client has strayed from reality or accepts the client as disabled.

Based on researcher interviews, the institution has applied the principle of acceptance to the residents of the orphanage. The application of this principle must be in accordance with the Standard Operating Procedure of the Institution. Orphanage social workers are always guided by Standard Operating Procedures which are always used as service standards. The orphanage will always accept all prospective inmates with any background as long as they have criteria that are in accordance with the Standard Operating Procedures for the orphanage. The orphanage also always welcomes all inmates who have just entered the orphanage. Regarding the coaching mechanism at the Rehabilitation Center, According to Mustaqim, A in the Scientific Journal of Counsellia Volume 7 Number 1 of 2017 which states that "The coaching mechanism carried out by rehabilitation center officers is sequentially as follows, identification and selection, understanding and disclosure of problems, orientation, assessment and program formulation or determination, implementation of guidance and rehabilitation, resocialization stage, distribution stage, further guidance, business development assistance or skills improvement guidance.

Based on these statements, it can be explained that all nursing home workers always apply Standard Operating Procedures (SOP) in carrying out their services. So that all clients or residents of the orphanage feel very welcome at the orphanage. In addition, the orphanage also provides freedom for the families of the inmates to be able to visit them on condition that they inform the orphanage beforehand.

The application of the acceptance principle at the UPTD Balai Pungai Sejahtera Binjai certainly has special values that are used as guidelines. There is a special value that is always applied at this orphanage, namely that prospective inmates must be underprivileged, over 60 years old, bring their identity and a certificate of incapacity from the local government, and of course this is the result of a raid from the SatPol PP.

The handling and application of the acceptance principle certainly has an obstacle in its implementation. The obstacle that is often faced is that there are usually several prospective regular residents who do not have complete identities and do not bring a certificate from the village where they live. So that it is a little difficult to list the prospective inmates who will be handled. There are obstacles that often occur, usually there are several prospective inmates who do not complete their identities, do not bring a certificate from the the local government. So it is a little difficult to list the prospective inmates. Maybe it's because they didn't carry their identification with them

when they were scouted by the SatPol PP on the street. However, the orphanage workers always try to be alert in this regard.”

In order to have a good relationship between social workers and clients, the principle of communication must be followed so that the problems faced by clients can be resolved properly. The principle of communication in individual social guidance includes classification, and if necessary, reclassification of the conditions existing in two persons involved in a professional client-caseworker relationship. By demonstration and by explicit statements, the caseworker makes the caseworker's feelings clear to the client. In turn, the caseworker needs to classify the client's role in the problem situation and in the interactions between them. Social Workers should have good communication skills and communication with clients must be built properly. As expressed by Mrs. Hairani Siregar, S.Sos., MSP as the head of DPD IPSPI Sumateta Utara (Indonesian Social Workers Association, North Sumatera Region) who said that “A social worker with clients must have good communication, good communication must be built. In a proper understanding of each other. Well, of course, this principle provides an opportunity for clients to communicate with social workers. Of course, it is hoped that from this communication that is built, the client understands the verbal or non-verbal language conveyed by the social worker.

Based on the information obtained, the Regional Technical Implementation Unit of Balai Pungai Sejahtera Binjai communicated to all clients by means of a persuasive approach. There are some inmates who understand it, but there are also some inmates who don't or do not understand it. So that the client does not receive well what the orphanage workers say in providing their services.

Talking about the Principle of Individualization (individualization), individualization is an understanding and acknowledgment of the unique qualities of each client and the use of different principles and methods in each client and the use of principles and methods in each provision of assistance for the purpose of realizing a better adjustment between clients and their social environment. Individualization is based on the human right to be an individual and to be treated not only as a human being in general, but also as a human being with his or her personal uniqueness.

The principle of individualization is very important to be applied by a social worker in providing services. This was expressed by Mrs. Hairani Siregar, S.Sos, MSP as Chair of IPSPI DPD Sumut who said that: “Social workers in institutions must be able to make clients to be themselves and show how things are in various ways. Even though for example, we are often clients who lie many times in conveying their data. So sometimes it makes a social worker difficult to record. But in this case, a social worker must continue to have a continuous dialogue with various approaches so that the client can and is willing to show his data”.

The next principle of social work practice is the principle of participation. This principle implies that it is the client himself who will be helped by the caseworker and must actively participate in relief efforts because the client's abilities must be used. The success of individual guidance to clients does not only depend on the caseworker concerned, but also depends on the client himself who participates in determining and is responsible for the steps he will take, while the caseworker only delivers, provides the possibilities and the necessary guidance. .

Based on the researcher's interview in the field with one of the workers at the Regional Technical Implementation Unit of Balai Pungai Sejahtera Binjai, Mrs. Susi Handayani, said that: "We always apply the principle of participation, namely by involving the Fostered Citizens in every mutual cooperation activity held by the orphanage. togetherness in these activities will increase harmony both among fellow inmates as well as between employees and inmates.”

Furthermore, information was obtained that the involvement of all inmates in every activity held by the the Regional Technical Implementation Unit of Balai Pungai Sejahtera Binjai increased harmony between one another. The level of participation of the inmates is considered high. These activities are carried out quite routinely and are very mandatory.

The principle of confidentiality is implemented by maintaining the data of the inmates, which means that the contents of case records are never discussed in public, for example on buses, trains, and others. In entering into a professional relationship between a client and a caseworker, in general the client is expected to remain protected within legal limits from threats to himself that come from his openness to the casew worker, this is the essence of the confidentiality principle. Based on the researcher's interview in the field with one of the workers at the Regional Technical Implementation Unit of Balai Pungai Sejahtera Binjai, Mr. Riki Himawan, he said that: "If the inmates tell the employees, in this case us, many of them tell stories about their personal problems. To maintain the confidentiality. So we as employees will always keep the private problems of the inmates a secret. And that is also one of the code of ethics of our work and responsibilities as social workers".

The principle of confidentiality is very important to be applied in providing services to clients. This was expressed by Mrs. Hairani Siregar, S.Sos., MSP as the head of IPSPI DPD Sumut who said that: "A social worker must be able to convince the client that all the information he conveys is stored in a safe place and will not be known by other parties. This is very important, reassuring. So client information is disclosed in a professional relationship only. The client must give consent before the information is submitted. For example, identity, problem chronology, personal life conveyed to the social worker. So all the information obtained from the client must be stored properly. A social worker must have a strong ability to ensure that what is conveyed by the client will be stored properly.

The self-awareness principle states that the caseworker must be sufficiently aware of his responses to his client, so as to be able to separate what happens in a professionally motivated professional relationship that is aimed at fulfilling the caseworker's own personal urges. Over time, this means that the more experienced caseworkers will be able to understand and control their personal weaknesses and limitations that interfere with their professional practice. Based on the information obtained, the UPTD Balai Pungai Sejahtera Binjai will always provide motivation and guidance to all inmates so that inmates have awareness in following the rules and regulations in the UPTD Balai Pungai Sejahtera Binjai orphanage.

CONCLUSION

Based on the results of the study, several conclusions can be drawn, namely:

1. The application of the principles of social work practice is considered to have urgency in optimizing the rehabilitation carried out at the UPTD Balai Pungai Sejahtera Binjai. This is indicated by the existence of several obstacles in the application of the principles of social work practice in social services.
2. Implementers of rehabilitation at UPTD Balai Pungai Sejahtera Binjai still have to continue to improve their understanding of the principles of social work practice in social services. This needs to be implemented to improve professionalism in service

ACKNOWLEDGEMENTS

Thank to the LEMBAGA PENELITIAN UNIVERSITAS SUMATERA UTARA who has provided the research funding in the scheme of PENELITIAN DASAR 2020 so that this research can be conducted and published.

REFERENCES

- Adi, Isbandi Rukminto. (2013). *Kesejahteraan Sosial (Pekerjaan Sosial, Pembangunan Sosial, dan Kajian Pembangunan)*. Jakarta: Rajawali Pers.
- Anggriana, T.M, Dewi.N.K, (2016) *Identifikasi Permasalahan Gelandangan Dan Pengemis di UPT Rehabilitasi Sosial Gelandangan Dan Pengemis*. NQUIRY Jurnal Ilmiah Psikologi, Vol. 7 No. 1, Juli 2016, hlm 31-40.
- Betha Dwidinanti Zefianningsih, B, D, Wibhawa, B, & Rachim, H.A (2017). *Penanggulangan Gelandangan Dan Pengemis Oleh Panti Sosial Bina Karya "Pangudi Luhur" Bekasi*. Prosiding KS: Riset & PKM, Volume 3 Nomor 1. ISSN: 2442-4480
- Dwiyanto, R.P, Sutarto, J. 2015. *Pembinaan Pengemis, Gelandangan, Dan Orang Terlantar Di Balai Rehabilitasi Sosial "Samekto Karti" Pemalang*. Jurnal of Non Formal Education and Community Empowerment (NFECE) Volume 4 Nomor 2 Tahun 2015 p. 127-134
- Irwansyah, (2018), *Pembinaan Gelandangan Dan Pengemis (Studi Terhadap Pembinaan Mental Keagamaan Dan Keterampilan Di Balai Pungai Sejahtera Binjai)*, Lembaga Penelitian Dan Pengabdian Kepada Masyarakat (LP2M) Universitas Islam Negeri(Uin) Sumatera Utara Medan
- Junaidy, R.K. (2014). *Evaluasi Pelaksanaan Kebijakan Tentang Penertiban Dan Pembinaan Gelandangan Dan Pengemis Di Kota Pekanbaru (Studi Peraturan Daerah Nomor 12 Tahun 2008)*. Jurnal: JOM FISIP No. 1 Nomor 2. Tahun 2014
- Kesuma. Indra Koko. (2014). *Implementasi Kebijakan Peraturan Daerah Nomor 4 Tahun 2008 Tentang Penanganan Gelandangan Dan Pengemis Di Kota Medan Pada Dinas Kesejahteraan Sosial Provinsi Sumatera Utara*. Jurnal: Jurnal Administrasi Publik (JAP) Volume 2: Nomor 1 Juni 2014. ISSN: 2088-527x.
- Khairunisa T, Priyo, E.P, Salsabila, L. 2020. *SMART URBAN SERVICE Upaya Rehabilitasi dan Preventif Pengemis dan Gelandangan DI Kota Yogyakarta*. Jurnal MODERAT Volume 6 Nomor 1 tahun 2020 p. 29-42
- Merlindha, A, Hati, G. 2015. *Upaya Rehabilitasi Sosial Dalam Penanganan Gelandangan Dan Pengemis Di Provinsi DKI Jakarta*. Jurnal Ilmu Kesejahteraan Sosial Volume 16 Nomor 1 tahun 2015, p. 60-73

- Mustaqim, A. 2017. *Treatment Bagi Pengemis Pada Balai Rehabilitasi Sosial Bina Karya dan Laras Yogyakarta*. Jurnal Ilmiah Counsellia Volume 7 Nomor 1 Tahun 2017, p. 28-39
- Nurita, Dewi pada tahun (2016) dengan judul *Implementasi Perda Kota Medan No. 6 Tahun 2003 Tentang Larangan Gelandangan Dan Pengemis Serta Praktek Tuna Susila Di Kota Medan (Studi Kasus Di Dinsosnaker Kota Medan)*. Tesis: Pendidikan Pkn, Fakultas Ilmu Sosial, Universitas Negeri Medan.
- Nuraini, D, S. 2020. KEJENUHAN KERJA (BURNOUT) PADA PEKERJA SOSIAL DI UNIT PELAKSANA TEKNIK PUSAT PELAYANAN KESEJAHTERAAN SOSIAL (UPT PUSKESOS) KOTA BANDUNG. Program Studi Ilmu Kesejahteraan Sosial Fakultas Ilmu Sosial Dan Politik Universitas Pasundan Bandung.
- Nusanto, B. 2017. *Program Penanganan Gelandangan Dan Pengemis Di Kabupaten Jember*. Jurnal Politico Volume 17 Nomor 2 Tahun 2017, p. 339-360
- Sumantri, Pikri, F, Aldi, L.M. 2018. *Efektivitas Program Rehabilitasi Sosial Terhadap Gelandangan dan Pengemis Di Balai Rehabilitasi Sosial Bina Karya Cisarua*. Jurnal Publica: Jurnal Pemikiran Administrasi Negara Volume 10 Nomor 1 Tahun 2018, p. 13-24
- Thamrin, H., Masril, M., & Sembiring, W. M. (2017). Model of Social Service in Empowerment Welfare Issue in Medan. Proceedings of the 1st International Conference on Social and Political Development (ICOSOP 2016).doi: 10.2991/icosop-16.2017.45
- Thamrin, H., & Ritonga, F. U. (2018). Cutting off beggars spread in Medan. IOP Conference Series: Earth and Environmental Science, 126, 012162. doi: 10.1088/1755-1315/126/1/012162
- Thamrin, H. (2018). Mechanism of Social Culture in Developing Assets For The Poor in Local Organizations in Medan. The social Sciences 13(3), pp 508-514. <http://medwelljournals.com/abstract/?doi=sscience.2018.508.514>
- Yuwan, F.S. 2013. *Peran Pekerja Sosial Dalam Peningkatan Kualitas Hidup engemos Di Nalai Rehabilitasi Sosial Mardi Utomo Semarang*. Jurnal of Non Formal Education and Community Empowerment Volume 2 Nomor 2 Tahun 2013, p. 51-55
- Zahro, M. 2019. *Sistem Pelayanan Rehabilitasi Sosial Program "Sirah Gepeng Benjut Berbasis Tilar" Di Balai RSBKL Yogyakarta*. Jurnal Masyarakat Madani, Volume 4 Nomor 1 Tahun 2019, p. 27-40.