Social Services in The Sosial Home Tresna Werdha Budi Sejahtera Banjarbaru

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Abstrak

Pelayanan sosial di panti sosial Tresna Werdha berpusat pada lima tahapan pelaksanaan pelayanan sosial. Hal ini dikarenakan panti sosial Tresna Werdha (PSTW) mempunyai ciri khusus yang tidak dimiliki oleh panti sosial lainnya dengan memberikan pelayanan sosial kepada lanjut usia yang mempunyai spesifik berbeda antara satu dengan yang lainnya, baik yang berkaitan dengan tingkah laku masing-masing individu, fisik dan kemampuan karena faktor usia yang dialami oleh lanjut usia pada umumnya secara terus menerus sampai lanjut usia merasa cukup untuk tinggal di panti atau sampai akhir hidup mereka. Sejalan dengan konsep pelayanan sebagai aktivitas dan keterkaitannya dengan sumber pembelajaran IPS. Pendekatan kualitatif digunakan dalam pendekatan ini dengan menggunakan metode deskriptif dan data yang didapatkan melalui observasi, wawancara dan dokumentasi di tempat penelitian. Data yang didapat direduksi, disajikan dalam bentuk narasi yang dilengkapi dengan gambar dan tabel yang selanjutnya dapat ditarik kesimpulan. Keabsahan data melalui triangulasi waktu, sumber dan teknik. Hasil penelitian menunjukkan bahwa pelayanan sosial yang ada di panti sosial Tresna Werdha Budi Sejahtera Banjarbaru adalah satu langkah untuk memberikan bantuan kepada lanjut usia sesuai dengan kebutuhan masing-masing lanjut usia yang dijalankan berdasarkan rencana dan terus berlanjut.

Kata Kunci: Pelayanan Sosial, Panti Sosial, dan Tresna Werdha Budi Sejahtera.

Abstract

Social Services at the Tresna Werdha social center are centered on five stages of implementing social services. This is because the Tresna Werdha social institution (PSTW) has special characteristics that are not shared by other social homes by providing social services to elderly people who have specific differences from one another, both related to the behavior of each individual, physical and physical. the ability due to age factors experienced by the elderly generally continues until the elderly feel enough to live in an institution or until the end of their life. In line with the concept of service as an activity and its relationship with social studies learning resources. A qualitative approach is used in this approach by using descriptive methods and data obtained through observation, interviews, and documentation at the research site. The data obtained is reduced, presented in a narrative form equipped with pictures and tables from which conclusions can be drawn. Data validity through triangulation of time, sources, and techniques. The results showed that the social services in the Tresna Werdha Budi Sejahtera social institution Banjarbaru were one step to assist the elderly according to the needs of each elderly person which was carried out according to the plan and continued.

Keywords: Social Services, Social Home, and Tresna Werdha Budi Sejahtera.

PRELIMINARY

Every living and new creature has time to go to an old age which starts from birth and experiences growth every time it continues to grow to old age. The increasing number of elderly people always has an impact on all aspects of life, including the decline in body, mental, and

social conditions. Decreasing body condition will make it vulnerable to various diseases (Desiyanti, 2018). Not only diseases but elderly people usually also have problems in their social life so that the elderly do not fully enjoy their welfare in old age. Essentially the aging process will continue so that humans have a decrease in their physical and biological functions. This means that the decline in physical and biological functions greatly affects the psychological and social environment of the elderly and leads to insecurity, loneliness, and even depression.

The increasing number of elderly people also presents its problems. Especially in the current era of globalization, the more advanced technology in each field the more every year as the theory of globalization, supported by advances in information technology as well as print and electronic media, has an impact on the ideology, religion, culture, and values of the Indonesian people (Syaharuddin, 2015). In conditions like this, it requires social institutions to continue to provide services for the elderly who should enjoy welfare in old age by improving the quality of services, both health, psychological, and social as a result of the increasingly rapid development of globalization, making the welfare of the elderly increase. As Law Number 13 of 1998 (Paragraph b) concerning the social welfare of the elderly, although many of the elderly are still productive and able to play an active role in the life of society, nation and state, Social is something that is understood as a difference but still as one unit (Subiyakto et al., 2018).

The form of social services for the elderly in social institutions is provided through social services to meet the physical and psychological needs of the elderly. Social institutions that are part of the technology provider in the vicinity social Department provide services for the social welfare of the elderly (Article 1 Kepmensos no.22/1995). The word "social" in the social definition is defined as social, which is a condition that presents other people in human life (Putro & Jumriani, 2020). The social service that is meant in the practice of services for the elderly in an orphanage is provided utilizing providing shelter assistance, rehabilitation, and compensation during their stay. in an orphanage that is run in a planned and structured way to foster the peace of the elderly (Isra, 2015). So that the elderly who live in the orphanage will continue to maintain good ethical behavior even though they spend the rest of the time in the social institution as according to (Putra, 2019) Character education or character can be interpreted as value education, character education, moral education, character education which aims to develop the ability of students to make decisions, both maintaining what is good and realizing and spreading goodness into everyday life.

RESEARCH METHODS

In this study, the approach underlying this article is qualitative research with descriptive methods. It is used to describe the activities of the stages of social services at PSTW Budi Sejahtera Banjarbaru. The data collection was carried out through the observation stage "the social home for the Werdha and Budi Sejahtera in Banjarbaru" which is also a place for social service activities located on Jalan A. Yani Km. 21,700 Runway Ulin Utara Banjarbaru City. Interviews with informants were conducted with the head of the orphanage, namely Surya Fujianorrochim, Suyatno, and Sri Kuntari as a group of social worker functional officials, Pahriah as the head of the service section, Noorhayati as the general function of the administration section, Dian Fitria and Rochmanita as the general function of the service section and the caregiver of the guesthouse, Aisha Nor'ein as an office clerk, Yulia, Asih, Kamsiah, Ramini, Siti Jamilah, Samin as clients at the Tresna Werdha Budi Sejahtera social institution, Banjarbaru. The evidence is in the form of photos of the activities of social workers, structural and elderly officials, documents of the Tresna Werdha Budi Sejahtera social institution, Banjarbaru.

The data analysis technique used refers to the concept of Miles and Huberman which includes data reduction following the research objectives, namely social service activities at the Tresna Werdha Budi Sejahtera Social Home. Furthermore, the data is presented in the form of words equipped with pictures of social service activities (Sugiyono, 2016).

Furthermore, verification or concluding according to the formula. From all the data obtained by researchers, summarized, analyzed then all presented in a brief description so that it can conclude that social service activities are carried out optimally and planned. Checking the validity of the data to determine the validity and consistency of the data obtained by the researcher, source triangulation was carried out with different data sources, namely the head of the orphanage and the structure of the orphanage with elderly recipients of social service benefits. Triangulation is also used with different techniques, namely the observation data is matched with interviews and proven by documentation in the field.

RESULTS AND DISCUSSION

Banjarbaru City is one of the two cities and among eleven districts/cities in South Kalimantan which is classified as young (Abbas, 2002; Abbas, 2020; Mutiani et al., 2020). has a special social institution for the elderly, which is officially known as the nursing home or the Tresna Werdha Budi Sejahtera social home. The Tresna Werdha Budi Sejahtera social institution is a social institution consisting of five orphanages that are under the supervision of

the Social Service of South Kalimantan Province. The Tresna Werdha Social Home is a place of implementation in the field of care for the elderly to be provided with social services and guidance so that the elderly can experience their golden years with a sense of security, and not be depressed (Pemerintah Kalimantan Selatan, 2011). The Tresna Werdha Social Home is a forum for gathering the elderly either sincerely or given directly by the family to have cared for all their needs (Mustarim, 2018).

Picture 1. Social Homes Tresna Werdha Budi Sejahtera Banjarbaru

Source: Personal Documentations (Photo taken, 27 December 2019)

Tresna Werdha Budi Sejahtera social institution, Banjarbaru, South Kalimantan in 2019 received an Accreditation Certificate with a very good rating (A) from the Minister of Social Affairs of the Republic of Indonesia Number: 901. SA-LKS.A / 2019 Based on the Regulation of the Minister of Social Affairs of the Republic of Indonesia Number 17, 2012. The certificate valid for 5 years from 08 November 2019 to 08 November 2024 signed in Jakarta 08 November 2019 the Minister of Social Affairs of the Republic of Indonesia Head of the Education, Research and Social Counseling Agency Harry Z. Soeratin (Dokumen Profil Panti Sosial Tresna Werdha Budi Sejahtera Provinsi Kalimantan Selatan, 2019). Being an elderly service institution under the auspices of the Social Service of South Kalimantan Province completes all the needs to support the implementation of the service by purchasing the equipment needed from the regional budget (APBD) to achieve the vision and mission.

The Tresna Werdha social institution is the technical implementation unit of the Social Service led by the head of the orphanage. Also, the Tresna Werdha social institution is obliged to provide old-age protection, services, and social security for the welfare of the elderly. In providing services, protection, and social security for the welfare of the elderly in social

institutions, it is carried out by social workers and officials of the overseeing structures and agencies.

Social service is a structured and ongoing procedure of providing compensation so that the needs of the elderly can be met so that the elderly can carry out their social duties properly (Pemerintah Kalimantan Selatan, 2011). In the process of implementing social services, everyone in the orphanage is fully involved to organize, manage human resources in the management of social services for the elderly. As is Human resource management (HRM) can be interpreted as knowledge and intelligence to regulate and manage organizational resources, especially for the people in it, according to their main duties and functionality, rights and obligations, and their existence (Sulastri, 2014). Management managers in the institution are run from the head of the orphanage, group functional positions, all general functions of the administrative subdivision, all general functions of the service section, and all general functions of the guidance and resocialization section carry out their duties according to their respective roles at the stage of implementing social services to achieve the goal of the Tresna Werdha Budi Sejahtera social institution. In this study the researchers found 5 stages of implementing social services for the elderly in the Tresna Werdha Budi Sejahtera social institution:

1. Initial approach stage, this stage is the initial stage in the overall preparation of social services in the orphanage through meetings, consultations, and correspondence to agencies. According to Soerjono Soekanto, socialization is the process of communicating culture to new members of society. In a sense, socialization is a process of cultivating or transferring habits in the form of values and norms from one generation to another in people's lives (Soekanto, 2009). According to Pahriah In this step, it becomes the beginning of activities in the form of deliberations with the authorities such as district/city social services, socialization of programs carried out once a year to the district/city offices to explain or provide in-depth information related to social services in the institution so that the social / district offices can provide further information to the surrounding community. Selection, motivation, formulating mutual agreement, and placement of prospective clients who receive services so that prospective beneficiaries can participate in activities as scheduled by the orphanage to achieve the vision and mission of the Social Home for Werdha Werdha-Budi Sejahtera.
2. The disclosure stage and understanding of the problem (assessment) at this stage is a way of assessing and knowing the situation, circumstances, client needs, client problems and the client's family and environmental conditions to be made as a reference for the preparation of social service programs for clients. As is Siporin (1975) defines

assessment as a process or product of understanding which is the basis for implementing an action/intervention. Aimassessment is to understand the problems or needs of the community and determine how to reduce efficiency negatively of the problem (Wahda 2012). Then according to Suyatno (interview, 27 December 2019) that at the assessment stage, social workers reveal problems experienced by clients by interviewing and giving questionnaires to ask how they were before entering the orphanage, how their relationship with their family, with God, and their social environment. Social environment a place where social interactions occur between individuals and individuals and groups in an environment that is directly related to nature and the spatial environment (Purba, 2002). The client's social environment is also a trigger for problems experienced by previous clients so that social institutions, especially social workers, can determine the service objectives needed by clients.

3. The service program planning stage, the purpose of this stage is to determine the suitability of the program with the problems and needs of the elderly by planning a budget service program/financing facilities for each client so that the implementation team will know the potential of the elderly people can be used. According to Siagian (1994), planning is the entire process of thinking and determining carefully than what will be done in the future in the framework of predetermined achievement (Riskiyahyuhara, 2013). While the explanation of a session is to identify every problem and need the client's needs. At this stage, it becomes a step in the formulation of achievements and problem-solving activities, determination of resources (clients, budget, methods, needs, and time) to meet client needs (Adi, 2008).
4. Service implementation stage, at this service implementation stage, is carried out following service program planning that has been adjusted to client needs which includes social guidance; Social guidance is practiced in the orphanage so that clients can live in socialization, work together, work hard and obey the rules of values that apply in society. Physical and health guidance is carried out to provide familiarization and health guidance. Supporting activities for physical and health guidance are provided, namely the food menu every 3 (three) days, psychosocial guidance; mental-spiritual and spiritual guidance; This guidance is carried out so that clients understand themselves and others around them through religious guidance, ethics, and self-discipline. Spiritual guidance is carried out through religious lectures four times/week, skills guidance; Skills guidance is provided so that clients are skilled in their fields,

enabling them to earn a decent income as a result of their skills guidance. as well as recreational and entertainment guidance.

5. The post-service stage, this is an activity carried out after the end of the implementation of the service program in the orphanage provided to the elderly. At this stage there are three activities carried out, the first is evaluation, termination, and referral and follow-up guidance. Evaluation is part of the final stage by ensuring that the entire service and rehabilitation process is carried out and runs according to the agenda. While termination is the end of service between service providers and persons with psychotic disorders termination as a sign of formal termination of the relationship with parties social homes. Meanwhile, further coaching-based on standard technical service guidelines, continuous guidance, namely guidance activities aimed at clients and their social environment to strengthen, grow and develop a level of client independence in a good life and life in the future (Adi, 2018).

CONCLUSION

A social service is a form of activity In essence, it is given to the individual client and the surrounding environment so that they can face any social problems including relief and protection programs. Therefore, social services can be concluded as a function of social services to be used according to available sources so that they are effective and appropriate. Social services are organized activities that aim to help people who are unable to meet the needs of life so that they can be fulfilled and to adapt to each other's social environment.

Social services consist of several programs implemented with the consideration of client benchmarks for providing facilities to meet health and welfare needs as well as improving community life, especially the elderly who live in orphanages as well as encouraging the client's capacity to carry out their functions, reach the ability and use services to avoid and overcome difficulties and the fulfillment of the rights of an elderly person.

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