

Analysis of Social Rehabilitation Services for the Visually Impaired People (Implementation of the Regulation of the Minister of Social Affairs of the Republic of Indonesia at the Technical Implementation Unit of Social Rehabilitation Bina Netra Malang, of Indonesia)

Richo Duwi Andriansah, Agus Sholahuddin, and Kridawati Sadhana

University Of Merdeka Malang, Indonesia

ABSTRACT

This study aims to describe and to analyze social rehabilitation services for the visually impaired at Technical Implementation Unit for Social Rehabilitation Bina Netra Malang.

The research is also aims to analyze at inhibiting and supporting factors for implementing social rehabilitation services at Technical Implementation Unit for Social Rehabilitation Bina Netra Malang. This study uses a qualitative research method, which seeks information based on interviews, observations, and documentation to describe the state of the object of research based on facts in the field, which aims to find the correct facts and data, analyzed through data reduction data verification, and concluding. Technical Implementation Unit for Social Rehabilitation Bina Netra Malang or commonly called UPT RSBN.

The study results illustrate that the mechanism of social rehabilitation services at UPT RSBN includes several stages, which start from the initial approach, disclosure, and understanding of the problem, service program planning, service implementation, and post-service mechanisms. The particular procedure for social rehabilitation services at UPT RSBN Malang has three activities regulated by existing standards: mental guidance, social guidance, social guidance, and physical guidance. The coordination system for social rehabilitation services at UPT RSBN Malang is carried out through 2 methods: a structural and cross-sectoral coordination system. The communication system for social rehabilitation services at UPT RSBN Malang is built with all lines ranging from structural-functional officials, social workers, caregivers, instructors, and all components of the orphanage. The East Java Provincial Budget fully supports the budget support system for social rehabilitation services at UPT RSBN Malang. Keeping factors for social rehabilitation services include internally and externally. The inhibiting factors for social rehabilitation services include internally and externally.

Keywords: Social Rehabilitation, Disabilities, Services.

1. INTRODUCTION

The need for maintaining social welfare is the need for continuous protection and service efforts so that persons with disabilities can realize a reasonable standard of living. The implementation of social welfare as a directed, integrated and sustainable attempt is carried out simultaneously by the central government, regional governments, and the community in various forms of social services with the primary objective of meeting the basic needs of every citizen.

The government's social welfare services are divided into four sectors, namely 1) social rehabilitation, 2) social security, 3) social empowerment, and 4) social protection. The essence of social rehabilitation is an effort to recover and develop someone who has social dysfunction to carry out their social functions properly. The focus is on helping persons with disabilities to improve the quality and effectiveness of their roles and functions correctly as members of society.

Considering that the increasing level of social welfare for individuals, groups, and communities is one of the indicators of national development's success, the government's role in creating conducive policies to encourage the community to play an active role optimally in the development of social welfare is vital.

Social welfare development in Indonesia is carried out through a selectivity approach directed at specific individuals and groups who need Social Welfare Services, one of which is persons with disabilities. Who has legal standing and have the same human rights as Indonesian citizens and as an inseparable part of Indonesian citizens and people are a mandate and gift from God Almighty, to live and develop in a fair and dignified manner, even though the facts on the ground are partly Most persons with disabilities still live in vulnerable, backward, and poor conditions due to the existence of restrictions, obstacles, difficulties, and reduction or elimination of the rights of persons with disabilities.

The social welfare service system that is organized through the system within the orphanage is an alternative service if the functions and roles of the family/community cannot meet the needs of its members with the aim enable persons with disabilities to be able to carry out their social functions properly in community life through various programs of service activities and social rehabilitation.

Technical implementation units commonly called UPT that serve persons with disabilities are divided according to the characteristics of each disability so that the whole process of activities can be carried out precisely according to the degree of disability. All Disability Units work synergistically to realize the mission of the East Java Provincial Social Service, namely increasing the level of social welfare of the community through efforts to empower People with Social Welfare Problems and Potential Sources of Social Welfare.

One of the UPT with disabilities that carries out social rehabilitation services is the UPT for the RSBN, which is the locus of research in preparing standardization of social rehabilitation services at UPT RSBN Malang. The purpose of this study was to describe and analyze social rehabilitation services for the visually impaired at UPT RSBN Malang and to describe and analyze the inhibiting and supporting factors for the implementation of social rehabilitation services at UPT RSBN Malang.

2. LITERATURE REVIEW

Public policy has a meaning that can be classified into several variations. Several variations can be used for public policy, one of which is used from the depth aspect, which includes policy as a decision, approach as a management process, policy as government intervention, Policy as Democratic Governance. According to^[1], "*a decision carried out by authorized government officials for the benefit of the people (Public Interest).*" In the concept of public policy, there are many definitions related to public Policy put forward by experts, including the following:

2.1 Policy as a decision,^[1] states that public policy results from competition and various entities or departments that exist in a country with government institutions as the main actors related to context, roles, interests, and organizational capacity^[4].

Public policies are authoritative directions for government actions in national, regional, universal, and local jurisdictions^[2]. Santoso expressed his views on public policy: The first is the opinion of experts who state public policy with government actions. They tend to assume that all government actions can be called public policy. The second is the income of experts who pay special attention to implementing wisdom.

2.2 policy as a management process, Ripley in^[1] states that "*It is recommended that public policy be seen as a process and see the process in a simple model to be able to understand the concentration between actors and the interactions that occur in it.*"

Public Policy is a series of actions determined and implemented or not implemented by the government that has a goal or is oriented towards specific goals for the benefit of the whole community. Based on the public policy definitions mentioned above, it is classified as a management process because there are many rules and actions in making a policy, starting from the agenda-setting to the policy reformulation process.

2.3 policy as government intervention, Friedrich argues that a course of action proposed by a person, group, or government in a particular environment, provides obstacles and opportunities for the proposed policy to use and overcome to achieve a goal or realize a specific dream or purpose.

2.4 Policy as Democratic Governance, Public policy is an action or choice made by government agencies or other agencies to overcome problems that occur in the community. Public policy is made to solve problems that exist in society. Thus, it can be simplified that public policy is a (formal) government decision that contains development programs like the state's realization and function or task and achieves national development goals. Therefore, the characteristics of public policy are as follows: a. Actions are planned, patterned, and interrelated; b. Done by government officials; c. In specific fields; d. Can be positive or negative; e. Leads to a specific goal.

It can be summarized that public Policy is a series of interrelated choices chosen by the government, formulated to be implemented or not implemented to solve general problems. The implication of the government's choice of "executed" or "not implemented" is the same. The existing definitions may be satisfactory to explain one aspect but most likely fail to explain another element. Therefore, the proposition that public policy is a policy developed by government institutions and government officials should receive the best possible attention to distinguish public policy from other policy forms, such as policies issued by private parties.

Policy demands are demands made by private or government actors directed at government officials in a political system. They are urged to take action or not to take action on a particular issue. Policy decisions are defined as decisions made by government officials that ratify or provide direction and substance to public policy actions, including enacting laws, issuing executive orders or official statements, announcing administrative regulations, or making a juridical interpretation of the law.

Define policy implementation as the implementation of fundamental policy decisions, usually in the form of laws, but can also take orders or important executive choices or decisions of the judiciary. Usually, the decision identifies the problem to be solved explicitly states the goals or objectives to be achieved and various ways to structure or regulate the implementation process.

Policy implementation as actions taken either by individuals or government officials or groups or the introduction, formulation, and detailing of problems, setting criteria, evaluation, identification of alternatives. Plans/policies, evaluation of other options, plans/policies, elaboration and selection, alternative monitoring policies, and assessment of the results of private plans/policies directed at achieving the goals outlined in policy decisions.

In the history of the development of policy implementation studies, it is explained that there are two approaches to understanding policy implementation, namely: top-down and bottom-up approaches. In the top-down approach, the performance of policies is carried out centrally and starts from the mid-level actors, and decisions are taken from the main level. The top-down approach starts from the perspective that administrators or bureaucrats must carry out political policy decisions that policymakers have determined at lower levels.

Explains that etymologically implementation can be intended as an activity related to completing a job by using means (tools) to obtain results. So that when coupled with public policy, the word implementation of public policy can be interpreted as the activity of completing or implementing a public policy that has been determined/approved with the use of means (tools) to achieve policy objectives. Thus, the implementation of public policy is often associated with administrative processes in which many goals of organizational processes and activities are found in the methods and approaches they take.

Argues that the policy implementation process cannot be separated from various variables and factors that influence it. According to him, four critical variables must be considered and affect the failure and success of public policy implementation. The four variables are (1) communication (communication), (2) implementing resources (resources), (3) bureaucratic disposition (disposition), and (4) bureaucratic structure. Credited as the originators of the concept of Public Policy Implementation, stated that implementation is to implement a policy that must have an object and can impact whether or not an approach is achieved.

3. RESEARCH METHODOLOGY

This study uses a qualitative method based on the research objective to compile guidelines for standardizing rehabilitation and social services for physical disabilities at the UPT for Rehabilitation Services and Social Services for Physical Disabilities, Sensory Netra, Social Service of East Java Province. Such a goal is more appropriate with qualitative research, which emphasizes research on the quality of the research entity and process.

Qualitative research is research based on the philosophy of post-positivism, used to examine the condition of natural objects (as opposed to experiments) where the researcher is the key instrument, sampling of data sources is carried out purposively, and snowball collection techniques are tri-angulation (combined).), data analysis is inductive or qualitative, and qualitative research results emphasize meaning rather than generalization^[3].

Qualitative research is not intended to make generalizations from the research results. Research subjects that have been reflected in the research focus are not determined intentionally. Research subjects become informants who will provide various information needed during the research process.

Therefore, the authors chose the Purposive Sampling technique, which stipulates specific considerations or criteria that must be met by the samples used in this study. In connection with this research, it focuses on the details that are used as subjects in the study are: Head of Social Rehabilitation Section, Social Worker, and Instructor.

The data was analyzed using several steps according to the theory of namely "analyzing data with three steps: data condensation (data condensation), presenting data (data display), and drawing conclusions or verification (conclusion drawing and confirmation). " Data condensation refers to the process of selecting, focusing, simplifying, abstracting, and transforming data. In more detail, the steps are according to Miles' theory.

DISCUSSION

This research is related to implementing public policy using George Edward's theory. The study was conducted to determine the Social Rehabilitation Services at UPT RSBN Malang. Factors that need to be considered in social rehabilitation services are the mechanism for implementing social rehabilitation, procedures for implementing social rehabilitation, coordinating systems for implementing social rehabilitation, communication systems for implementing social repair, budget support for implementing social rehabilitation, supporting and inhibiting factors for implementing social rehabilitation. From the research results, all of these factors related to the implementation of social rehabilitation will be discussed.

Mechanisms for the implementation of social rehabilitation is food, shelter, clothing, education, hygiene, and health services. Various forms of services are provided to residents as long as they are in the UPT, Panti, or Institution, with the intention that the physiological needs of the residents can be met so that they can participate in all activities set by the UPT, Panti, or Institution correctly. As stated by Mrs. Anantya/Tya as the Head of the Social Rehabilitation Section in an interview on Tuesday, January 11, 2022, saying that:

"The implementation of social rehabilitation at UPT RSBN is running by adjusting the mechanism to suit existing standards and of course by providing full services, from housing, food, and health. Because it will make it easier for the existing rehabilitation services to work."

Based on this statement, it can be seen that the forms of services provided include:

Board Service (Boarding), clients are placed in a dormitory building or guesthouse according to gender and are grouped with two people per room each.

"We place clients in the guesthouse and adjust according to their gender, in the room we limit a maximum of 2 people for social purposes so that clients don't feel alone and help each other"

According to Mrs. Umami as a social worker in social rehabilitation in an interview on Tuesday, January 11, 2022. In addition, she also said:

"In each guesthouse containing 7-8 rooms or there are also barracks containing more than ten people, 1-2 caregivers are also placed in the guesthouse to supervise the needs of clients who need assistance and supervision in the development of clients."

The means for clients in the orphanage are to get 3 (three) meals a day and 2 (two) additional nutrients in the form of milk or green beans. By what Mrs. Umami said as a social worker at UPT RSBN :

"Clients get three meals a day by getting additional nutrition in the form of milk or green beans; we adjust it so that clients don't get bored with the menu. Of course, this is also useful for helping the social rehabilitation process so that the client feels satisfied and gets fulfilled nutrition."

In addition, Mrs. Tya added that.

"Food and snacks/milk are given according to a menu list that has been recommended by nutritionists and authorized doctors. So that there is no malnutrition for clients and of course according to the directions and standards of nutritionists and doctors who work with us."

Health checks by General Practitioners and Optometrists are carried out at least two times a month. For health care, there must be cooperation with the community health centers or Hospital. According to Mrs. Tya as the Head of the Social Rehabilitation Section in an interview on Tuesday, January 11, 2022, which stated:

"Client health is an important responsibility for our section because of that health services such as general services, eye, and eye care are usually held for at least two times a month, if there is an urgent need, we will take the client to the nearest community health centers or hospital to get health services. the maximum."

As for personal hygiene, Mrs. Umami stated that

"Clients receive assistance in the form of toiletries, toothbrushes, toothpaste, shampoo, and Rinso. For clothes, each client, while attending guidance at the orphanage, gets sports clothes, batik clothes, and brown uniforms each 1 set and shoes to support the client's needs."

At the stage of disclosure and understanding of this problem, an analysis of the client's condition, family, environment, characteristics of the problem, causes and implications of the problem, capacity to deal with issues and resources, and case conferences are carried out. As stated by Mrs. Tya that:

"The approach, disclosure and problem understanding stages are often carried out simultaneously during the initial selection process for prospective clients, because at that time the approach process will indirectly reveal information related to prospective clients, starting from the client's condition, family, environment, and case conferences which then follow. the UPT RSBN team will discuss to continue the next step, namely at the stage of planning a service program that is by the client's basic needs."

At this stage, the activities of setting service goals determining the types of services and resources to be used are carried out according to the needs of prospective clients during social rehabilitation by what Mrs. Tya said.

"The setting of service goals is carried out after the approach and understanding of the client's problem is carried out, to

find out later what program will be carried out for the implementation of social rehabilitation services, and course to know the standards and limitations that will be carried out / given by the instructor to the client."

The coordination system for the implementation of social rehabilitation is intended to facilitate implementation in shaping and changing the behavior, mental, social, and physical of residents so that they have adaptive and normative attitudes and behaviors and have a sense of sensitivity and social care that high self-confidence grows.

"Coordination is a basic thing that is done to get easy communication both in terms of the orphanage with related parties which aims to make all information able to be properly coordinated without any misinformation for the common good, while at our UPT, there are two coordination systems that are running, namely a structural and cross-sectoral coordination system where structural coordination is carried out by the caretaker of the nursing home and sectoral through the relevant agencies," said Mrs. Tya.

4. CONCLUSION

Based on the results of research on Social Rehabilitation Services at UPT RSBN Malang related to Policy Implementation Based on the Regulation of the Minister of Social Affairs of the Republic of Indonesia Number 16 of 2019 concerning National Social Rehabilitation Standards, it can be concluded that:

- The mechanism for social rehabilitation services at UPT RSBN includes several stages, starting from the initial approach as the primary mechanism to determine the extent to which prospective clients will be handled. Then proceed to the disclosure and understanding of the problem (assessment) to arrange what kind of service plan will be obtained by prospective clients in the future. Then proceed to plan a service program that adjusts from the previous assessment, which continues to the implementation of services, according to a plan that is laid out and managed in such a way as to suit the conditions of the prospective client. Finally, there is a post-service mechanism, where the UPT provides supervision to clients who have been given services to find out how the results are obtained after social rehabilitation services are carried out at UPT RSBN Malang.
- Special procedures for social rehabilitation services at UPT RSBN Malang have three activities regulated according to existing standards, namely through mental guidance psychologically, spiritually, intellectually, and aesthetically. Next, social guidance is given by prioritizing social work practice either through individual advice, such as counseling, social motivation, group social guidance, helping groups, or community social guidance. Furthermore, physical guidance is intended to improve and maintain the occupants' physical growth and development/stamina to have physical and spiritual health in activities such as mobility orientation, community service, and sports.
- The coordination system for social rehabilitation services at UPT RSBN Malang is carried out through 2 systems, namely a structural and cross-sectoral coordination system, to adapt to developments and needs in each sector to facilitate implementing social rehabilitation services.
- The communication system for social rehabilitation services at UPT RSBN Malang was built with all lines ranging from structural, functional officials, social workers, caregivers, instructors, and all components of the orphanage to facilitate the process of social rehabilitation services.
- The East Java Provincial Budget fully supports the budget support system for social rehabilitation services at UPT RSBN Malang.
- Supporting factors for social rehabilitation services include internally and externally, where internally, it is obtained from budget support and adequate support for human resources. Externally obtained from additional instructors voluntarily and assistance from health agencies such as health centers and hospitals.
- The inhibiting factors for social rehabilitation services include internally and externally due to the presence of new clients who have not been able to adjust to the new conditions, atmosphere, and environment so that adjustments are needed and the lack of training related to human resources in the orphanage. Externally due to the objections of the family and prospective clients themselves who have not been able to release their family members fully, there are obstacles to clients who have not been able to adjust to work competition in the broader community.

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