

INTEGRATED SOCIAL SERVICES AT SOCIAL WELFARE CENTER IN LEBAK SILIWANGI COBLONG DISTRICT BANDUNG CITY

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Abstract

This research aims to describe in depth the integration of social services in the social assistance program carried out by Puskesmas Kelurahan Lebak Siliwangi Coblong Kota Bandung with the use of an integrative social services approach, i.e., coordination of services, cooperation, collaboration, and interprofessional. The results of the research obtained show that Puskesmas Lebak Siliwangi has integrated social services into the social assistance program with the Social Services Office of Bandung City, the National Amil Zakat Agency (Baznas) of the city of Bandung, and the Rumah Amal Salman. The integration of services in the social assistance program carried out by Puskesmas with the relevant parties has been done well, but there are obstacles experienced, such as inaccuracy of information of the recipients of assistance when communicating with the related parties, lack of special appreciation by the service provider, and no brainstorming in the collaboration carried on. All these problems lie on one focus of the problem, which is the lack of joint evaluation of the service process that has been ongoing.

Keywords:

Integrative Social Services, Puskesmas

INTRODUCTION

Social services are actions taken to address social problems. Social services can also be interpreted as a set of programs aimed at helping individuals or groups who experience obstacles in meeting their life needs. If the conditions experienced by individuals and groups are left unchecked, they can cause various social problems, such as poverty, neglect, and various other problems. (Suharto, 2011) In this regard, social services are closely related to the state's responsibility as stated in the 1945 Constitution, article 34 paragraphs 1 and 2. The article states that the state is responsible for caring for the poor and neglected children. In fulfilling this responsibility, the state through the Regulation of the Minister of Social Affairs of the Republic of Indonesia Number 15 of 2018 established the Social Welfare Center or hereinafter referred to as Puskesmas.

One of the problems solved by Puskesmas is poverty. Talking about poverty, there is a downward trend in poverty rates both on a national and regional scale. On a national scale, according to BPS data through the Official Statistics News (BRS No. 50/07/Th. XXVII), the poverty rate in March 2024, which amounted to 25.22 million people (9.03%), decreased by 0.68 million people (0.33%) compared to March 2023, which amounted to 25.90 million people. The same thing also happened on a provincial scale (BRS No. 41/07/32/Th.XXVI), the poverty rate in West Java in March 2024, which amounted to 3.85 million people (7.46%), decreased by 39.93 thousand people (0.16%) compared to March 2023, which amounted to 3.89 million people. This trend also occurs at the city level, namely Bandung City (BRS No. 13/12/3273/Th. VI) in March 2023, which amounted to 102.80 people

(3.96%), experienced a decrease of 7.02 thousand people (0.29%) compared to March 2022, which amounted to 109.82 thousand people. The decline in poverty rates is inseparable from the existence of the Bandung Mayor Regulation (Perwali) No. 1554 of 2014 concerning the Cetak Juara Integrated Referral Service System which regulates the Puskesmas and also in it to improve integrative social services in urban areas such as the Lebak Siliwangi Puskesmas. The Lebak Siliwangi Puskesmas is one of the Puskesmas that applies an integrative social service approach. The integrative social service approach according to Munday (2007) is defined as an approach that unites various social services and support in one integrated framework. The aspects contained in this approach are service coordination, cooperation, collaboration, and interprofessional.

The first aspect of the approach, namely coordination, is defined by Bungler (2010) as a process involving organizations or service providers interacting with each other in achieving a common goal, namely providing services to clients or recipients. Service coordination can be reviewed through the exchange of information that tends to be more transactional, namely data or information delivered from one party to another without experiencing further expansion of meaning or interpretation from each party exchanging information, relationships between service providers based on mutual respect, common goals, and shared knowledge, good communication can be seen through the frequency of communication and quality that includes accuracy and clarity of information and openness that ensures transparency and inclusiveness of all parties involved in social services, and flexibility that allows service

providers to respond quickly to changes in conditions and situations of service recipients.

The second aspect of the approach, namely cooperation, is defined by West in Imron (2019) as a relatively small group working on a clear and challenging task, which is most efficiently completed by the work group together compared to individuals working alone or in groups. Team goals come from tasks that require cooperation and interdependence to achieve them, and team members work in different roles within a team. Kvellestad, et al. (2021) stated that cooperation can be reviewed through the goals between parties, fairness in providing services, mutual understanding, responsibility according to their roles, respect for each party involved and tolerance for differences in work culture..

The third aspect of the approach is collaboration, which is defined by Saleh (2020) as a pattern and form of relationship carried out between individuals or organizations to share, participate fully, and agree or agree to take joint action by sharing information, resources, benefits, and responsibilities in joint decision making. Collaboration can be seen through the brainstorming process of sharing ideas or opinions of team members, providing value in the form of views and perceptions of all team members who are the same towards certain meaningful values, equal partaking where the implementation of collaboration must provide equal or fair opportunities and involvement for all parties.

The final aspect in the integrative social service approach is interprofessional, which is defined by Gilbert et al. (2010) as collaboration between two or more professions. This approach involves collaboration between various types of professions to provide holistic services. and coordinated to service recipients.

Puskesmas Lebak Siliwangi carries out an integrative social service approach according to these aspects with several parties, namely the Social Service Office of Bandung City, Baznas of Bandung City, and Rumah Amal Salman. This shows the important role of Puskesmas as the spearhead of services for the community at the initial level. However, in its implementation there were several initial obstacles, such as only 3 or 5 out of 10 proposals from residents in the social assistance program being facilitated and the lack of unity of the multi-party providers of the social assistance program.

Based on these problems, it is necessary to conduct research to discuss the process of integrative social services at Puskesmas considering the vital role it plays as the spearhead in resolving social problems in society. Furthermore, the results of the research can be used as a description and evaluation material for the parties involved in integrative social services.

METHOD

This study uses a qualitative method to deeply understand the integrative social services carried out by Puskesmas in Lebak Siliwangi Village. Informants in this study targeted the parties involved and understood the implementation of integrative social services at Puskesmas Lebak Siliwangi. The drawing of informants used purposive and snowball sampling techniques, where researchers determined the sample with certain considerations and rolled from one respondent to another, so that a total of 8 informants were obtained who were able to provide information related to integrative social services.

The data collection technique in this study used passive participant observation of the integrative social service activities carried out,

in-depth interviews with predetermined informants, and documentation studies through various documents such as photos of activities (Murdiyanto : 2021). Then in checking the validity of the data, the researcher used a credibility test with extended observation, increased persistence, and triangulation. The transferability test provides a clear description in the research report. Dependency test by auditing the entire research process. Certainty test by checking data and interpretation of research results (Sugiyono : 2021).

RESULT

The establishment of the Lebak Siliwangi Village Social Health Center is based on the Decree (SK) of the Lebak Siliwangi Village Head No. 001F/SK.LBS.PSKS/1/2024. The letter regulates the management of the Puskesmas Lebak Siliwangi, the duties and responsibilities that must be carried out. The duties and responsibilities that have been regulated in the SK are a) Preparing activity plans and budgets; b) Supporting and facilitating the updating of beneficiary data in the Lebak Siliwangi Village; c) Recording complaints from poor and vulnerable residents to the Social Health Center application connected to the Bandung City SLRT; d) Referring complaints from poor and vulnerable residents to program managers/social services in the village and in the city; e) Building and following up on partnerships with non-governmental institutions including the private sector in the village; f) Compiling activity reports to be submitted to the National Secretariat and other related parties in the City of Bandung.

As previously explained, Puskesmas Lebak Siliwangi carries out integrated social services with various parties. First, Puskesmas Lebak Siliwangi carries out integrated social services with the Social Service Office of Bandung City

in the PKH and BPNT programs, where Puskesmas Lebak Siliwangi verifies and validates data and assists in the process of distributing the assistance to residents registered as recipients of social assistance. Second, Puskesmas Lebak Siliwangi carries out integrated social services with Baznas in the zakat assistance program, where Puskesmas Lebak Siliwangi also plays a role in collecting data and distributing it, this time to mustahik (zakat recipients). Third, and finally, Puskesmas Lebak Siliwangi carries out integrated social services with Rumah Amal Salman in the basic food and orphan assistance program in the form of cash and goods.

The research results are described according to the aspects contained in the integrative social service approach, namely service coordination, cooperation, collaboration, and interprofessional.

1. Service Coordination

Service coordination carried out by Puskesmas Lebak Siliwangi with the Social Service Office of Bandung City, Baznas Bandung City, and Rumah Amal Salman includes information exchange, relationships between service providers, communication and flexibility. Information exchange is in the form of information on residents receiving assistance, administrative requirements for receiving assistance, and needs when distributing it. Then there is a referral process that comes from suggestions from residents which are then submitted to Puskesmas to be referred to the social assistance program manager. In addition, there is also a good relationship between service providers which has an impact on the fast service process, avoiding potential conflicts and facilitating access to information.

Clear communication and implementing openness are also carried out by Puskesmas Lebak Siliwangi with related parties through social media WhatsApp in the form of a village group. Puskesmas Lebak Siliwangi and related parties also apply flexibility in their services that act responsively to changes in the needs of residents receiving social assistance. However, these two aspects have obstacles, namely that there is often inaccuracy in the data of residents receiving social assistance due to the lack of regular data updates and the realization of the distribution of social assistance which takes a long time due to budget limitations from the managers of the social assistance program.

2. Cooperation

The cooperation carried out by Puskesmas Lebak Siliwangi and related parties, namely the Social Service of Bandung City, Baznas, and Rumah Amal Salman has objectives that are in accordance with their respective roles, where Puskesmas Lebak Siliwangi carries out data collection, services, and referrals for poor residents according to its capacity, while the related parties mentioned process and realize social assistance according to referrals from Puskesmas Lebak Siliwangi. The services carried out also always strive for justice by verifying and validating data between related parties. Puskesmas Lebak Siliwangi and related parties also always provide understanding in the form of understanding and taking the initiative for residents who have difficulty accessing social services. Fulfillment of the responsibilities of all parties involved in integrative social services is also carried out by Puskesmas Lebak Siliwangi and related parties by ensuring that the services provided to poor residents receiving social assistance are in accordance with the rules and roles of each party. Puskesmas Lebak Siliwangi also upholds tolerance

towards more Islamic cultural differences on the part of Baznas and Rumah Amal Salman. Unfortunately, the cooperation carried out has not given any special awards between Puskesmas Lebak Siliwangi and related parties. The awards obtained are only in the form of thanks and giving each other a meal when one of the parties visits Lebak Siliwangi Village.

3. Collaboration

The collaboration carried out by Puskesmas Lebak Siliwangi with related parties, namely the Social Service of Bandung City, Baznas, and Rumah Amal Salman, did not involve any brainstorming. The absence of brainstorming also resulted in no evaluation of the ongoing service process. Although there was no brainstorming, the collaboration carried out acknowledged the same values (providing value) in providing social assistance program services, namely integrity values such as honesty and commitment in carrying out integrative social services. The collaboration carried out also made Puskesmas Lebak Siliwangi and related parties have the same role (equal partaking), namely serving poor residents who need access to social assistance programs.

4. Interprofessional

Integrative social services carried out by Puskesmas Lebak Siliwangi include other professions involved in the service of social assistance programs from health workers, doctors, to the TNI. Through these professions, Puskesmas Lebak Siliwangi gains knowledge and skills that can optimize the service of social assistance programs and obtain potential resources to establish broader service integration.

DISCUSSION

Integrative social services are defined as an approach that brings together various social

services and supports in one integrated framework. This approach aims to provide holistic and coordinated services to individuals, families, or groups in need, taking into account various aspects of their well-being.

Based on the research results obtained, there are problems that can hinder the implementation of integrative social services. The discussion was carried out by dissecting every aspect that was found to be a problem in the previous section, namely service coordination, cooperation and collaboration.

1. Service Coordination

In the aspect of service coordination, there are problems in the communication process where there is often inaccurate information on data on aid recipients due to the lack of regular data updates and the realization of the decline in social assistance which takes a long time due to limited budgets from social assistance program managers.

This is certainly a problem considering the statement from Habibullah (2020) that communication that does not run well can hinder coordination and difficulty in understanding the needs and problems faced by the community, so that the services provided are not optimal, and become an obstacle for the Social Health Center to provide adequate integrated social services for the poor.

Furthermore, Habibullah (2020) also explained that responses that are hampered by budget limitations can affect the availability of resources and infrastructure needed to provide quality social services. The rapid response that is limited by the budget from the social assistance program manager also affects the ability of the Social Health Center to carry out comprehensive efforts to prevent social problems faced by the community.

The need for alternative solutions to the phenomena that occur is based on Bunker's (2010) statement that communication is a very crucial part of coordination and the various challenges faced by social service providers require their ability to adapt and align with existing social situations.

In addition to this statement, the need for alternative solutions to problems is also reinforced by the Regulation of the Director General of Social Empowerment Number 161 of 2020 concerning General Guidelines for the Implementation of Integrated Service and Referral Systems and Social Welfare Centers for Handling the Poor and Underprivileged, which states that in carrying out its services, the Lebak Siliwangi Social Health Center fulfills the principle of responsiveness, which means being able to provide information, referrals, and social protection services and poverty alleviation quickly in accordance with the established mechanisms.

2. Cooperation

In the aspect of cooperation, there is a problem that there is no special award given to the parties involved in integrative social services. This is certainly a problem because Kvellestad, et al. (2021) stated that awards to each party involved can create a sense of happiness and pleasure for the activities carried out. So that with the absence of special awards given to the parties involved in integrative social services, it will threaten the sustainability of cooperation between the parties.

3. Collaboration

The next problem is the absence of brainstorming in the collaboration carried out by Puskesmas Lebak Siliwangi. This is also a problem because Saleh (2020) stated that the collaborative work program implemented

based on the results of sharing ideas or opinions of team members which are then used as the main work pattern will have positive implications for achieving common goals. The absence of brainstorming can also result in differences of opinion between parties which become obstacles in implementing the integrative social service process.

Regarding the lack of brainstorming, this can be an important concern for Puskesmas Lebak Siliwangi and its collaborators in integrating social assistance program services. Van Dujin, et al. (2018) stated that when parties collaborate, it can give rise to the potential for clashes such as differences in interests that can make them prioritize group goals over team goals. With these results and related to existing theories, brainstorming should be carried out by Puskesmas with collaborators to ensure that obstacles and the latest ideas can be applied to future services. If this is not done, it can give rise to the potential for other parties to have interests other than team interests.

The various problems that arise lead to one point, namely the absence of a participatory evaluation by the Lebak Siliwangi Social Health Center with related parties. Participatory evaluation is a solution because it has one goal, namely to increase synergy and conduct a comprehensive evaluation of service coordination, cooperation, and collaboration as well as interprofessionalism that has been carried out by Puskesmas Lebak Siliwangi with related parties, namely the Social Service of Bandung City, Baznas, and Rumah Amal Salman. Kusters, et al. (2017) stated that this strategy aims for the sustainability of the implementation of programs that have been run by multistakeholders, such as achieving the agreed program goals. The goals that have been achieved can be improved and adjusted over

time due to the results of discussions between parties or changes in external conditions.

CONCLUSION

The study of Integrative Social Services in Social Assistance Programs at the Social Welfare Center (Puskesmas) in Lebak Siliwangi Village, Coblong District, Bandung City aims to find out, understand, and describe social services in integrated assistance programs as a form of poverty alleviation efforts carried out by Puskesmas Lebak Siliwangi.

Overall, the integrative social services carried out by the Lebak Siliwangi Social Health Center with related parties, namely the Social Service Office of Bandung City, Baznas of Bandung City, and Salman Charity House, have problems that can hinder the implementation of integrative social services, namely in communication where there is often inaccuracy in the information on recipient data due to the lack of regular data updates by the Lebak Siliwangi Social Health Center and related parties, the absence of special awards given to service providers, and the absence of brainstorming in collaboration which can lead to a lack of common goals in the collaboration carried out in integrative social services.

The three problems are rooted in the absence of participatory evaluation by Puskesmas Lebak Siliwangi and related parties in integrative social services. Alternative solutions to problems in the form of participatory evaluation are also a manifestation of the commitment of the parties involved to ensure sustainability and improve and adjust the goals they have built with the conditions in the field.

It is time for all parties to evaluate the processes and stages of integrative social services provided to the poor in Lebak

Siliwangi Village as a top priority. Of course, with this priority, it will bring benefits for the sustainability of integrative social services in the future.

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