

# TEENAGERS' SATISFACTION WITH SOCIAL SERVICES AT THE SOCIAL EMPOWERMENT COLLEGE FOR YOUTH IN LEMBANG, WEST BANDUNG DISTRICT

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## *Abstract*

*Satisfaction about social service is a pleased or disappointed feelings which appear after comparing between perception or impression with the provided services by social service institution. The objectives of this research are able to achieve empirical descriptions about: 1. Respondent's characteristics, 2. Basic needs fulfillment service for respondents, 3. Social service's quality and facility for respondents, 4. Respondent's relationship with the institution's officers. The design of this research is a quantitative survey descriptive research. The populations in this research are 50 adolescents who are being benefit recipients in PPSBR Lembang Kabupaten Bandung Barat. The sampling thechnic of this research is using census thechnic of all the populations to be going to use as the research sample. The data collection thechnic is using questionnaire and the measurements tools are using Rating Scale. The results of this research show that the levels of adolescent's satisfaction about social service at PPSBR Lembang Kabupaten Bandung Barat is in high level category. Basic needs fulfillment service for respondents is in medium level category. Social service's quality and facility for respondents is in high level category. And Respondent's relationship with the institution's officers is ini high level category. Based on the problem's analysis in this study it is suggested an altenative program is "Social extension about Social Service Enhancement Quality for Institution's Officers at Panti Pemberdayaan Sosial Bina Remaja (PPSBR) Lembang Kabupaten Bandung Barat".*

**Keywords:** *Satisfaction, Social Service, Adolescent*

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## INTRODUCTION

Adolescence lasts between the ages of 12 and 22 years, this is to the opinion of Mappiare in Muhammad Ali and Asrori (2021), "adolescence lasts between the ages of 12 and 21 years for women and 13 to 22 years for men". Then, based on the 2021 profile of the Lembang Youth Development Social Empowerment Home (PPSBR), the teenagers who are the targets of the social services provided are out-of-school teenagers aged 17-21 years. Teenagers or the term adolescence comes from the Latin word (adolescent) which means to grow or grow to reach maturity, as expressed by Hurlock in Muhammad Ali and Asrori (2021) stating that "the term adolescence has the meaning of including mental, emotional, social and physical maturity."

Based on data from the Central Statistics Agency (BPS) in 2020, the estimated number of teenagers is 67.35 million people, or a quarter of the total population of Indonesia. The quality of adolescents is mainly seen in their educational attainment. Judging from the 2020 School Enrollment Rate (APS) data in Indonesia, teenagers in the 16-18 year age group were 72.72% and 25.56% in the 19-24 year age group. If we look at age groups, the percentage of teenagers 19-24 years old who are still in school is far below the percentage of teenagers 16-18 years old.

In West Java Province itself, Population Data from BPS West Java Province estimates that the number of teenagers is 12.27 million people, or a quarter of the total population in West Java Province. Based on 2020 APS data in West Java Province, teenagers in the 16-18 year age group were 67.74% and 22.84% in the 19-24 year age group. Just like previous data, the percentage of teenagers 19-24 years old who

are still in school is far below the percentage of teenagers 16-18 years old.

This shows that adolescent participation in higher education is still relatively low. Based on education level, the highest Open Unemployment Rate (TPT) for young people is those with a high school or vocational education, followed by tertiary institutions and junior high schools. This happens because generally, teenagers with higher education have better bargaining power by looking for jobs that match their education and salary offers. Meanwhile, teenagers who have a lower level of education will accept all kinds of jobs that can provide them with income. The greater number of unemployed teenagers with secondary school education and above shows that there is a phenomenon of unemployment among teenagers.

Apart from the phenomenon of unemployment among teenagers with secondary school education and above, there is the phenomenon of teenagers dropping out of school due to several factors, one of which is economic. According to previous research, it shows that the majority of teenagers who have dropped out of school in Indonesia are in the low-quality-of-life category (Yulia, Livana & Rahma, 2017). Adolescents who are in the low quality of life category tend to be involved in problems such as violence, use of illegal drugs, sexual behavior, thoughts of suicide, and violence against peers.

Apart from research on teenagers, there is research on the level of satisfaction with services from a service provider institution. Rahmawati (2018) conducted research on the level of satisfaction of students with the quality and food service at Muhammadiyah Boarding School Yogyakarta, with the results of the research showing that the level of satisfaction of students with the quality and service of food

at the school was included in the dissatisfied category because the students' expectations were greater than reality. Meanwhile, Febrianti & Fahrudin (2020) conducted research on satisfaction with social services among TNI members who experience disabilities, with the research results showing that there are differences in the level of satisfaction with services between members who have received social services and members who have not received social services. Based on this research, there are variations in the level of satisfaction of someone who receives a service from a service provider.

Satisfaction comes from the Latin "status" which means good enough and "facio" which means to do or make so that etymologically the word satisfaction has a definition which means an effort to fulfill something. Satisfaction is a relationship between what is needed and the results that will be obtained from the service received, if the service meets the needs it will give rise to satisfaction. According to Kotler in Febrianti and Fahrudin (2020), "satisfaction is a feeling of pleasure or disappointment that arises after comparing perceptions or impressions of performance or perceived results and expectations."

Apart from this understanding, there are several aspects, namely according to Reid and Gundlach in Febrianti and Fahrudin (2020), namely:

The dimensions of satisfaction they assess include overall service and three subscales related to client reactions to social services including: 1) Relevance, namely the extent to which a service matches the client's perception of their problems and needs; 2) Impact, namely the extent to which the provision of case management services meets client needs; and 3) Gratification, namely the extent to

which the service increases the client's self-esteem and contributes to a sense of strength and integrity.

Lembang Youth Development Social Empowerment Home (PPSBR) is located on Jalan Raya Maribaya No. 22, Kayu Ambon Village, Lembang District, West Bandung Regency, West Java Province. PPSBR Lembang is a UPTD from the West Java Provincial Social Service which provides social services to teenagers who have dropped out of school from the age of 17-21 years who come from districts/cities throughout West Java. PPSBR Lembang has a vocational-based skills training program such as training for motorbike mechanics, barbers, coffee baristas, catering, and sewing skills. These five areas of vocational skills are the main objectives of social services at PPSBR Lembang. Apart from the basic skills, there are also additional skills given to out-of-school teenagers, namely music training, massage, farming, screen printing, handicrafts, spiritual formation by spiritual mentors, and sports by sports mentors.

Reporting from [jabarprov.go.id](http://jabarprov.go.id) (2022), the West Java Regional Secretary inaugurated Coffee which Empowers Children with Special Needs (ABH), Setiawan Wangsaatmaja inaugurated Aksara Coffee and Barber Shop which is a workshop organized by one of the UPTD of West Java Province for children who have attended vocational training at the UPTD Youth Development Social Empowerment Institution (PPSBR) in West Java Province, one of which was PPSBR Lembang. Apart from the phenomenon of PPSBR Lembang's achievements, several problems occur among teenagers while they are clients at PPSBR Lembang. Ramadhani and Putri (2021) in their research found the discomfort experienced by teenagers who were clients at

PPSBR Lembang due to the social environment which made them feel unaccepted by their friends and even by the orphanage staff at PPSBR Lembang.

Social service institutions that replace needs in an orphanage are certainly not the same as meeting needs in a family environment, there are quite significant differences in them, such as the absence of involvement of the teenager's parents and siblings, feeling safe and comfortable being near the family and also caring especially for children because there are many teenagers living in institutions. There is an issue that even though PPSBR Lembang has implemented services according to youth development standards, the services provided by the orphanage are not yet in line with what is needed and the goal of teenagers living in the orphanage. So, some of the services provided by the orphanage are felt to be unsatisfactory for the teenagers who live in the orphanage, considering that the capacity at PPSBR Lembang is 50 people, consisting of 30 men and 20 women.

Based on limited interviews conducted by researchers when carrying out an Institutional Practicum at PPSBR Lembang with several teenagers who were clients, it was stated that these clients felt that the services provided were less than satisfactory. This is because they often experience delays in distributing equipment and their daily needs, such as the need for clothes, shoes, equipment for worship, uniforms for attending education and training, as well as the need for toiletries. Therefore, researchers want to know the level of satisfaction of teenagers towards meeting their needs while in the orphanage.

Apart from that, researchers also discovered the phenomenon that in implementing social service activities for teenagers, PPSBR Lembang has 7 Social

Workers and 4 Social Welfare Workers. The orphanage staff provided services to 50 teenagers for 6 months starting from the initial selection stage, acceptance stage, service implementation stage, further development stage, and termination stage. The programs and services provided by PPSBR Lembang have been running according to what was planned, but the issue is that the number of teenagers living in the orphanage is quite large and varied, not commensurate with the number of officers in the orphanage. Therefore, the research also wants to know about the level of satisfaction of teenagers with the quality of services provided by PPSBR Lembang.

Based on this phenomenon, researchers are curious about teenagers' satisfaction with social services at PPSBR Lembang. Researchers saw responses regarding the satisfaction of teenage clients at PPSBR Lembang with the social services provided by the orphanage. Therefore, this research aims to provide a reference for improving the quality of social services provided by all social welfare providers.

Departing from this background, the title of this research was formulated "Adolescent Satisfaction with Social Services at the Youth Development Social Empowerment Home (PPSBR) Lembang".

## **METHODOLOGY**

The research process carried out by researchers was to measure adolescent satisfaction with a questionnaire containing questions about social services at the Lembang Youth Development Social Empowerment Home (PPSBR) prepared in accordance with previously established research methods. The method used in this research is quantitative research with a descriptive survey type. The population in this study were 50 teenagers who were

beneficiaries of PPSBR Lembang, West Bandung Regency. Sampling uses a census or the entire population is sampled.

Next, the data collection technique uses a questionnaire. The measuring tool uses a Rating Scale. As well as validity testing using Face Validity and reliability testing using the Alpha Cronbach formula.

## RESULT AND DISCUSSION

Data processing was carried out by asking respondents a number of questions which had been arranged systematically in a research instrument in the form of a questionnaire containing 35 questions. This research instrument functions as a control tool so that the questions asked are in accordance with the topic of the research being conducted. The questionnaire was submitted to respondents as many as 50 teenagers consisting of 30 men and 20 women who were beneficiaries at PPSBR Lembang, West Bandung Regency.

The process of testing the validity of the research instrument was carried out on each question with a sample of 50 respondents. The results of SPSS 25.0 analysis using the Pearson Product Moment Correlation statistical test, it is known that the  $r$  table at a value of  $n$  (sample) = 50 with a significance level of 5% or 0.05, obtained an  $r$  table of 0.279. And if the calculated  $r$  value is greater than the table  $r$  value, it means that the question item is declared valid. Based on the results of this analysis, it is known that the 35 question items were declared valid, because the question items had a calculated  $r$  value  $>$   $r$  table.

Next, to find out whether the research instrument testing had reliable results or not, a reliability test was carried out with Cronbach's Alpha. A measuring instrument that is declared reliable has a value greater than or

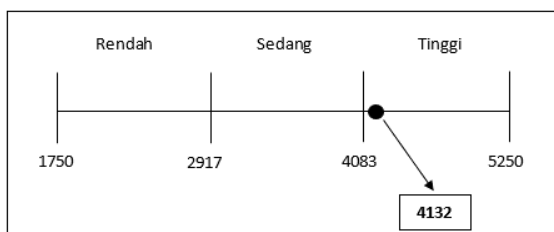
equal to 0.70. From the total reliability analysis results, a Cronbach Alpha value of 0.951 was obtained. This means that the research instrument used can be declared reliable because the Cronbach's Alpha value is  $>$  0.70.

This research is about "Adolescent Satisfaction with Social Services at the Youth Development Social Empowerment Home (PPSBR) Lembang, West Bandung Regency. The aim of this research is to determine the level of satisfaction of teenagers with social services at PPSBR Lembang, West Bandung Regency in the aspects of fulfilling basic needs, facilities and service quality as well as the respondent's relationship with parties at the institution. The results of the research showed that the characteristics of respondents in PPSBR Lembang, West Bandung Regency were 50 teenagers, dominated by male teenagers (60%), the majority aged 19 to 21 years (68%) and had referrals from Regency/City Social Services throughout the region. West Java (82%).

The following is a recapitulation of research results regarding adolescent satisfaction with social services at PPSBR Lembang, West Regency:

**Table 1.** Recapitulation of Research Results

Aspect	Category	Score
Fulfillment of Basic Needs	Medium	1745
Facilities and Service Quality	High	1178
Respondent's Relationship with Parties in the Home	Higj	1209
<b>Total Score</b>		<b>4132</b>



**Figure 1.** Research Results Continuum Line

After data processing and interval class calculations, youth satisfaction with social services at PPSBR Lembang was in the high category with a total score of 4132. This means that respondents were satisfied with all social services provided by PPSBR Lembang. They received these social services for  $\pm$  6 months or 1 semester, which consisted of services to fulfill basic needs, provision of facilities and quality of service from the orphanage, as well as the relationships that existed between fellow respondents at the orphanage and the relationships that existed with the orphanage staff at PPSBR Lembang.

### 1. Fulfillment of Basic Needs

In the aspect of fulfilling basic needs, respondents had a total score of 1745 in the medium category. This means that respondents who live in institutions think that the basic needs services provided by institutions are not all going well. These results are in line with the results of a limited interview conducted with one of the respondents who lives in an orphanage who considers that not everything in the basic needs fulfillment services provided by the orphanage is going well, sometimes in meeting their food needs they are satisfied but for the provision of clothing and facilities They are not yet fully satisfied with their housing and cleanliness and feel that there are still many deficiencies in meeting their needs for clothing and shelter.

### 2. Facilities and Service Quality

In terms of facilities and service quality, respondents were in the high category

with a total score of 1178. This means that respondents were satisfied with the facilities and quality of social services provided by the orphanage. The facilities and quality of social services provided by the orphanage can be provided in the form of physical, skills, social, counseling and religious guidance as well as outdoor recreational activities. These results are in line with the results of a limited interview conducted with one respondent who considered that the provision of facilities and quality of physical, skills, counseling and religious guidance provided by the institution was satisfactory with the facilities and quality of service, but the respondent felt not completely satisfied with outdoor recreational activities such as tourist tours and outbound activities held by the orphanage.

### 3. Respondent's relationship with parties in the orphanage

In the aspect of the respondent's relationship with the parties at the orphanage, the total score was 1209, which is in the high category. This means that respondents felt satisfied with the relationships that existed between fellow respondents and with officers while they were at the institution. These relationships can be in the form of mutual cooperation, respect, courtesy, respect for fellow respondents in the home, as well as relationships with the home staff can be in the form of how the home staff look neat when providing services, the attitude of the home staff in responding to needs, maintaining confidentiality, providing affection and helping. respondents when experiencing learning difficulties. These results are in line with the results of a limited interview conducted with one of the respondents who thought that they were satisfied with the relationships that existed between their friends at the orphanage because they helped each other, as well as with the orphanage staff

who were always kind to the respondents in providing services to them. them while they were in the orphanage.

Based on the results of research on adolescent satisfaction in PPSBR Lembang, West Bandung Regency, the aspect of fulfilling basic needs for respondents received the lowest ranking compared to other aspects. This is due to several problems in the social services provided by PPSBR Lembang. Firstly, regarding fulfilling food needs in the orphanage, teenagers who are clients in the orphanage consider the nutrition of the food served by the orphanage to be incomplete, for example milk is rarely provided by the orphanage, even though milk is a food ingredient that must be provided in services provided by every orphanage, because milk has high nutrition and contains various food substances such as protein, fat, carbohydrates, minerals and vitamins. Second, in fulfilling housing needs, teenagers who are clients at the orphanage consider that the bathrooms and cupboards provided by the orphanage still have deficiencies. These shortcomings include bathroom maintenance that was not optimal so there were some broken ceramic floors and the cupboards provided did not have locks to keep their belongings safe so they had several times lost their belongings and money.

Problem analysis from the discussion of research results shows that there are problems in fulfilling basic needs for teenagers while in institutions, therefore there is a need to overcome problems in fulfilling basic needs themselves, namely improving the quality of social services for teenagers.

Furthermore, in the source system analysis there are several source systems that can be used to help carry out problem handling efforts. The resource system has value and can be used to overcome problems and meet the needs of teenagers in PPSBR

Lembang, West Bandung Regency. Pincus and Minahan in Sukoco (2011) mention three social welfare source systems that can be used to meet needs and solve problems, namely, informal source systems, formal source systems and community resource systems. The following is a resource system that can be used to improve the quality of services in nursing homes.

### **1. Informal Source System**

The form of the informal resource system is in the form of emotional support, attention and affection for teenagers while in the orphanage, namely fellow teenagers in the orphanage. It is hoped that this informal resource system or fellow teenagers who are in the orphanage can help each other to build good relationships with each other. So that all teenagers in the orphanage can feel comfortable with each other while receiving services.

### **2. Formal Source System**

A formal source system is a source system that can be utilized if someone becomes a member of a formal organization or association. The formal source system that can be utilized is the Youth Development Social Empowerment Institution (PPSBR) Lembang, West Bandung Regency. The parties at PPSBR Lembang themselves include caregivers, social workers, psychologists, nurses, skills instructors and other home staff. It is hoped that the involvement of orphanage staff can improve the quality of social services for teenagers.

### **3. Community Resource System**

A community resource system is a resource system that can provide assistance to the general public (government or private institutions). Government or private institutions that have collaboration with PPSBR Lembang and can be used to improve

the quality of services in orphanages, include:  
1) West Java Provincial Social Service; 2) SESPIIM Clinic which collaborates in meeting health service needs; 3) Companies or Business Entities that collaborate with PPSBR Lembang such as convection, garment, taylor, workshops, cake shops and critoe cafes.

## CONCLUSION

The results of the research entitled "Adolescent Satisfaction with Social Services at the Youth Development Social Empowerment Home (PPSBR) Lembang, West Bandung Regency" aim to obtain an empirical picture of:

1) Respondent characteristics; 2) Services to fulfill basic needs for respondents; 3) Quality and facilities of social services for respondents;

4) The respondent's relationship with the parties at the orphanage. Then, from all research results based on statistical tests and discussions that have been carried out and explained previously, this research concludes that the level of youth satisfaction with social services at PPSBR Lembang, West Bandung Regency is in the high category with a total score of 4132.

In the service aspect of fulfilling basic needs, respondents had a total score of 1745 in the medium category. The aspects of facilities and service quality for respondents had a total score of 1178 in the high category. And the respondent's relationship with the parties in the orphanage has a total score of 1209 which is in the high category.

Problem analysis shows that there are problems with teenagers' satisfaction with social services at PPSBR Lembang, West Bandung Regency, especially with services to fulfill basic needs which are still in the medium category. Therefore, an alternative program is proposed to improve the quality of social services at PPSBR Lembang. The

alternative program is "Social Counseling on Improving the Quality of Social Services for Home Officials at the Youth Development Social Empowerment Home (PPSBR) Lembang, West Bandung Regency".

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