

SOCIAL REHABILITATION: INTERVENTION OF SOCIAL WORKERS IN THE UNINHABITABLE HOUSING PROGRAM IN THE CITY OF BANDUNG

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Abstract

Home rehabilitation programs aim to improve the quality of life for people living in inadequate housing conditions. However, the success of these programs often depends on the support and intervention of social workers in planning, implementing and monitoring the rehabilitation process and its impact on the communities involved. This study aims to analyze the role and effectiveness of the social worker's intervention in the rehabilitation program for uninhabitable houses in the city of Bandung. This research method uses a qualitative approach with descriptive analysis. This research reveals that the Social Rehabilitation Program for Uninhabitable Houses (RS-RTLH) in the city of Bandung has succeeded in overcoming the problem of poverty and improving the quality of housing for the poor. During the period from 2018 to 2021, this program succeeded in rehabilitating a total of 8,306 uninhabitable housing units . Despite facing challenges such as complex communication factors, limited human resources, and bureaucratic dynamics, social worker interventions play an important role in bridging information gaps, assisting in planning appropriate interventions, and providing ongoing evaluation assistance. The social worker's approach in making contact, assessing, compiling work programs, mentoring, and terminating plays a role in ensuring that this program provides optimal results, reduces social dependency, and improves the welfare of the people being assisted.

Keywords: Social Rehabilitation, Intervention, Social Worker, Uninhabitable Houses, poverty

INTRODUCTION

In essence, the purpose of development is to increase the standard of living of a country by producing a prosperous life for its inhabitants (Sururi, 2015) . This process of improving the quality of life focuses on empowering human resources so that they are able to produce constructive ideas that provide direct benefits to society (Rahmayanti & Herawati, 2022) . To create productive human resources, the implementation of development has a very important role. This development goal reflects the expected changes in various aspects of people's lives (Sudianing & Seputra, 2019).

Society wants development that results in the fulfillment of all the necessities of life. However, not all community members are able to meet these needs. This is caused by the

existence of unfavorable conditions, especially those related to poverty (Mokalu et al, 2021) . Poverty arises due to significant social inequality. Symptoms of poverty are manifested in the form of other social problems, such as abandoned children, beggars, homeless people, uninhabitable houses, individuals who are involved in behavior that is not according to norms, unemployment, crime, and low levels of health, and others (Istriyani, 2015).

Indonesia, as a developing country, is still facing serious challenges in the form of poverty. This obstacle has long been an obstacle in achieving a better standard of living (Sugiyanto, 2022). According to the results of a survey conducted by the Central Statistics Agency (BPS) in March 2023, there are around 25.90 million Indonesians or around 9.36

percent of the total population who live in poor conditions. These figures provide an illustration of the magnitude of the problem of poverty in Indonesia, which requires serious action. The handling of this problem needs to involve all parties, including the government, the business sector, and society (BPS, 2023).

Poverty has an impact on the inability to meet basic human needs, including physical, psychological, social and spiritual needs. One example is the limitations in owning a decent house (Winarno, 2018). The house has a very large function for humans in carrying out their daily lives. By owning a house, a person or group of people can be protected from various kinds of danger (Prasetya et al, 2021) . Likewise, when the function of the house is used as a process of fulfilling psychological and educational aspects. Psychologically, the existence of a house will bring a sense of comfort in it so that everyone or family who are at home can do a job freely and can concentrate on the conditions they feel. While the function of education is to become a medium for coaching families both in terms of spiritual, physical, and character building (Rembet et al, 2018) .

The government as the organizer of government has made programs that seek to overcome housing problems in Indonesia. Policies regarding housing include, Law No. 11 of 2009 Concerning Social Welfare; Law no. 13 of 2011 concerning Handling of the Poor; Government Regulation No. 39 of 2012 concerning the Implementation of a Social Welfare Government. Furthermore, these various policies are elaborated more operationally. Regulation of the Minister of Social Affairs No. 20 of 2017 concerning Social Rehabilitation of Uninhabitable Houses and Environmental Infrastructure Facilities policies and also Regulation of the Director General of Social Empowerment and Poverty Alleviation Number: 90/DYS-PK.5/KPTS/4 /2014 concerning

Guidelines for Social Rehabilitation of Uninhabitable Houses and Environmental Facilities Directorate of Rural Poverty Reduction (Pulungan, 2016).

Rehabilitation is defined as the repair, repair, replacement, alteration and addition of existing property. The goal of rehabilitation is to improve deteriorating environmental quality through code enforcement and owner actions (Sukmana et al, 2015). The fact as argued persuasively in is cheaper economically and quicker to upgrade than to rebuild because it is cheaper. Social rehabilitation of uninhabitable homes is one of the activities for handling the poor organized by the Ministry of Social Affairs with the aim of improving the quality of housing for the poor through repair/rehabilitation of uninhabitable housing conditions with priority on roofs, floors and walls as well as MCK facilities (Tangkulung et al., 2020). Social rehabilitation of uninhabitable houses consists of a minimum of 5 (five) and a maximum of 15 (fifteen) heads of families for one group of poor people who live nearby. RS-RTLH is carried out in a group with a spirit of togetherness, mutual cooperation, and the value of social solidarity (Nawi & Lestari, 2019).

program for uninhabitable houses does not only focus on the physical aspects of the house, but far more important is how to build the capacity of these poor groups to understand and realize the importance of livable housing and social aspects in the family environment (Ering et al, 2021) . Likewise, when implementing it in the field, the hope is that a sense of social solidarity and a spirit of mutual cooperation will emerge in society, which is now starting to fade. In addition, this program is expected to help alleviate the difficulties of poor families to have livable houses (Utama, 2023) .

The intervention of social workers has a strategic role in ensuring that the RTLH program is not just physical improvement, but also includes social

changes that have a positive impact on people's lives (Hikmawati & Gutomo, 2016). Social workers play the role of mediator, facilitator and liaison between the government, beneficiary communities and various other related parties. With a holistic approach, social workers can help understand the needs and challenges faced by the community, as well as design appropriate interventions to increase participation, empowerment and welfare of beneficiary communities (Andari, 2020).

The social work profession also provides social services and intervention assistance economically, physically, mentally and socially for the less fortunate. A social worker usually goes to the field to help his client's cases, both mild to severe cases (Santoso et al, 2020). The intervention provided aims to improve the social function of the target group for change. When a person's social function functions well, it is assumed that prosperous conditions will be easier to achieve. The process of planned change (intervention) places the main context in social work where the social worker must pay attention to the client's situation (Sajowo & Putri, 2022).

The city of Bandung has an area of 166.59 square km. The city area of Bandung is currently known to occupy 0.47 percent of the area of West Java. While the population is based on data from the Central Bureau of Statistics (BPS) for the city of Bandung in 2022, based on the results of the 2021 population census, there are 2,527,854 people consisting of 1,267,661 men and 1,260,193 women. Compared to the population in 2020, the population of the city of Bandung has experienced an annual growth of 0.48 percent (BPS, 2022). The population density in the capital city of West Java province is 15.17 thousand people per square km. This figure is the highest compared to the population density in 26 other districts/cities in West Java (BPS, 2022).

This population density greatly affects the living conditions of people in the city of Bandung. The crowded location makes it difficult for people to find a place to live. So that the problem of uninhabitable houses arises. This study aims to provide a deeper understanding of how social workers contribute to planning, implementing, and evaluating rehabilitation programs for uninhabitable houses in the city of Bandung. Thus, this research is expected to provide useful insights for the development of social intervention policies and practices in an effort to improve living conditions and the quality of life of the community.

METHODS

The research method used is qualitative research, the research is directed to analyze in detail the implementation of the Social Rehabilitation Program for Uninhabitable Houses (RS-RTLH) in the city of Bandung. Case studies are used as a research methodology because researchers found a phenomenon where the RS-RTLH program was held in the city of Bandung by involving many parties, starting from government agencies, social workers, and the community. The data in this study used field study techniques through in-depth interviews, observation and documentation. The subjects in this study were regional apparatuses, related institutions, social workers and individuals involved in the implementation of the RS-RTLH Program in the city of Bandung. Data analysis techniques in research conducted by researchers using descriptive analysis. In testing its validity, this research uses source triangulation (Sugiyono, 2011), which is one way to analyze the validity of qualitative data using one type of data source, for example informants, but several informants or other sources also need to be sought from different levels.

RESULTS AND DISCUSSION

1. Social Rehabilitation of Uninhabitable Houses (RS-RTLH) in the City of Bandung

The Social Rehabilitation Program for Uninhabitable Houses (RS-RTLH) is a social empowerment program to create livable houses for the poor. So that in the end the dignity of the poor can be lifted. This activity does not only focus on the physical aspects of the house, but is far more important on how to build the capacity of this group of poor people to understand and realize the importance of a livable place from a social aspect within the family environment. The main goal of this program is to be able to overcome the problem of poverty that is felt by some people (Purwanti et al, 2023).

The RS-RTLH program in the city of Bandung is a framework from the Ministry of Social Affairs of the Republic of Indonesia to improve the welfare of the poor. This program aims to realize the fulfillment of the need for livable housing for the poor, the availability of comfortable housing for families both socially and psychologically. In the RS RTLH Program, the Government through the West Java Province Settlement and Housing Service (Diskimrum), compiled a program for repairing uninhabitable houses (RTLH) in urban areas, then the program together with the government in urban areas, in this case the Office of Spatial Planning and Cipta Karya (Distarcip) Bandung city implemented/implemented with reference to the technical instructions issued by the West Java Province Settlement and Housing Agency. Implementation of activities in the implementation of the assistance program for repairing uninhabitable houses sourced from the Provincial APBD is carried out by empowering the community through community groups.

In the period from 2018 to 2021, social rehabilitation efforts for uninhabitable houses (RTLH) in the city of Bandung have produced significant results.

According to data released by the Housing and Settlement Area Agency (DPKP), a total of 8,306 RTLH units were successfully rehabilitated during this period. In the first year of the program, namely 2018, a total of 3,298 RTLH units were successfully rehabilitated, demonstrating the initial commitment of the Bandung City Government to improve the quality of residents' housing.

This positive trend continued in 2019, where 3,119 RTLH units were successfully rehabilitated. This effort shows consistency in improving the living conditions of the poor. Even though there was a decrease in the number of units rehabilitated in 2020, namely as many as 969 units, this may be related to certain factors such as the global situation which affects the allocation of resources.

However, the Bandung City Government continues to strive to improve residents' housing by allocating adequate resources. In 2021, social rehabilitation efforts for RTLH will again increase with the rehabilitation of 920 housing units. This figure shows that despite the challenges that exist, the Bandung City Government remains committed to providing more decent housing for its people. The financing scheme for the RS-RTLH program does not only come from the Bandung City APBD. But also assisted by assistance from the West Java Provincial Government and the self-help housing stimulant assistance program (BSPS) from the central government.

In providing RS-RTLH Program assistance to the community, the Bandung city government provides conditions for people who receive this program based on the Implementation of the Poverty Reduction Program (P2K) through Social Rehabilitation of Uninhabitable Houses (RS-RTLH), specifying the criteria for RTLH beneficiaries are: (1) Having a valid KTP/identity, (2) Head of household does not have a source of livelihood or has a source of livelihood but cannot fulfill basic needs that are appropriate for humanity, (3)

Meeting daily needs still requires food assistance, for example: raskin , zakat etc. (4) do not have assets if they are sold enough to eat for 3 months, (5) have a house as evidenced by a certificate or other information, (6) the house you live in does not meet the requirements, including: not permanent/damaged, the roof wall is damaged so that it interferes with security , the floors are in a damaged condition, the house does not have room, bathroom, washing and toilet facilities.

RS-RTLH is carried out using a group approach. Poor families form groups of 5 -10 people. Furthermore, each group accompanied by the sub-district assistant forms a board, at least having a chairman, deputy chairman and treasurer. After the management structure is formed, the group is required to open an account to receive RTLH program funds. In the next stage, beneficiaries together with companions prepare a budget for home rehabilitation. The program assistant at the kelurahan level explained that the preparation of the program included: material requirements (tiles, cement, nails, etc.) and wages for builders and carpenters. The proposal for materials must include a shop proposal that is able to provide building materials/materials. Facilitators also provide assistance in compiling activity plans, compiling administrative accountability and compiling reports on the implementation of house rehabilitation. Program assistants at the kelurahan level also have duties and roles in monitoring program implementation.

2. Factors influencing the RS-RTLH program in the city of Bandung.

The RS-RTLH program assistance given to beneficiaries must also be in accordance with the needs. Where the assistance is sufficient to be used in the home renovation process, so that the recipients do not need to work or borrow money in advance for home renovation costs. However, the implementation of this

program can be influenced by several things, namely:

a) Communication Factor

The communication process related to the dissemination of the Uninhabitable Houses (RTLH) program within the organizational structure, according to the Bandung City Spatial Planning and Cipta Karya Office (Distarcip), is a very complex and complicated challenge. In this context, information may be stored or disseminated depending on specific interests, causing the potential for different interpretations. In addition, the various sources of information may result in various interpretations. To ensure effective implementation, the individuals responsible for carrying out the decision must have a clear understanding of whether they are capable of carrying out the task.

It is important that the implementation of the RTLH program policies be accepted by all personnel and understood clearly and accurately, related to the aims and objectives of the program in the city of Bandung, becomes increasingly clear. However, in the field, there were challenges in the implementation of the RTLH program. The community does not understand this program, which results in those responsible for implementation in the field producing different interpretations from the community. As a result, the specifications of the RTLH program are unclear, and constraints resulting from a lack of information or outreach regarding this program can hinder its effective implementation.

Implementers and policy-making actors in the RTLH program can see the unclear specifications of this program, especially when information or socialization is inadequate. This is very important so that program implementers can understand the actual goals to be achieved. It is important to avoid situations where the RTLH program implementer feels confused about the steps to be taken,

as this can have a negative impact on the expected final implementation results. The lack of serious communication or outreach from the implementor to the community can have a major impact on the implementation of the RTLH program policies in the city of Bandung. In this case, the importance of effective and transparent communication is a key factor to ensure program success and proper understanding among all parties involved.

b) Human Resources

In the context of implementing the Uninhabitable Houses (RTLH) program, the inadequacy of human resources when conveying information is a potential problem that must be considered. The success of this program is highly dependent on key elements in human resources, including the number of existing personnel, their capabilities, and the availability of information needed to implement policies. In addition, the fulfillment of resources related to program implementation, such as funds and supporting facilities, is also an important factor. Situations where human resources are inadequate in terms of numbers and competence can have a negative impact on the implementation of the RTLH program in the city of Bandung. The limited number of policy implementing staff may hinder their ability to exercise effective oversight of the implementation process. Under these conditions, efforts to improve the skills and competence of implementers are very important so that they are able to run the program better.

Good human resource management is also a determining factor in improving the performance of the RTLH program. In this case, attention to the aspects of the quantity and quality of personnel is very important. Qualified human resources can ensure that the program is executed properly and in accordance with the expected goals. The challenges faced in human resource capacity in the RTLH program are largely due to the lack of emphasis on quantity and quality aspects

in policy planning. The implementation of this program requires special skills, including in reviewing various technical aspects and managing housing developments in various contexts, both urban and rural. In order to increase the effectiveness of the RTLH program in the city of Bandung, it is important to pay better attention to the aspect of human resources. This involves increasing the number of adequate staff, developing their skills through relevant training, and ensuring the availability of the necessary information to support successful program implementation.

c) Bureaucracy

If sufficient resources and understanding of the task already exists, the implementation of a policy can still fail if it is hampered by a bureaucratic structure that hinders the necessary coordination. Especially in complex policies, collaboration involving many individuals is important, but a waste of resources and lack of coordination can affect the final result of implementation. In addition, the changes required by these policies can also affect individuals and the overall structure within the bureaucracy.

In the context of the RTLH program, field conditions also illustrate that the policy formulation process in the city of Bandung has been running according to existing regulations. This process is carried out through three approaches, namely technocratic, top down, and bottom up approaches. The technocratic approach involves technical calculations based on organizational conditions and challenges faced. Even though it is considered relevant for designing policy designs, there is also a top down approach used in the city of Bandung. This approach reflects policy formulation based on broad guidelines set by institutional leaders. As a result, the policies produced always refer to decisions issued by top-level institutions, and service officials act as executors of the policies that have been set.

In other words, even though adequate resources and understanding of tasks have been fulfilled, policy implementation can still be hampered by bureaucratic dynamics that affect coordination and collaboration at various levels. Complex policies require synergistic efforts from various parties, and changes in the bureaucracy must also be managed so as not to hinder the steps required in implementing programs such as RTLH.

3. Intervention of Social Workers in the RTLH Program in the City of Bandung

According to the International Federation of Social Work (IFSW), a social worker is a professional who plays a role in driving social transformation, overcoming problems related to human relations, and empowering people to improve their welfare. Social workers intervene at the point where individuals interact with their environment. This intervention is directed at solving various social problems that arise at the level of individuals, families, groups, or even society as a whole.

As a profession, social work involves cooperation with various parties. Although the power approach focuses on the potential and strengths of clients, in an effort to improve social welfare, social workers direct attention to the interaction between the individual and his environment. The goals of these interventions include influencing an individual's ability to cope with challenges and problems, reducing the negative impact of stress, assisting in the attainment of personal goals and aspirations, and adhering to values that promote collective well-being and social justice.

In an effort to improve social welfare, social workers focus on the interaction between individuals and their environment. The fundamental of this profession is the ability to understand the dynamics of desired change, where this

change is often the result of planned interventions. This intervention process involves three elements related to individual (client) strengths. First, providing motivation to clients, encouraging awareness to change and providing enthusiasm and encouragement in dealing with expectations and overcoming discomfort. This motivation must be directed at specific change objectives according to individual needs. Second, client capacity, refers to the various potentials and change resources that exist in individuals or in their environment. Third, client opportunity, refers to the environmental conditions and situations in which individuals live and interact. Positive support from the environment has a significant impact on the success of the planned changes. This environment includes family, peers, neighbors, social institutions, and other primary elements that support the change process.

In the concept of social rehabilitation for uninhabitable houses, social workers can carry out various forms of intervention to achieve the goal of improving living conditions and community welfare. The following are some forms of intervention that are commonly carried out by social workers in the context of social rehabilitation of uninhabitable houses:

a) Making Contacts and Contracts

In the context of social rehabilitation interventions in the Uninhabitable Houses (RTLH) program, a very important first step taken by social workers is to build contacts and contracts with the community to be assisted. At this stage, the main objective is to build a strong and trusting relationship between the social worker and the affected community. However, achieving the required level of confidence is not an easy task. Social workers must have the ability to convince people or clients that their intentions and goals are sincere, and that the interventions that will be carried out

are aimed at helping and improving their conditions.

In an effort to build this trust, open, honest, and empathetic communication is essential. Social workers need to listen carefully to understand community needs and expectations. They must also be able to explain clearly and transparently the intervention process to be carried out, the steps to be taken, and the benefits that may be generated. Promoting open communication can help overcome uncertainties and doubts that may be felt by the public. In addition, building trust also involves acknowledging and respecting community knowledge and experience. Social workers must recognize that people are experts in their own context, and that they have valuable insights and experiences. By respecting local knowledge and showing respect for the community, social workers can build better collaboration.

b) Assessment

In social rehabilitation intervention efforts in the Uninhabitable Houses (RTLH) program, the role of assessment is an important stage carried out by social workers. This assessment aims to reveal carefully the various problems faced by individuals or families, including the root causes of these problems, as well as identify the potential and strengths that exist in the context of the situation. In-depth understanding of the problem and potential strengths is crucial, as it will provide a solid foundation for designing an effective intervention plan.

Through a careful assessment, the social worker can analyze the root causes of the problem, identify factors that exacerbate the situation, and recognize the resources and potential that exist within the family or community. This provides a comprehensive understanding of the context and dynamics that influence the problem. With this understanding, social workers can avoid interventions that are superficial or merely treat symptoms, and can focus on more in-depth and ongoing

treatment. In addition, an understanding of the potential and strengths of individuals or families is also very important. Social workers can tap into this potential as a foundation for building sustainable solutions. An approach focused on potential will further inspire individuals or families to actively participate in the change process and motivate them to overcome the problems they face.

c) Develop a work program

After going through a thorough and in-depth assessment stage, social workers have a comprehensive understanding of the problems faced by individuals or families in the context of the Social Rehabilitation of Uninhabitable Houses (RTLH). In this stage, the next step is the preparation of a work program based on the results of the assessment. The preparation of a work program has the main objective of planning intervention steps that are specific, relevant, and can address the root causes of problems and maximize the potential of existing strengths.

The work program prepared by the social worker includes a series of concrete steps that need to be taken in order to overcome the problems identified. Each step in the work program is directed at addressing specific problems revealed in the assessment, as well as utilizing the potential and resources found. This plan takes into account the social, economic and cultural context affecting the individuals or families involved. This work program must be detailed and specific, including steps such as timing, resource allocation, expected goals, and indicators of success. This plan provides guidance to the social worker and relevant team in the implementation of the intervention, ensuring that each step has a clear purpose and function.

d) Conducting mentoring and evaluation

In the process of social rehabilitation interventions in the Uninhabitable Houses (RTLH) program,

the role of evaluation assistance by social workers has great significance. This evaluation assistance aims to continuously monitor and assess the progress of the programs that have been implemented. Social workers will examine how far progress has been made in dealing with problems faced by individuals or families, as well as identify obstacles that may arise in the intervention process.

Evaluation assistance involves careful monitoring of the implementation of the work program steps that have been prepared previously. By monitoring regularly, social workers can identify positive changes that have occurred as well as identify signs of failure or bottlenecks that may emerge. This makes it possible to respond immediately if any adjustments or changes are needed in the intervention plan. In addition, evaluation assistance also involves the active involvement of individuals or families who are undergoing the program. Social workers will collaborate with them to respond to issues that arise and plan necessary actions. When obstacles or obstacles arise, social workers will work together with individuals or families to find appropriate solutions.

Thus, evaluation assistance by social workers is an important tool in measuring the effectiveness of interventions and anticipating potential obstacles that may occur. This also allows the social worker to stay connected with the individual or family being assisted and provide ongoing support, while ensuring that the RTLH social rehabilitation program can provide optimal results.

e) Termination

In the context of social rehabilitation interventions in the Uninhabitable Houses (RTLH) program, termination refers to the final stage or ending of interactions between social workers and individuals or families who have undergone the rehabilitation process. The main purpose of termination is to prevent the formation of social

dependency between individuals or families who receive assistance and social workers who provide assistance. Termination is an important step in ensuring that the individual or family receiving the intervention has the ability to be independent and not dependent on outside help or support in the long term. The rehabilitation process aims to provide individuals or families with the skills, knowledge and resources needed to overcome problems and improve their well-being. Therefore, termination becomes the natural final stage in this process.

In the context of RTLH, termination can mean that individuals or families have succeeded in improving the condition of their homes and have sustainability in caring for, maintaining and managing their dwellings. Social workers can ensure that individuals or families have sufficient understanding and skills to keep their homes livable. Termination may also involve equipping individuals or families with existing resources and networks in the community that they can access should they face challenges or problems in the future. This aims to provide them with broader and independent support without the need to depend on social workers.

It is important to note that termination does not mean that the relationship between the social worker and the individual or family is completely severed. Social workers can leave the door open for communication in case of extended assistance or questions in the future. By carefully terminating, the social worker can ensure that individuals or families feel empowered and able to lead independent lives after going through the rehabilitation process.

CONCLUSION

The Social Rehabilitation Program for Uninhabitable Houses (RS-RTLH) in the city of Bandung is a significant step in overcoming poverty and improving the

welfare of the poor. By focusing on physical home improvement and social empowerment, this program has had a positive impact. However, several factors affecting program implementation must be addressed effectively. Complex communication challenges, adequacy of quality human resources, and bureaucratic obstacles are things that need attention so that this program runs optimally. In this context, the role of social workers is very significant. Through stages of intervention such as establishing contacts and contracts, conducting assessments, compiling work programs, providing assistance and evaluation, and ending interactions properly, social workers can provide essential support for individuals and families undergoing rehabilitation. With a holistic approach and focusing on individual potential and strengths, social workers have a crucial role in ensuring the success and sustainability of the RS-RTLH program in having a positive impact on society.

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