

Relasi Pertolongan Profesional antara Pekerja Sosial dan Penerima Manfaat dalam Pendampingan Layanan Rehabilitasi di BRSPDSN Tan Miyat Bekasi (Studi Deskriptif Pada Balai Rehabilitasi Sosial Penyandang Disabilitas Sensorik Netra Tan Miyat Bekasi) = Professional Helping Relationship between Social Workers and Beneficiaries on Rehabilitation Assistance Service at BRSPDSN Tan Miyat Bekasi (Descriptive Study at the Social Rehabilitation Center for Person with Visual Disabilities Tan Miyat Bekasi)

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Abstrak

Skripsi ini membahas tentang relasi pertolongan profesional dalam pendampingan layanan rehabilitasi antara pekerja sosial dengan penerima manfaat yang ada di BRSPDSN Tan Miyat Bekasi serta kendala yang dihadapi dalam relasi pertolongan profesional tersebut. Pendekatan penelitian yang dilakukan dalam penelitian ini adalah pendekatan kualitatif serta metode yang digunakan adalah metode penelitian deskriptif. Hasil dari penelitian ini memperlihatkan bahwa relasi pertolongan profesional dalam pendampingan layanan rehabilitasi mencerminkan 6 karakteristik relasi pertolongan dalam praktik pekerjaan sosial yaitu komunikasi yang jelas, kepedulian terhadap orang lain, tujuan empati dan penerimaan. Lalu, pekerja sosial juga menerapkan kode etik privasi & kerahasiaan, penentuan nasib sendiri, dan kompetensi budaya & keanekaragaman sosial dalam menjaga relasi yang profesional dalam pelaksanaan pendampingan. Adapun kendala yang ada dalam penjalinan relasi di antara keduanya adalah keterbatasan waktu yang dimiliki oleh pekerja sosial. Pekerja sosial juga memiliki tugas lain yang lebih luas cakupannya dari sekadar membimbing individu diantaranya menyusun rancangan sosialisasi layanan rehabilitasi balai kepada masyarakat, memberikan supervisi terhadap pekerja sosial lain dibawahnya, dan menyusun instrumen evaluasi hasil layanan rehabilitasi. Maka dari itu pekerja sosial sering tiba-tiba ditugaskan untuk dinas ke luar kota, dan kesibukan terkait dengan operasional pelayanan yang lainnya

.....This thesis discusses about the professional helping relationship in rehabilitation service assistance between social workers and beneficiaries in BRSPDSN Tan Miyat Bekasi, as well as the obstacles faced by both parties in establishing the professional helping relationship. The research approach used in this study is a qualitative approach and the method used is a descriptive research method. The results of this study indicate that the professional helping relationship in rehabilitation service assistance at Tan Miyat reflects the 6 characteristics of helping relationship in social work practice, the characteristic found are clear communication, concern for others, purpose, empathy, and acceptance. Social workers also apply a code of ethics in maintaining professionalism in the implementation of assistance, there are privacy & confidentiality and self-determination and cultural competence & social diversity. There was crucial obstacle in building professional helping relationship between social workers and their beneficiaries. Social worker's time is limited due to their scope of duties in BRSPDSN Tan Miyat. Social workers not only have to take care of their beneficiaries, but also have to carry out many tasks such as drafting a dissemination plan for community rehabilitation services, providing supervision to other social workers, and developing instruments for evaluating the results of rehabilitation services. Furthermore, social workers are often

suddenly assigned to other Tan Miyat's official agenda, so they often have to cancel their schedule with their beneficiaries.