

ABSTRAK

Daniel Fahmi Firmansyah, NRP. 21.03.307. The Performance of Social Workers in Providing Social Services to Beneficiaries at the Technical Implementation Unit of Social Services for Youth Development (UPT PSBR) in Jombang Regency, East Java Province. Supervised by Admiral Nelson Aritonang, Ph.D and Versanudin Hekmatyar, M.Kesos

This study aims to analyze the performance of Social Workers in delivering social services to beneficiaries at the Technical Implementation Unit of Social Services for Youth Development (UPT PSBR) in Jombang Regency, East Java. The background of this study is based on the importance of Social Workers' performance in providing optimal, effective, participatory, and sustainable social services to foster youth beneficiaries, in order to achieve the goals of social intervention. This research uses a descriptive qualitative method with data collection techniques including observation, in-depth interviews, and document study. The informants in this study consisted of foster youth clients currently receiving services at UPT PSBR Jombang, the management of UPT PSBR, and the Social Workers themselves. The findings indicate that the performance of Social Workers has been carried out well overall. However, among the three main performance aspects input, process, and output it was found that the "output" aspect (task results) had the lowest level of implementation. This has an impact on the effectiveness of the services provided by the Social Workers. To address this issue, the "PEKA PEKSOS – FP2K" program (Capacity Strengthening of Social Workers through Discussion Forums and Performance Enhancement Training) was developed, focusing specifically on improving task outcomes. The success of this program also relies on the support of formal, informal, and community-based resource systems. Despite existing challenges such as suboptimal service delivery, this program holds potential to improve the professionalism and quality of social services delivered by Social Workers within the institution.

Keywords: Social Worker, Performance, Social Services for Beneficiaries, UPT PSBR Jombang

ABSTRAK

Daniel Fahmi Firmansyah, NRP. 21.03.307. Kinerja Pekerja Sosial dalam Pelayanan Sosial Pada Penerima Manfaat di Unit Pelaksana Teknis Pelayanan Sosial Bina Remaja (UPT PSBR) Kabupaten Jombang Provinsi Jawa Timur. Dibimbing oleh Admiral Nelson Aritonang, Ph.D dan Versanudin Hekmatyar, M.Kesos

Penelitian ini bertujuan untuk menganalisis kinerja Pekerja Sosial dalam pelayanan sosial pada penerima manfaat di Unit Pelaksana Teknis Pelayanan Sosial Bina Remaja Kabupaten Jombang, Jawa Timur. Latar belakang penelitian ini didasarkan pada pentingnya kinerja Pekerja Sosial dalam menjalankan pelayanan sosial yang optimal, efektif, partisipatif, dan berkelanjutan kepada remaja binaan sebagai penerima manfaat sehingga dapat memastikan tercapainya tujuan intervensi sosial. Penelitian ini menggunakan metode deskriptif kualitatif dengan teknik pengumpulan data berupa observasi, wawancara, dan studi dokumentasi. Informan dalam penelitian ini adalah seluruh penerima manfaat yang sedang menerima layanan di UPT PSBR Jombang, para pimpinan UPT PSBR Jombang, dan Pekerja Sosial UPT PSBR Jombang. Hasil penelitian menunjukkan bahwa kinerja Pekerja Sosial sudah dilakukan dengan baik, namun di antara ketiga aspek kinerja diketahui bahwa aspek hasil tugas menjadi tingkat pelaksanaan paling rendah. Hal ini berdampak pada efektivitas layanan Pekerja Sosial. Program “PEKA PEKSOS - FP2K” dikembangkan sebagai upaya Peningkatan Kompetensi Pekerja Sosial melalui Pelatihan Kompetensi dan Forum Diskusi di UPT PSBR Jombang yang berfokus pada aspek hasil tugas. Selain itu keberhasilan program juga bergantung pada dukungan sistem sumber baik formal, informal, dan masyarakat. Meskipun terdapat kendala seperti pelayanan sosial yang belum optimal, program ini memiliki potensi untuk meningkatkan profesionalisme dan mutu pelayanan sosial oleh Pekerja Sosial di ranah lembaga.

Kata Kunci: Pekerja Sosial, Kinerja, Pelayanan Sosial pada Penerima Manfaat, UPT PSBR Jombang.