

Volunteerism in Sub-District Social Welfare Worker in Dosaraso Halfway House

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Abstract--This research is a qualitative research with a phenomenological approach that aims to determine the volunteering process and the meaning of volunteer in the Sub-district Social Welfare Worker (TKSK) at the Dosaraso Halfway House Kebumen Regency, Central Java Province of Indonesia. There were four participants in this study who were selected purposively. The TKSK volunteering process at Dosaraso Halfway House was based on four reasons, which are personal values, spiritual values, concerns, and carrying out tasks. The TKSK experienced experiences that support or hinder the volunteering process at Dosaraso Halfway House. They get positive changes in attitudes, behavior, and increased knowledge. After the volunteering process experienced by the TKSK at the Dosaraso Halfway House, four meanings of volunteer were found: contribution, integrity, self-actualization and spiritual belief.

Keywords--Dosaraso Halfway House, Sub-district Social Welfare Worker, Volunteerism.

I. INTRODUCTION

Sub-district Social Welfare Workers are people who are given tasks, functions, and authorities by the Ministry of Social Affairs and/or provincial social services/agencies, district/city social services/agencies for a certain period of time to carry out and/or assist the implementation of social welfare in accordance with the assignment area in the sub-district (Kementerian RI, 2013). According to data from the Directorate General of Social Empowerment in 2019, Sub-district Social Welfare Workers in Indonesia numbered 7,201 people (KemensosRI, 2019). Since its formation in 2009, Sub-district Social Welfare Workers have a strategic position in providing social services both directly and indirectly to the community (Kemensos RI, 2013). Assignment of the Sub-district Social Welfare Workers to the national program includes assistance with literary social assistance and non-cash food assistance. Both of these national programs are the main tasks possessed by all Sub-district Social Welfare Workers in Indonesia.

In general, social workers are a profession with the highest level of burnout. Lasalvia et al (2009) found that psychiatric staff and social workers experienced the highest burnout rates compared to psychologists and support workers. In line with this, Eack and Newhill's (2008) study about what influences social workers' attitudes toward working with clients with severe mental illness? found that the attitudes of social workers in working with individuals with severe mental illness are influenced by their frustration related to client behavior and care problems rather than frustration with system related problems (Eack&Newhill, 2008). More specifically, unpaid work or volunteers can cause psychosocial pressure. The study of Maes et al (2019) entitled Psychosocial distress among

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unpaid community health workers in rural Ethiopia found two important things i.e. *The first*, many of those who volunteered to complain about the work given to them. To complain means that they frequently express their negative reactions (e.g. annoyance or dissatisfaction) about the work (Arafah, B., & Kaharuddin, 2019). *The second*, community health work that worked voluntarily tended to have psychosocial conditions and emotionally worse than their peers.

Different things were found at the Dosaraso Halfway House, Kebumen Regency. In 2013, there were 1,353 people in Kebumen District who suffered from mental disorders (psychosis) with 773 men and 580 women (Profil Kesehatan Kabupaten Kebumen, 2013). Although the mental disorder rate in Kebumen Regency is fairly high, apparently the local government has not provided mental hospitals or adequate mental health service facilities. So far, one of the places in handling mental disorder cases in Kebumen Regency is Mbah Marsiyo's house, which is located in Mirit District, Kebumen Regency. He believes that *pasung* is the main method of curing mental disorders because according to him, patients must be chained to the feet and brought to the ground. This *pasung* practice has been taking place at least since the late 1970s (Setiyawati, 2017).

Since 2015, the Center for Public Mental Health (CPMH) of the Faculty of Psychology, Gadjah Mada University, has been advocating for better handling of mental disorders in MbahMarsiyo's place. In 2017, CPMH organized a workshop on eradicating *pasung* practices in Kebumen District which at the same time became the forerunner to the establishment of the Dosaraso Halfway House. The Regent of Kebumen Regency inaugurated the building and services of the Dosaraso Halfway Home on December 22, 2017 which was once the Kebumen District Hospital building.

Kebumen Regency does not yet have a Mental Hospital so that the mental health program is run by nurses at the *puskemas*. However, nurses at the *puskemas* have not received training related to mental health. The problem of the large number of people with mental disorders in Kebumen Regency was then filled by the assistance and help of the Sub-district Social Welfare Workers (Hunt, Guth, Setiyawati, in press). In addition to carrying out their main duties and functions, the Sub-district Social Welfare Workers in Kebumen Regency also handles and takes care of people with mental disorders at Dosaraso Halfway Home. They do not only take care of Dosaraso's internal problems, but also take care of external problems such as returning former people with mental disorders back to their families and educating the local community not to use *pasung* practices. All that was done voluntarily, even the Sub-district Social Welfare Workers also took part in initiating the construction of the Dosaraso Halfway House.

Volunteerism is a form of voluntary action that generally occurs without the binding obligations or prior commitments to recipients of services or assistance (Omoto & Snyder, 2002). Volunteers usually help people who have no prior contact or relationship with them. Omoto and Snyder's study of the motivations behind volunteerism shows that some people become volunteers to express their personal values or to satisfy and fulfill obligations to help others, while other motivations that are relatively expressed by volunteers are matters of public concern (Omoto & Snyder, 2002). Galley and Clifton's research (2004) of 100 volunteers involved in ecotourism research found two

main reasons for them to be involved in these activities, namely for personal development and academic achievement.

Based on the explanation above, it can be seen that the gap between the large number of people with mental disorders and the lack of mental health workers in Kerulun Regency is filled with voluntary assistance from the Sub-district Social Welfare Workers. Therefore, this research aims to know and explore the process and meaning of volunteerism in the Sub-district Social Welfare Workers at the Dosaraso Halfway House. Furthermore, this study wanted to find out the volunteering process of the Sub-district Social Welfare Workers at Dosaraso Halfway House which includes their reasons, experiences, and outcomes they experienced while volunteering at Dosaraso Halfway House.

II. METHOD

This study aims to determine the volunteering process and the meaning of volunteers in the Sub-district Social Welfare Workers at Dosaraso Halfway House. To answer the research question, qualitative research using a phenomenological approach was used to find out the Sub-district Social Welfare Workers volunteering process at Dosaraso Halfway House and how they interpreted their experience.

Participant

Four participants were selected purposively with minimum criteria who have been volunteering for at least one year at Dosaraso Halfway House. Participants in this study consisted of two men and two women with an age range of 27-40 years. The four participants have volunteered at Dosaraso Halfway House for one and a half years. Participants have been given the informed consent before data collection.

Procedure

Interviews were conducted twice to each participant. The data collection process takes place from September to October 2019.

Instrument

Data collection instruments used semi-structured interviews with interview guides that contained reasons, experiences, outcomes, and participants' meanings about volunteers.

Analysis

Data were analyzed using the Interpretative Phenomenological Analysis (IPA) approach that focuses on the way participants interpret their feelings and experiences. Data analysis begins by making interview transcripts followed by a data coding process consisting of exploratory comments and finding emergent and superordinate themes. The data coding stage is also assisted with Nvivo 12 software.

III. RESULT

From the result of data collection was obtained findings that are related to research questions about the volunteering process and the meaning of volunteer in the Sub-district Social Welfare Workers at Dosaraso Halfway House. The volunteering process of the Sub-district Social Welfare Workers at Dosaraso Halfway House was based on various reasons. Personal values such as helping others, being concerned, having a social spirit, and sense of

called from the heart are the main reasons found in all four participants. Apart from personal values, three other reasons were found that underlie their willingness to be volunteer at Dosaraso Halfway House, namely the reason for concern or focus on non-physical things, carrying out their duties, and spiritual reasons such as charity and believing that they will get the right reward. from God. Based on the previous explanation, it was found four reasons why the Sub-district Social Welfare Workers were willing to become volunteer at Dosaraso Halfway House, such as personal values, concern, carrying out tasks, and spiritual reasons.

While volunteering at the Dosaraso Halfway House, the Sub-district Social Welfare Workers tend to have the same experience. Overall, all four participants felt they enjoyed themselves as a volunteer at Dosaraso Halfway House. This was also due to good relations with the beneficiaries (people who were helped) at Dosaraso Halfway House. The four participants also experienced a learning process while they were volunteering, especially on how to understand and deal with people with mental disorder. However, they also experienced several obstacles while volunteering at Dosaraso Halfway House. Budget constraints and the difficulty of dealing with people with mental disorders are the main obstacles that they felt. Therefore, it was concluded that there were experiences that could support or hinder the volunteering process of the Sub-district Social Welfare Workers at the Dosaraso Halfway House.

After nearly two years of volunteering, the four participants became more grateful, happier, and increased knowledge about people with mental disorders. By volunteering at the Dosaraso Halfway House, they can reflect on their lives and respond to things more calmly. The whole volunteering process that they experienced then gave rise to different meanings from each participant. Nineteen meanings about volunteer were obtained from the four research participants who were then categorized into nine categories, such as: no need for recognition, no strings attached, self-awareness, spiritual beliefs, social life, role for others, help as best they could, help as humanity, and dedication.

IV. DISCUSSION

The volunteering process of the Sub-district Social Welfare Workers is based on four main reasons, such as personal values, concerns, carrying out tasks, and spiritual reasons. Omoto and Snyder's study (2002) of the motivations behind volunteerism found that some people become volunteers to express their personal values to satisfy and fulfill obligations to help others. In addition, other motivations that are relatively expressed by volunteers are society concern or things that concern the community. From the motivations Omoto and Snyder have identified, in general personal values tend to be the strongest motivations.

By looking further, the reasons of the four participants to become volunteers at Dosaraso Halfway House are based on personal values which are related to help others. Clary and Snyder (1998) suggest six motivational functions found in volunteerism, such as: personal values, understanding, social, career, protective, and self-enhancement. In this study, obtained four reasons that are classified in personal values, which are sense of called from the heart, social, concern, and helping others. Galley and Clifton (2004) in their study about The motivational and demographic characteristics of research Eco tourists: Operation Wallacea Volunteers in Southeast Sulawesi

found that participants became volunteers because they were motivated by self-development and academic achievement. In line with this, Laurie (2019) also found that firefighter's volunteer continues to be volunteers because they are based on enlightening personal interests and the desire to contribute to society.

Different things were found in this study. Besides being based on personal values reasons, the Sub-district Social Welfare Workers are also based on three other reasons, such as: concern, carrying out tasks, and spiritual reasons. Spiritual reasons are the unique findings of this study. Charity and believing that the beneficiaries will pray for them become the reason why the Sub-district Social Welfare Workers were willing to become volunteers at Dosaraso Halfway House. Therefore, it is concluded that the reasons for the Sub-district Social Welfare Workers to become volunteers were based on four main reasons, which are: personal values, concern, carrying out tasks, and spiritual reasons.

Their experience during volunteering at Dosaraso Halfway House includes experiences that can support or hinder their volunteering process. Omoto and Snyder (2009) found that specifically, volunteer stress increases with the closeness of the relationship from the start with relatively healthy service recipients, will experience less stress (Omoto & Snyder, 2009). However, this was not found in the Sub-district Social Welfare Workers at the Dosaraso Halfway House. With a good relationship with the beneficiaries, the four participants felt enjoy, happy, and not burdened in carrying out their daily activities as volunteers at Dosaraso Halfway House. This also becomes a factor that supports their volunteering process. However, the Sub-district Social Welfare Workers also experienced several obstacles in becoming volunteers at Dosaraso Halfway House. Budget limitations and difficulties in dealing with people with mental disorders are factors that hamper their volunteering process.

Volunteering that they experienced for one year more allows them to reflect their lives. The four participants became more grateful, happier, and learned new things about people with mental disorders. Wendy and Living (2004) found that volunteering seemed to have a positive effect on someone who volunteered, especially in the aspect of mental health because it provided opportunities to increase self-confidence, self-esteem, social support and feel part of the community. The Sub-district Social Welfare Workers at the Dosaraso Halfway House experienced changes in their attitudes, behaviors, and knowledge as a form of outcome from their volunteering.

From their entire volunteering process, the Sub-district Social Welfare Workers at the Dosaraso Halfway House have their respective meanings regarding their volunteer activities. After further categorization, this study found four main concepts regarding the meaning of volunteer in the Sub-district Social Welfare Workers at the Dosaraso Halfway House, which are: useful for others, humanity, spiritual beliefs, and self-actualization.

V. CONCLUSION

The volunteering process of the Sub-district Social Welfare Workers at Dosaraso Halfway House is based on personal values to help others, carry out tasks, concerns, and spiritual reasons. The experiences of the Sub-district Social Welfare Workers during volunteering at the Dosaraso Halfway House consisted of experiences that could support or hinder their volunteering process. Their experiences then resulted in positive results such as changes in attitudes, behavior, and knowledge.

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