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In Loving Memoriam

Toto Utomo Budi Santosa
10 May 1961 – 28 January 2021

Chairman of Indonesian Social Work Consortium
2011-2016 and 2016-2021

In appreciation for great initiative and commitment of the late Mr. Toto to advance social work in Indonesia, the Indonesian Association of Social Workers and the Indonesian Social Work Consortium presented an award to him as the Father of Indonesian Social Work at the ceremony of World Social Work Day on 16 March 2021.

Rest in Peace

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FOREWORD

Welcome to ASEAN Social Work Journal Vol. 9 No. 1, August 2021. The journal is published by the Indonesian Social Work Consortium (ISWC). It is a networking forum among 13 government and non-government social work organizations, social workers and social work education associations in Indonesia. ISWC was established on August 10th, 2011. The main mandate of ISWC is to facilitate strategic initiatives for promoting the roles of social work profession and social work education to enhance the nation's social development policies and welfare services. Social Work in Indonesia has become stronger, including in social work education which there are two universities offering Doctoral level programs.

Due to Covid-19 pandemic, inevitably, the publication process of this edition encounters some problems. The pandemic has hit all over the world, including the ASEAN region. All the countries have to make great efforts to overcome this problem. We wish you all stay healthy in these challenging times.

This journal belongs to us, the ASEAN Member States. The birth of this journal is a significant part of the dynamic movement among ASEAN Member States. This publication is an implementation of the workplan established at the first ASEAN Social Work Consortium meeting in Manila.

On behalf of the Indonesian Social Work Consortium (ISWC), I am thanking all of you for your participation and contribution. The collaboration of ASEAN members is crucial to ensure the development and sustainability of this journal.

Miryam S.V. Nainggolan, Psychologist, MSW.
General Secretary of Indonesian Social Work Consortium

EDITORIAL NOTES

ASEAN Social Work Journal Vol. 9 No. 1, August 2021 is a regular edition, so there is no special issue highlighted. Some articles are selected from a number of paper submitted by colleagues from ASEAN countries. This edition contains seven articles from Indonesia, Philippines, Thailand and Singapore (joint authorship) and Vietnam. The articles' main ideas are presented below in an alphabetical order by country names.

Maryatun and Risna Resnawaty describe the role of Corporate Social Responsibility (CSR) in Semarang, Indonesia. In partnership with government, PT Phapros Corporate Social Responsibility implements empowerment program for social welfare services recipients in Mardi Utomo Social Service Home for Homeless Beggars. The research finds that the practice of corporate social responsibility at PT. Phapros has fulfilled the components of the corporate social responsibility pyramid, including philanthropic responsibility, ethical responsibility, legal responsibility and economic responsibility. PT. Phapros Corporate Social Responsibility has played an important role in achieving the independence of the homeless beggars. In this study, a corporate social responsibility program has given considerable contribution.

Mochammad Ikbal Sonuari argues that there is a correlation between job satisfaction and the peformance of the Family Hope Program (PKH) Social Assistant in Cianjur Regency, Indonesia. Data analysis technique employs univariate and bivariate analysis. The results show that there is a significant correlation of job satisfaction in influencing the performance of PKH social assistants/employees. This means that to improve the performance of PKH social assistants, it is necessary to improve their job satisfaction. The existence of satisfaction with the work itself, welfare, employment status, opportunities, promotions, and supervisor factors for PKH social assistants will will influence the improvement of their performance. Based on data analysis, satisfaction with the distance between home and work location, as well as the vehicle access, has a huge effect on job performance (especially the distance of 5-10 km).

RR E Sulistyaningsih, Alfrojems, Miryam Nainggolan, Fentiny Nugroho and Uga P. Gunawan explores the role of social workers in Indonesia related to changes in society due the Covid-19 pandemic. As a result of the pandemic, a big and very fast change is taking place. This has caused a

massive problem, therefore, social work as a helping profession that aims to enhance social functioning, certainly has an important role. The results of this study indicate that there are four priority roles of social workers concerning changes in community due to the Covid-19 pandemic, namely, collaborators, facilitators, motivators and educators. These roles are expected to be able to provide social workers with opportunities to participate in dealing with Covid-19 pandemic. These roles are in line with social worker's primary role as an agent of change which shall support the society to learn new norms and ways of life as the impact of Covid-19 pandemic.

Jowima Ang Reyes notifies that the family and community's proactive Involvement are keys to strengthen re-integration or independent living of human trafficking survivors. To provide safe spaces for the rescue, recovery and reintegration of survivors, the families, communities and duty bearers play critical roles in ensuring the success. Planning for the aftercare begins once a survivor is rescued and provided care in the agency for recovery; care plan needs to be simultaneously assessed, planned and in place to ensure that both the survivor and their family are prepared and guided. Further, these rights are not limited to providing safe, security and nurturing home environment which facilitates the positive development of children, this is to serve as advocates for the realization of the children's full potentials, provides opportunities to live in a safe place, nurturing home and social environment clearly manifested in the Child's Rights.

Anyamanie Buranakanond and Tan Ngoh Tiong discusses the situation of social workers in Thailand since the promulgation of the Social Work Profession Act, with a review of the current service delivery approach, domestic conditions and the context that affected the social work and social service delivery system in Thailand. The keys to enhance professional standards lie in the training of social workers, as well as the social welfare policy and social system. The government and social work association should take the lead, supported by the universities and training institutes, to prepare competent professionals for the future. Social work must evolve clearer aims, professionalism, work standard, professional ethics and a humane basis, to benefit contemporary society. Beside improving the image of social work, the system needs to actively support the career growth and professional development of social workers.

Lan Anh Vu Thi and Trang Nguyen Thi Thu maintain the importance of education and communication in planning child protection program n Vietnam.This study analyzes some key findings from the research which reflects the draft of child protection program from the period of 2021-2025 composed by Ministry of Labor, Invalid and Social Affairs. The article focuses on making clear the importance of having children in policy making, especially education and communication then providing some suggestions to policy makers about how to involve children. This research shows that there is still a gap between children and parents, teachers and care givers especially in education and communication. Therefore, the responsible persons need to take more time to listen to children. Through this article, the authors also aim to change people's perspective about children's role.

Ly Truong Thi explores dating violence among students at universities in Vietnam. In this country, dating violence is no longer a strange issue but has not really attracted the attention of policy makers as well as researchers. Meanwhile, survey results show that dating violence among students is taking place at an alarming rate when up to 9 out of 10 students have suffered at least one type of violence by their dates. However, students' awareness of dating violence is still limited. There are students who do not know that the acts of their dates which make them suffer, or that they are doing toward their dates are acts of violence. This requires researchers and policy makers to pay attention to research and come up with appropriate policies to prevent the current situation of dating violence.

I hope that you enjoy reading this edition.

Fentiny Nugroho
Editor-in-Chief

X

THE ROLE OF PT. PHAPROS CORPORATE SOCIAL RESPONSIBILITY (CSR) IN THE MEANS OF EMPOWERMENT FOR SOCIAL WELFARE SERVICES RECIPIENTS IN MARDI UTOMO SOCIAL SERVICE HOME FOR HOMELESS BEGGARS OF ABANDONED PEOPLE

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ABSTRACT

PT Phapros is one company with CSR that has a fairly good work program. Its commitment to social development is manifested in various CSR activities or the Partnership and Community Development Program (PKBL). One of the partnership programs with the government is the Social Service Home for Homeless Beggars and Abandoned People (PPSPGOT) Mardi Utomo Semarang as an effort to improve its competence to become self-supporting or independent. The study aims to describe the role of CSR of PT. Phapros in implementing empowerment for PPKSPGOT independence at PPSPGOT Mardi Utomo Semarang is adjusted to the pyramid of corporate social responsibility. Descriptive qualitative approach research, literature review method with data obtained from books and journals. The results of the research on the practice of corporate social responsibility at PT. Phapros has fulfilled the components of the corporate social responsibility pyramid, including philanthropic responsibility, ethical responsibility, legal responsibility and economic responsibility. Through the partnership program established with PPSPGOT Mardi Utomo Semarang,

it can be concluded that the role of CSR of PT. Phapros in an effort to achieve the independence of the homeless PPKS and beggars has made a considerable contribution.

Keywords: Corporate Social Responsibility, independence of homeless beggars, PT. Phapros.

PREFACE

In the last decade, the concept of Corporate Social Responsibility (CSR) developed and has become a popular. Many of community's problems are handled by CSR, for instance education, health, energy, child workers, and many more issues. CSR's matters have always been regarded with sustainability issue which refers to normative perspective regarding internal and external environment, and also tangible and intangible resources. Tangible resources (for example water, oil, main raw materials, etc.), should be utilized carefully, and if it is possible, it is better to use alternative resources and/or recycling material. Intangible resources (for example knowledge, skill, competency, qualification, etc), should be well-identified and taken care strategically.

According to Jan Jonker (2006), today's responsibility is not only based on economy aspect, but also social and environment responsibility matters. In this case, community and companies do not only focus on the advantages of the production activities, but o they need to consider how the production process can guarantee the sustainability for future generations. The Club of Rome in Jan Jonker (2006) stated that there's negative and destructive impact from human activities towards natural environment and human being. The solution to this problem is the "Management of The Environment" or "Eco-efficiency", which has resulted an established technology and managerial discipline which is supported by law and regulations.

There are more comprehensive study regarding social responsibility of companies consists of internal and external aspects. Internal aspect includes stakeholders and employees (health, education, sport, or housing for employee). Employee is considered in the field that significantly contributes to sustainable social advantages or social investment. Highly motivated, well-educated, and healthy workers will contribute to the success of the company. Community ensure that every negative social and environment impact can be minimized as much as possible. Aside, community demand the operation of company does not cause any harm that can give bad effect toward future generation and population.

Generally, CSR perspective is known as 'triple bottom line' and it is used widely in contemporary CSR debate. Launched in the middle of 1990s by John Elkington which is cited by Jonker (2006), this typology had been accepted widely, and therefore it really helps in the means of improving and promoting CSR in organizations. 'Planet' refers to sustainability, 'People' refers to the dynamic social responsibility, and 'Profit' is for the result of business. This approach should be guided by particular business strategy from each organization. Today, CSR is not supposed to be just an organization, because industrial institutions mostly only prioritizing certain issues, such as competition and economy recession. The approach that is used here involves CSR in every aspect. Therefore, it is important that this approach needs to adjust with every organization's business strategy.

According to Budimanta which is cited in Alfariz (2019), CSR is classified based on three different execution types, which are: community service, community relations, and community empowerment. Carroll (2001) stated that there is a pyramid or level for social responsibility for company and its component, they are: (1) philanthropy responsibility that is indicated by consistency with philanthropy expectations and charity for society. Manager and employees participate in voluntary activities in local communities; (2) ethical responsibility regarding adjustment toward customs, cultures, and norms in society; (3) legal responsibility is adjusted with government's goals and law and regulations; (4) economic responsibility regarding consistency in maximizing company's advantages.

One of companies with CSR that has good programs is PT. Phapros. In April 2021, PT. Phapros which is a subsidiary of PT. Kimia Farma Tbk. achieved TOP CSR Category Awards 2021 #Star 4 and TOP Leader on CSR Commitment in TOP CSR Awards 2021 which was held in Jakarta (Phapros, 2021). With theme "Strategic Role of CSR in Supporting Sustainable Business in New Normal Era", this event was held to encourage the effectivity and quality CSR programs in Indonesia. As a form of Phapros' commitment towards social development in society, it held some CSR programs or Partnerships and Community Development Program (PKBL). The partnership program is collaborated with government, one of the partners is Mardi Utomo Social Service Home for Homeless Beggars and Abandoned People (PPSPGOT) in Semarang as the means to increase its resiliency. Based on that background, this article aims to describe the role of CSR in PT. Phapros in executing empowerment program for PPKSPGOT resiliency in PPSPGOT Mardi Utomo, Semarang, which is adjusted in corporate social responsibility pyramid.

METHOD

This descriptive research uses qualitative approach as its method. Qualitative research constitutes exploration and meaning towards a problem or social phenomenon (Neuman, 2007; Creswell, 2009). The method of the research is literature review with data that are obtained from books and journals regarding theory and forms of CSR execution. Therefore, this research tries to explain the facts of CSR PT. Phapros activities based on social responsibility forms. Secondary data is used in this research through documentation, such as activity report, online newspaper, and any other supporting documents. Then, the obtained data is analyzed through descriptive analysis method, and describe the findings.

RESULT AND DISCUSSION

1. Phapros Profile

PT Phapros Tbk is a subsidiary of PT. Kimia Farma (Persero) TBK that is located in center of Menara Rajawali, 17th floor, Jl. Dr. Ide Anak Agung Gde Agung Kawasan Mega Kuningan, South Jakarta. PT Phapros Tbk has been producing quality drugs and medicine for more than four decades through their factory, located in Jalan Simongan No.131, Semarang. Initially, the company name was NV Pharmaceutical Processing Industry, then it was shortened to Phapros, established in July 21, 1954. The company was part of business development from Oei Tiong Ham Concern (OTHC), the first conglomerate in Indonesia which dominant in agro-industry and sugar. In 1961, the wealth of OTHC was nationalized, Phapros was taken over by the government and was changed to a holding company which known as PT Rajawali Nusantara Indonesia (RNI). In 2003, RNI controlled 53% of Phapros shares, and the rest was owned by public (Phapros, 2021).

At the end of 2002, Phapros produced 137 items of drugs, 124 of which were self-developed drugs. In mid-2004, Phapros introduced natural products in its Agro Medicine group, Agro-med. The address of PT Phapros Tbk, Semarang Factory: Jalan Simongan No.131 Semarang, Post Code 50148, PO Box 1233. Phone number: 024 760 7330, 760 7325 Fax 760 5133. Website: www.ptphapros.co.id

In running its business, T. Phapros has a vision to become a leading pharmaceutical company that produces the best health products supported by professional management and strategic partnerships to improve people's quality of life. Meanwhile, its missions are: 1. To provide the best health products

to meet the needs of the community, 2. To provide returns to shareholders as a reflection of the company's performance and to reward employees who contribute and innovate, 3. To become a socially responsible and insightful company based on K3LL (Environmental Occupational Safety and Health). PT. Phapros has a core corporate values of AKHLAK (Trustworthy, Competent, Harmonious, Loyal, Adaptive, Collaborative).

2. CSR Implementation Rules and The Role of PT Phapros CSR

The implementation of CSR is regulated in Law No.40, 2007 and Government Regulation No.47, 2012 which mandates the Company to participate in socio-economic and environmental development for the community. Law No.40 of 2007 is concerning Limited Liability Companies (UUPT) and Government Regulation of the Republic of Indonesia, Number 47 of 2012 is regarding Social and Environmental Responsibility of Limited Liability Companies. Regarding Social and Environmental Responsibilities, it is regulated in Article 74 of the Company Law and its explanation. This arrangement applies to companies. Based on Article 1 point 1 of the Company Law, a Company (Limited Company) is a legal entity which is a capital partnership, established based on an agreement, conducting business activities with authorized capital which is entirely divided into shares and meets the requirements stipulated in this Law and its implementation regulations.

According to Article 1 point 3 of the Company Law, it stated that Social and Environmental Responsibility is the company's commitment to participate in sustainable economic development in order to improve the quality of life and the environment that is beneficial, both for the company itself, the local community, and society in general.

Article 74 of the Company Law basically regulates the following matters:

a. The Social and Environmental Responsibility is mandatory for companies that carry out their business activities in the field and/or related to natural resources. What is meant by "company that carries out its business activities in the field of natural resources" refers to a company whose business activities manage and utilize natural resources.

b. Meanwhile, what is meant by "companies that carry out business activities related to natural resources" are companies that do not manage and do not utilize natural resources, but whose business activities have an impact on the function of natural resources

capabilities. This Social and Environmental Responsibility is the company's obligation which is budgeted and calculated as the company's costs, the implementation of which takes into account propriety and fairness.

c. Regarding sanctions, it is said that companies that do not carry out The Social and Environmental Responsibility obligations will be subject to sanctions in accordance with the provisions of the relevant laws and regulations (Tobing, 2013)

Stated in Government Regulation No. 47 of 2012, to implement the provisions of Article 74 paragraph (4) of Law No. 40 of 2007. Concerning Limited Liability Companies, it is necessary to stipulate a Government Regulation concerning Social and Environmental Responsibility of Limited Liability Companies. Limited Liability Company, hereinafter referred to as the Company, is a legal entity which is a capital partnership, established based on an agreement, conduction business activities with authorized capital which is entirely divided into shares and fulfills the requirements stipulated in Law No. 40 of 2007, concerning Limited Liability Companies and its implementing regulations. Every company as a legal subject has social and environmental responsibilities. The social and environmental responsibility as referred to, is an obligation for the Company that carries out its business activities in the field of and/or related to natural resources based on the law.

The obligations are carried out both inside and outside the company environment. Social and environmental responsibility is carried out by the Board of Directors based on the company's annual work plan, after obtaining approval from the Board of Commissioners or the General Meeting of Share Holders (GMS), in accordance with the articles of association of the Company unless otherwise stipulated in the laws and regulations. The company's annual work plan as referred to includes the activity plans and budgets required for the implementation of social and environmental responsibility. Companies that carry out their business activities in the field and/or related to natural resources, in preparing and determining the activity plans and budgets must pay attention to appropriateness and fairness. The realization of the budget for the implementation of social and environmental responsibilities carried out by the Company is calculated as the Company's expenses.

The implementation of social and environmental responsibility is contained in the Company's annual report and is accountable to the GMS (General Meeting of Shareholders). The company as intended which does not

carry out its social and environmental responsibility is subject to sanctions in accordance with the provisions of the legislation. The social and environmental responsibility as referred to in paragraph (1) does not prevent the Company from participating in carrying out its social and environmental responsibilities.

Referring to the concept of good corporate citizen that was developed, Phapros realizes that being able to survive and grow so far cannot be separated from the participation of the general public. Therefore, as a form of Phapros' commitment to social development, it is manifested in various CSR or PKBL activities. The CSR program is divided into 2, namely the Partnership and Community Development Program (PKBL). Partnership program is a program that distributes credit or capital funding to MSMEs or Cooperatives as well as other relevant programs. Meanwhile, the Community Development program is a program that is aimed directly at the community, such as natural disaster assistance, education assistance, health improvement, and natural conservation assistance.

Throughout 2020, CSR activities spent a total of more than 4 billion, with details of Rp3.147.932.815,00 for partnership programs such as MSMEs and Cooperatives; then for the Community Development Program spent Rp613.383.485,00; as well as for the Covid-19 prevention program in the amount of IDR 375,480,000. The realization of the partnership and community development program is also consistently accompanied by assistance, monitoring and evaluation so, therefore it can run well. In the partnership program, for instance, Phapros does not only distribute soft loans to MSME entrepreneurs, but also often provides them with entrepreneurship training and participates in various exhibitions so that they can develop more (Phapros, 2021).

On the other hand, in the environmental development sector, we can take the example of the integration of *Posyandu* (Integrated Healthcare Center in Community) and waste banks in Bogosari and Bangunsari, Pringsari Village, Pringapus District, Semarang Regency, where before the two hamlets were fostered, the environment was not well maintained and even some cases of toddlers with malnutrition were even found. However, after being fostered by Phapros their condition became much better and there were no more toddlers with malnutrition.

PT Phapros' social responsibility in the field of social and community development carried out through the PKBL mechanism, seeks to empower

the community and encourage people's economic growth not only through grants but also through soft loans. Phapros PKBL is carried out in a planned, targeted, transparent and sustainable manner. Therefore, Phapros plays a role in improving the quality of life of the Indonesian people as well as equitable development through the expansion of job opportunities and business opportunities. Furthermore, the mandated PKBL is part of an integrated effort carried out by Phapros consistently to ensure the sustainability of its existence as a business entity. This is in line with what Beder (1990) stated about sustainable development, which is development that meets the needs of the present without compromising the ability of future generations to meet their own needs.

The Phapros Empowerment Program is also carried out for marginalized groups including beggars, homeless people and abandoned people who are accommodated in the Mardi Utomo PGOT Social Service Home (Homeless Beggars and Abandoned People), Tembalang Semarang, which is an orphanage belonging to the Social Service Office of Central Java Province. Through the Rainbow Park (Taman Pelangi) Development Program, it is targeted that the beneficiaries have experience, knowledge and insight that they have the basic capital to return to the community in implementing the values of community participation. Strong community participation will be an important prerequisite for realizing a smooth transition to an ecologically sustainable society.

Several activities to increase capacity include disaster response training and Team Building Training. Infrastructure assistance includes the Meeting Hall, Trash Cans, Uniforms for Rainbow Park managers. This is what attracts the author to examine how PT Phapros' CSR program implements an empowerment program for Social Welfare Service Recipients, that they are able to increase their independence as a provision for living in the community.

From the explanations above, it can be described that the practice of CSR of Phapros in general has fulfilled the components of the CSR pyramid, including philanthropic responsibilities, ethical responsibilities, legal responsibilities, and economic responsibility.

3. CSR Assistance of PT. Phapros to Beneficiaries of Homeless and Beggars at the Mardi Utomo Social Service Institution as an Implementation of the Value of Community Participation for Resiliency

One of the reasons for turning to community development or empowerment as an alternative to traditional forms of humanitarian service is that community development promises a more adequate solution to many contemporary social problems (Ife, 2016). Furthermore, Ife explained that the problems of unemployment, poverty, crime, mental illness and domestic violence did not seem to be really solved. Despite the best efforts of policy makers, social scientists, and humanitarian service professionals, this is still a problem today.

For example, a community development approach to working together with local economic systems has the potential to address unemployment and poverty problems that are felt impossible by a more conventional labor market (Ife, 2016). As mentioned earlier that the CSR of PT. Phapros has been engaged in many fields/activities is an effort to increase capacity, among others, carried out at Social Welfare Service Recipients: Homeless and Beggars at PPSPGOT Mardi Utomo, Semarang. In accordance with Central Java Governor Regulation No. 31 of 2018 concerning the Organization and Work Procedure of the Central Java Provincial Social Service Technical Implementation Unit, PPSPGOT Mardi Utomo became the Central Java Provincial Social Service Technical Implementation Unit which has the duties and functions of handling homeless people and beggars.

Homeless and beggars who are beneficiaries of PPSPGOT have problems with social functioning. Achlis (2011), describes social functioning which can be seen from the following indicators: (1) Social functioning is seen as the ability to carry out social roles, namely the ability of individuals to carry out their duties, roles, and functions and can be responsible for their duties and responsibilities; (2) Social functioning is seen as the ability to meet needs including the individual being affectionate towards self, others and the environment; individuals can pursue hobbies and interests; individuals have great compassion; individuals value and maintain friendships; (3) Social functioning is seen as the ability to solve the faced social prblems, which means that individuals fight for their goals, hopes, and ideals of life.

In general, the problems faced by homeless beggars are that they have not been able to carry out their duties and roles, have no skills and have difficulty managing everything related to life and meeting needs or independence. Independence (self-reliance) with regard to tasks and skills how to do something, achieve something and how to manage something (Parker, 2005:226).

Regarding independence for PPKSPGOT homeless and beggars, PT. Phapros has established a partnership with PPSPGOT Mardi Utomo in the context of developing open system management through empowering beneficiaries in the management of the Rainbow Park (Programme) and agro-social which has been facilitated since 2015 with the aid program for medicinal plants. Besides that, PT. Phapros also allocates rambutan tree seeds which are used as a means of reforestation and also creates an innovation in tourism, which is a picking-up rambutan fruits activity from its trees for students, which is managed directly by PPKSPGOT or the fostered residents of the Mardi Utomo Social Service Home.

In order to raise awareness and concern for the beneficiaries of the environment, they are also equipped with skills in processing rambutan leaf waste into compost, as well as processing food waste into liquid fertilizer. In addition to these various skills, CSR PT. Phapros has also facilitated the provision of trash cans in the Taman Pelangi area. In 2019, in collaboration with the Social Service of Central Java Province through the section on social protection for victims of natural disasters and the Central Java Regional SAR, PT. Phapros also facilitates Beneficiaries with Disaster Response Education and Training.

Community-Based Disaster Mitigation Efforts are also a form of concern of PT. Phapros as an element of the Business World in Disaster Management Efforts. This activity is very useful for growing concern for others, as evidenced by the enthusiasm and participation of beneficiaries in disaster management of fires in Mount Sumbing and the environment around the Social Service House.

Beneficiary empowerment through Taman Pelangi (Rainbow Park), has also been facilitated by PT. Phapros, is in the form of building a meeting hall, as a mean of support in the context of developing the Rainbow Park. The addition of these facilities is also very useful as a medium for fostering PPKSPGOT (beneficiaries) motivation in managing Rainbow Park and increasing

the number of visitors to Rainbow Park. Efforts to improve supporting infrastructure in the development of the rainbow park are still needed so that they are divided into stages, as outlined through a work plan roadmap until 2023 (PPSPGOT, 2021).

By looking at the commitment of PT. Phapros in carrying out corporate social responsibility through a partnership program woven with PPSPGOT Mardi Utomo Semarang, it can be concluded that the role of CSR PT. Phapros in an effort to achieve independence for homeless Social Welfare Service Recipients and beggars has made a considerable contribution.

CONCLUSION AND SUGGESTION

1. Conclusion

In carrying out social responsibility, a company can be categorized through levels/pyramids with the components, namely: (1) Philanthropic responsibility; being consistent with philanthropic and charitable expectations to the community, managers and employees participating in voluntary activities in the local community; (2) Ethical responsibilities related to with adjustment to society's customs and norms; (3) Legal responsibilities are adjusted to the expectations of the government and the law; (4) Economic responsibility is related to consistency in maximizing company profits.

In general, the practice of corporate social responsibility of PT. Phapros has fulfilled the components of the corporate social responsibility pyramid, including philanthropic responsibility, ethical responsibility, legal responsibility and economic responsibility. Furthermore, through the partnership program established with PPSPGOT Mardi Utomo Semarang, it can be concluded that the role of CSR of PT. Phapros in an effort to achieve independence for homeless Social Welfare Service Recipients and beggars has made a considerable contribution.

2. Suggestions

The large potential possessed by the social service institutions with the availability of wide land, it is expected that there will be optimal efforts to utilize it in order to achieve welfare goals for homeless beggars and abandoned people at PPSPGOT Mardi Utomo Semarang. This can be achieved through empowerment efforts for independence as preparation for PPKSPGOT which will return to society.

The partnership between PPSPGOT Mardi Utomo and CSR PT. Phapros is further enhanced through the realization of the Taman Pelangi (Rainbow Park) and Agrosocial Mardi Utomo work plan until 2023.

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THE CORRELATION OF JOB SATISFACTION WITH THE PERFORMANCE OF THE FAMILY HOPE PROGRAM SOCIAL ASSISTANT IN CIANJUR REGENCY

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ABSTRACT

This study aims to determine how much the correlation between job satisfaction and the performance of social companion employees of the Family Hope Program or Program Keluarga Harapan (PKH) in Cianjur Regency. The research method used is field research methods by taking several samples from the population using a questionnaire as a means of collecting main data. The research approach used is a quantitative approach using numerical or numeric data analysis. The population in the study were all PKH social assistants in Cianjur Regency in 2019 with a total of 327 people. Sampling in this study using a simple random sampling technique with a sample of 180 respondents. The data collection technique was carried out using a questionnaire. The data analysis technique used univariate and bivariate analysis. The results showed that there was a significant correlation between job satisfaction in influencing the performance of PKH social assistant employees in the Cianjur Regency area in 2019.

Keywords: Job Satisfaction, Employee Performance, Social Assistance, Hope Family Program.

BACKGROUND

Poverty is a complex problem faced by the global community, including in Indonesia, and is the main problem that must be faced because poverty is an obstacle in the development process of the Indonesian state. The problem

of poverty is an urgent problem that must get serious attention and handling from the government to reduce poverty. Various efforts continue to be made by the Indonesian government in a directed, integrated, and sustainable manner through various programs implemented by the Ministry of Social Affairs of the Republic of Indonesia, including the Family Hope Program or Program Keluarga Harapan (PKH), Non-Cash Food Assistance Program (BPNT) or Bantuan Pangan Non Tunai/Sembako, Joint Business Groups or Kelompok Usaha Bersama (KUBE) and the KUBE E-warong program. PKH are Conditional Cash Transfer (CCT) programs.

Regulation of the Minister of Social Affairs of the Republic of Indonesia No. 1 of 2018 concerning the Family Hope Program is stipulated to support the implementation of the planned, targeted, and sustainable distribution of social protection programs in the form of the Family Hope Program as conditional social assistance that aims to reduce the burden of spending and increase the income of poor and vulnerable families. The Family Hope Program, hereinafter abbreviated as PKH, is a program of providing conditional social assistance to poor and vulnerable families and/or individuals who are registered in the integrated data of the program for handling the poor, processed by the Center for Social Welfare Data and Information and designated as beneficiary families of PKH.

PKH is expected to contribute significantly to reducing the number of poor people, reducing inequality (Gini ratio) while increasing the Human Development Index (IPM). As one of the National programs whose recipients are the number of recipients of PKH in 2019 as many as 10,000,232 KPM with a budget allocation of Rp. 17.5 Trillion. The target for PKH recipients in 2019 is 10 million KPM with a budget allocation of Rp. 32.65 Trillion. The Family Hope Program (PKH) is implemented on an ongoing basis starting in 2007 in 7 provinces. As of 2019, PKH has been implemented in 34 provinces and covers 512 regencies/cities and 7,214 sub-districts (Source: Ministry of Social Affairs, 2019).

One of the regencies/cities in Indonesia that received the PKH program is Cianjur Regency. Cianjur Regency is the area with the second largest number of recipients of PKH beneficiary families in Indonesia, after Bogor Regency, with the number of recipients reaching 131,971 according to the data of the Ministry of Social Affairs in 2019. With a high number of beneficiary families, each sub-district social assistant supports an average of 450-650 assisted recipient families benefits per assisted village, Cianjur Regency has 327 social assistants spread across 32 sub-districts (Source: Cianjur Regency PKH data, 2019). PKH

social assistants are Indonesian citizens who meet certain qualifications and pass the selection test and are determined through a Decree of the Director of Social Security, Directorate General of Social Protection and Security, Ministry of Social Affairs of the Republic of Indonesia to assist PKH Participants, based on a work contract within a certain period.

A social assistant or PKH facilitator must be able to coordinate with the relatively large number of beneficiary families in one sub-district. PKH social assistants play a role in carrying out all stages of PKH implementation, namely initial meetings, validation, data updating, verification of commitment to attendance at education and health services, supervising and reporting on the distribution of social assistance as material for reconciliation at the Regency / City level, conducting family capacity building meetings (P2K2), carry out complaint handling and make reports and resolve problems that arise in the implementation of PKH in the field (Permensos No. 01/2018, article 49 paragraph 3).

PKH social assistants as elements in the Ministry of Social Affairs have a very important role in organizational activities. Each social assistants has different characteristics from one another, thus causing differences in performance. The performance of the social assistants can be influenced by several factors such as the level of education, motivation, incentives, and work environment (Suprihati, 2014). One of the factors that contribute to the work environment is job satisfaction. Job satisfaction is an evaluation that describes a person's feelings of being happy or unhappy, satisfied or dissatisfied at work (Rivai & Sagala, 2009).

Athar, et al 2014 explain that job satisfaction is a combined reaction based on psychological, physiological, and environmental orders or disturbances that make an employee perceive that he is satisfied or not. Job satisfaction can be interpreted as the amount of employee liking for their work, employees who feel happy and satisfied with their work will certainly carry out their duties as well as possible so that it will have a positive impact on the results of their work. Schermerhorn (2013) states that there are five aspects of job satisfaction, namely the job itself, superiors, co-workers, promotion opportunities, and salary.

Cianjur Regency is one of the regions that has a number of assistants totaling 327 people in 2019 (Cianjur Regency PKH Data). Cianjur Regency in 2019 does not yet have policies that support the optimization of PKH programs,

such as empowerment programs for PKH KPM or programs to improve the quality of mentoring for PKH social assistants (for example: mentoring training for entrepreneurship development). All policies on programs are limited and only issued by the Ministry of Social Affairs and the regions only act as program technical implementers (source: interview with PKH Cianjur Regency Coordinator, 2019). One form of local government support to support PKH activities is the allocation of sharing funds which have been regulated in Article 57 of the Minister of Social Affairs Regulation 1 of 2018 article 57, that the financial source of PKH funding can come from the APBN, Provincial APBD, and Regency/City APBD.

The Minister of Social Affairs has sent a letter to all Governors, Regents, and Mayors throughout Indonesia Number 202/MS/C/12/2018 dated 28 December 2018. In the letter, the Minister of Social Affairs stated that the provision of PKH participation fund allocations through the Provincial and Regency/City APBD, is at minimum of five percent. The sharing funds are used for Social Assistant in carrying out their duties and as a form of regional support for the PKH program in Cianjur Regency, but unfortunately, the amount of operational funds obtained by the Social Assistant is not sufficient enough.

According to the PKH Cianjur Regency Coordinator, the total assistance received by the Family Program Beneficiary Families (KPM) in Cianjur Regency, which reached Rp. 93,008,300,000 rupiah should PKH Cianjur receive about 4.6 billion in a year. However, due to the deficit in the State Budget of Cianjur Regency and allocated for other sector allocations, the fulfillment of the need for PKH sharing funds has not yet reached five percent (source: an interview with PKH Cianjur Regency Coordinator, 2019).

In addition to problems related to policies to support the performance of their companions in terms of material, PKH Cianjur Regency does not escape the problem of its human resources. In 2019, several local and national news media provided information related to the performance of several PKH social assistants who were suspected of having multiple job problems and were suspected of being involved in the issue of cutting of PKH assistance. Several reports from the community and NGOs also reported the same case, which was related to the problem of dual work carried out by unscrupulous persons and the issue of aid cuts that they conveyed through the PKH contact center as well as reports directly to the Cianjur Regency Social Service Office in the 2018-2019 range. (Source: an interview with PKH Cianjur Regency Coordinator, 2019).

Double job; quarrels between fellow social assistants; the minimum amount of sharing funds provided by Cianjur governments; the distance from the place of work that is far from the domicile of the house; and the absence of a career path for social assistants are problems experienced by PKH social assistants in Cianjur Regency at this time; many of the social assistants should survive in this condition because of their financial needs (source: an interview with PKH Cianjur Regency Coordinator, 2019). Based on the problems occured, it is important to understand the corelation between job satisfaction and the performance of PKH social assistants so that this study aims to explain how big the correlation between job satisfaction and the performance of the Family Hope Program (PKH) social assistants in Cianjur Regency.

LITERATURE REVIEW

1. Job Satisfaction

One of the most important theories which explain the job satisfaction is Lawler's theory. He explains job satisfaction in four basic conditions: The Fulfillment theory which explains the reaching of the thing needed. The Discrepancy theory, difference, contradiction and conflict theory. The Equity theory, about equality and the fourth one is The Two-factor theory. Discrepancy theory is concerned on what the workers are expecting and what they are getting. Their expectations, evaluations and hopes of workers about their works are more important than what they are having in real (Celik, 2011).

Understanding Job Satisfaction In simple terms, it can be interpreted as the amount of employee liking for their work and job dissatisfaction showing the amount of employee dislike for work. According to Spectro (1990) in Akmal et al (2013) job satisfaction is an attitude in the form of a reflection of employees' feelings towards the whole job which consists of various aspects. Schermerhorn (2013) states that there are five aspects of job satisfaction, namely:

1. The work itself; this aspect refers to how a job has an appeal to be done and completed. The job can also be used as an opportunity to learn and take responsibility.
2. Superiors; this aspect shows the extent to which the supervisor's ability to show concern for employees such as providing technical assistance and behavioral support.

3. Colleagues; the simplest source of job satisfaction is to have cooperative co-workers. Pleasant and supportive co-workers and work teams will make work effective.
4. Promotion opportunities; related to employment opportunities to advance in the organization. Promotion on the basis of seniority will provide different satisfaction when compared to promotion on the basis of performance.
5. Salary; is a reward that is obtained based on the results/efforts of the work done. Salaries are used by employees to meet the needs in their lives including clothing, snacks, and boards. Sufficient life needs will be able to provide satisfaction in employees.

Anoraga (2009) states that aspects that can affect job satisfaction are:

1. A sense of security, namely the certainty of employees to get permanent jobs, holding positions in the organization as long as possible as expected.
2. Opportunity to advance and develop, namely the possibility for employees to advance, advance in rank, position, and expertise or experience.
3. Salary or money, namely companies that give pride to employees if they work in the company concerned.
4. The good name of colleagues, namely organizations that give pride to employees when they work in the organization concerned.
5. Opportunities for achievement, namely organizations that provide opportunities to be able to develop the potential that exists within themselves so as to achieve maximum work levels.

Job satisfaction is one of the psychological aspects that influence the behavior of employees in carrying out their activities. Job satisfaction is very important for employees because job satisfaction felt by employees will have an impact on work quantity and work quality. Employees who feel happy and satisfied with their work will of course carry out their duties as well as possible to get the same or more satisfaction so that it will have a positive impact on the results of their work. Conversely, if the employee is not happy or dissatisfied then he will produce his work that has a negative impact on the results of his/her work (Anisa, 2013).

2. Employee Performance

The success or failure of an organization in achieving its goals is greatly influenced by the performance of its employees. Good employee performance will be very supportive in the process of achieving organizational goals, but if the employee's performance is low, it will certainly have an impact on the difficulty of achieving organizational goals. The performance itself is defined as the output of an employee's work in the organization.

According to Moeheriono (2012, p. 96) employee performance is the results of work that can be achieved by a person or group of people in an organization both quantitatively and qualitatively, by their respective authorities and responsibilities, to achieve the goals of the organization concerned legally, does not violate the law and following morals and ethics. Performance is evidence of success and a benchmark for an institution (Tarjo, 2020). Performance is the actualization of ability and motivation (Nurjaya et al, 2021). Performance is the result of real achievement in a certain period, both individually and groups.

Performance can also be determined by several factors that support its success (Wahyudi et al, 2018). According to Wirawan (2015, p. 272), the factors that influence the performance of the first are environmental factors such as macroeconomic and micro-organizational factors; political life; sociocultural life of the community; religion/spirituality; and competitors. The second factor is organizational factors such as organizational culture; organizational climate; reward (reward for achievement) and also factors related to employee internal factors such as work ethic; work motivation; work discipline; and job satisfaction.

Job performance can be measured by several indicators, namely effectiveness and efficiency, responsibility, discipline, and initiative. Meanwhile, the performance measurement according to Malay S.P. Hasibuan in Mangkunegara (2012: 17) are aspects that assessed for performance, include the following: loyalty, work result; honesty; discipline; creativity; cooperation; leadership; personality; initiative; skills; and responsibilities. These aspects are used to determine the level of employee performance. Performance measurement according to Bangun (2012, p.233) is a job that can be measured through quality of work; punctuality; presence, and ability to work together.

3. Family Hope Program as Conditional Cash Transfer

Conditional Cash Transfer or known as conditional cash transfer is known in some countries as one type of intervention that is mainly funded by donor agencies and governments to reduce chronic or temporary poverty from poor families (Anderson et al, 2014). Conditional cash transfer programs that started primarily in middle-income countries such as Mexico, Brazil, Turkey, Chile, Colombia, Ecuador, Jamaica, Honduras, Panama, and South Africa are now spreading to low-income countries such as Nicaragua, Burkina Faso, Lesotho, Cambodia, Pakistan, and Bangladesh (Anderson et al, 2014).

Current social assistance programs are considered to be quite successful and these are being implemented on a large scale in several middle-income countries to reduce poverty (with an annual budget of $2.6 billion in Mexico and $700 million in Brazil), conditional cash transfer programs also seek to reduce poverty, to improve the health of children and mothers (Gertler, 2004), and reduce malnutrition experienced by families (Hoddinott and Skoufias, 2003). Another verified impact of conditional cash transfer programs is the linkage effect on the local economy (Harris and Coady, 2001). The conditional cash transfer program innovates by focusing primarily on poor families on investment in the human resources of children and other family members (Parker and Todd, 2017).

The conditional cash transfer programs that exist in the world today have two main objectives. First, is trying to provide a minimum level of consumption for poor households (families). Second, conditional transfers aim to encourage investment in human capital to break the intergenerational cycle of poverty. In an unconditional cash transfer method, the determination of a person entitled to receive cash assistance is based on predetermined qualification requirements such as passing a feasibility test. Meanwhile, conditional cash transfers also determine the characteristics and qualifications but also require the applicant to meet specific behavioral conditions (conditionality) to continue receiving grant money (Budlender, 2014: 4).

When compared to unconditional cash transfers, conditional cash transfers have binding conditions for the beneficiaries. This binding condition is called conditionality. Conditionality in the conditional cash transfer program is defined by Medellin, et al (2017: 35) as "behaviors that favor the accumulation of human capital in the children of beneficiary households, thereby increasing their ability to generate income in the future and help break the intergenerational transmission of poverty. It is stated that conditionality is

a behavior that supports the accumulation of human capital in the children of recipient households, thereby increasing their ability to increase their income in the future, and breaking the intergenerational cycle of poverty. To achieve this goal, the conditionality must be relevant and related to the accumulation of human capital, which can be modified through cash transfer incentives.

Initially the requirements or conditionality, the conditional cash transfer program only focused on compliance with health and education protocols, including health services, maternal/child nutrition, immunization, child enrollment (enrollment), and attendance at school (elementary school level); those whose environment is already available both of these services. Conditionality designs have evolved in several countries, for example, health promotion and services for adolescents and adults, and high school attendance. Even recently, several countries have introduced cash transfers to encourage higher education enrollment.

The conditional cash transfer program has invested significant resources in targeting and monitoring systems aimed at ensuring transparency and effective distribution of resources to the populations most in need. However, countries must adopt a strategy to reduce inclusion and exclusion errors so that a higher level of targeting is achieved than other redistributive programs (Robles et al., 2017).

Most of the conditional cash transfer programs in the world have two main conditional components, namely education, and health. The education component generally applies conditionality in the form of enrollment and 80-85% attendance (attendance) in school for school-age children. Meanwhile, the health component generally applies conditionality in the form of attending regular health care and nutrition health education to monitor the development and nutrition of children and ensure the health of pregnant/breastfeeding mothers. Some countries target the elderly and disabled as beneficiaries of programs such as PATH in Jamaica.

In Indonesia, the translation of the conditional cash transfer program was adopted into the Family Hope Program (PKH), which is a conditional cash transfer program (social assistance) for poor and vulnerable families registered in the Integrated Social Welfare Data or Data Terpadu Kesejahteraan Sosial (DTKS) and designated as PKH Beneficiary Families or Keluarga Penerima Manfaat (KPM). As a conditional cash transfer program, PKH aims to open

access to KPM for pregnant women, early childhood in utilizing health facilities/services (faskes) and school-age children in utilizing educational facilities/services (fasdik) available near their homes. The current PKH benefits are also directed to cover persons with disabilities and the elderly with the aim of maintaining their social welfare (Guidelines for the Implementation of the Family Hope Program, 2020).

According to Article 1 of the Regulation of the Minister of Social Affairs Number 01 of 2018 which states that the Family Hope Program, hereinafter abbreviated as PKH, is a program providing conditional social assistance to poor and vulnerable families and/or someone who is registered in the integrated data of the poor handling program, processed by the Center for Data and Information of Social Welfare and designated as PKH beneficiary families.

Through PKH, program beneficiaries are encouraged to have access to and take advantage of basic social services in health, education, food and nutrition, care, and assistance, including access to various other social protection programs which are complementary programs on an ongoing basis. PKH is directed to be the epicenter and center of excellence for poverty reduction that synergizes various national social protection and empowerment programs (Guidelines for the Technical Implementation of the Family Hope Program, 2019).

PKH's mission to reduce poverty is becoming increasingly prominent considering that the number of poor people in Indonesia until March 2016 was still 10.86% of the total population of 28.01 million people (BPS, 2016). The government has set a poverty reduction target of 7-8% in 2019, as stated in the 2015-2019 RPJMN. PKH is expected to contribute significantly to reducing the number of poor people, reducing inequality (Gini ratio) while increasing the Human Development Index (IPM). As one of the National programs whose recipients are the number of recipients of PKH in 2018 as many as 10,000,232 KPM with a budget allocation of Rp. 17.5 Trillion.

In the Family Hope Program, there are roles from program implementers, namely PKH social assistants, social assistants as referred to in Article 10 paragraph (1) letter h of the Minister of Social Affairs Regulation No. 01 of 2018 is in charge of carrying out PKH assistance tasks in the sub-district. PKH social assistants carry out the functions of facilitation, mediation, and advocacy for PKH Beneficiary Families in accessing health, education, and social welfare

facilities. The PKH social assistant also ensures that the PKH KPM fulfills its obligations according to the terms and conditions for changing the behavior of the PKH KPM.

Assistance for KPM PKH is needed to accelerate the achievement of program objectives. Assistance for components of health, education and social welfare is carried out under the following conditions:

1. The PKH Social Assistant is obliged to hold group meetings or Family Development Session with the PKH KPM they support every month;
2. The PKH Social Assistant is obliged to ensure that health, education and social welfare component assistance is right on target;
3. Assistance for the elderly component is carried out by Social Assistance appointed by the Directorate of Social Rehabilitation for the Elderly; and
4. Assistance for persons with severe disabilities is carried out by Social Assistance appointed by the Directorate of Social Rehabilitation of Persons with Disabilities.

In carrying out the task of mentoring, PKH social assistants can form KPM PKH groups based on the area they are assisting. The establishment of the PKH KPM group aims to facilitate assistance in improving the ability of beneficiary families, updating data, monitoring aid distribution, and solving problems in the implementation of PKH (Guidelines for the Technical Implementation of the Family Hope Program, 2019). PKH Beneficiary Families are entitled to social assistance. Assistance for KPM PKH is needed to accelerate the achievement of program objectives. PKH social assistants carry out facilitation, mediation, and advocacy functions for 30 PKH Beneficiary Families in accessing health, education, and social welfare facilities.

The PKH social assistant also ensures that the PKH KPM fulfills its obligations according to the terms and conditions for changing the behavior of the PKH KPM. In carrying out the task of mentoring, PKH social assistants can form KPM PKH groups based on the area they are assisting. The establishment of the PKH KPM group aims to facilitate assistance in improving the ability of beneficiary families, updating data, monitoring aid distribution, as well as for solving problems in the implementation of PKH.

To change the behavior of KPM, continuous education is needed that can provide understanding to KPM about the importance of education and child care, health, family financial management, child protection, and care for

the elderly and disabled. Family Development Session (FDS) is a structured behavior change intervention. FDS is given to all KPM PKH since the first year of PKH participation. FDS materials must be delivered through monthly group meetings delivered by the PKH Social Assistant to the assisted groups.

METHODS

1. Research Approach

By the research objectives, this type of research is descriptive correlational. This type of correlational research is essential to find out, explain, and examine the correlation between two variables in a situation or group of subjects.

2. Operational Definition

The operational definition is the definition of the variable (which is expressed in the concept definition), operationally, practically, in real terms within the scope of the research object/object under study. The variables used in this study are independent variable and dependent variable: the independent variable is job satisfaction of PKH Social Assistant while the dependent variable is employee performance of PKH Social Assistant

1. Employee Performance of PKH Social Assistant

    According to Prawirosentono (2008: 2), performance is the result of work that can be achieved by a person or group of people in an organization, by their respective authorities and responsibilities, to achieve the goals of the organization concerned legally, not violating the law, and following with morals and ethics.

2. Job Satisfaction of PKH Social Assistant

    According to Akmal et al (2013) job satisfaction is an attitude in the form of a reflection of the employee's feelings towards the whole job which consists of a variety of jobs that reflect the attitude of the workforce towards their work. Schermerhorn (2013) states that there are five aspects of job satisfaction, namely the job itself, supervisor/supervision, co-workers, promotion opportunities and salary.

3. Population and Sample

The population determined in this study is the Human Resources for Implementing the Family Hope Program, which specifically refers to the PKH social assistants in Cianjur Regency, amounting to 327 people. The reason for choosing PKH social assistants in Cianjur Regency is because it has the third largest number of PKH social assistants in West Java (Source: West Java Province PKH Data, 2018), but regency sharing funds for Cianjur social assistants are very minimal. In addition, related to performance, Cianjur Regency social assistants are included in the news because of the problem of double job and the issue of cutting aid. Based on this explanation, the research target population and the research survey population are PKH social assistants in Cianjur Regency. Sampling in this study was determined by a simple random sampling technique. Determination of the sample size in this study was carried out using the Slovin $n = \dfrac{N}{1 + N(e)^2}$ formula as follows:

Source: Sugiyono (2017)

Information:

n = Number of samples

N = Total population

e = precision level (sampling error)

The calculation of this research sample uses the Yamane formula with a precision of 5% as follows:

$$= \frac{N}{1 + N(e)^2} = \frac{327}{1 + 327(.05)^2} = \frac{327}{1 + 0.82} = \frac{327}{1.82} = 180$$

The calculation of the target of 95% confidence level and 5% error is as many as 180 social assistants. The research conducted will not distribute the survey to all targets, but the researcher will use simple random sampling. Bryman and Burgess (2012), "with random sampling, each unit of the population has an equal probability of inclusion in the sample." With this method, every PKH social assistant in Cianjur Regency has the opportunity to be included in the sample group. Researchers will use data on the number of existing social assistants to conduct a sampling frame.

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PKH social assistant in Cianjur Regency has the opportunity to be included in the sample group. Researchers will use data on the number of existing social assistants to conduct a sampling frame.

4. Data Collection Technique

Data collection techniques were carried out through questionnaire. The questionnaire contains open-ended questions. The format of statements and answers to this questionnaire is in the form of a Likert scale with a value of one to four.

5. Data Analysis Techniques

The results of the data that have been processed, then analyzed in the following way:

1. Univariate Analysis

Univariate data analysis is a method or method of describing or describing data on the frequency and percentage of independent variable, namely job satisfaction and the dependent variable, namely performance. This analysis aims to explain/describe the characteristics of each of the variables studied. This analysis was conducted to obtain data about the frequency distribution of respondents from each variable, then this data is presented in the form of a frequency distribution table and an analysis of the results.

2. Bivariate Analysis

Bivariate analysis is a statistical analysis that can be used to find a significant correlation factor between two variables, namely the independent variable and the dependent variable. (Hastanto, 2007). At this stage, the researcher will use inferential statistical methods by testing hypotheses and making assumptions about the characteristics or characteristics of a population. Then see the correlation between two variables (independent x and independent y) then analyzed with a quadratic test each with a 95% confidence level (=0.005). To find out the significance of the test results, it is seen from the p-value and then compared with the value of =5% or 0.05 with the following conditions:

a. Ha: If -value (sig) < 0,05, it means that there is a significant/ significant correlation between the independent variable and the dependent variable.

b. Ho : If -value (sig) > 0,05, it means that there is no significant/ meaningful correlation between the independent variable and the dependent variable.

RESULTS AND DISCUSSION
Research Result
Univariate Analysis
1. Job Satisfaction Frequency Distribution

Job Satisfaction variable was measured using an instrument with 11 statement items. The instrument was specially developed in accordance with the characteristics of PKH social assistants. Instruments of this type are commonly referred to as custom made (Aamodt, 2015). In this study, the Job Satisfaction Scale was developed by the researcher according to the characteristics of PKH social assistants who work in Cianjur Regency but still refers to Discrepancy Theory as the basis for making the instrument. To assess job satisfaction, respondent answers to the 11 statements were then calculated so that the total value of each respondent on the overall Job Satisfaction variable could be seen.

The total score of each respondent is then divided into four categories, using the limits of each category based on the quartile of the statistical calculation. Based on the data entered, the minimum value for this variable is 18 with a maximum value of 44. The minimum value for each category is determined by dividing the range of values into four quartiles according to the number of categories.

Table 1. Distribution of Job Satisfaction Frequency

Category	Frequency	Percent
Dissatisfied	39	21,7
Unsatisfied	25	13.9
Quite Satisfied	43	23.9
Very Satisfied	73	40.6
Total	180	100

Source: Research Results (2019)

From the data presented in table 1, it can be seen that the largest number of respondents, namely 73 people (40.6%) were at the job satisfaction level of

Very Satisfied. Meanwhile, the rest are divided into 3 levels, namely Dissatisfied 39 people (21.7%), Less Satisfied 25 people (13.9%), and Quite Satisfied as many as 43 people (23.9%). The results show that most PKH social assistants are still satisfied with the field of work they do, according to five aspects of job satisfaction, namely the job itself, superiors, co-workers, promotion opportunities and salary (Schermerhorn, 2013).

2. Employee Performance Frequency Distribution

The performance variable was measured using 10 statement items. The instrument was specially developed in accordance with the characteristics of PKH social assistants. Instruments of this type are commonly referred to as custom made (Aamodt, 2015). In this study, the Employee Performance Scale was developed by the researcher according to the characteristics of PKH social assistants who work in Cianjur Regency. The answers from respondents to the 10 statements were then calculated so that the total value of each respondent on the overall performance variable could be seen. The total score of each respondent is then divided into four categories, using the limits of each category based on the quartile of the statistical calculation. Based on the data entered, the minimum value for this variable is 18 with a maximum value of 40. The minimum value for each category is determined by dividing the range of values into four quartiles according to the number of categories.

Table 2. Performance Frequency Distribution

Category	Frequency	Percent
Not Good	50	27.8
Less Good	37	20.6
Fairly Good	38	21.1
Very Good	55	30.6
Total	180	100

Source: Research Results (2019)

From the data presented in table 2, it can be seen that the largest number of respondents, namely 55 people (30.6%) were at a very good performance level. Meanwhile, the rest were divided into 3 (three) levels, namely Not Good 50 people (27.8%), Less Good 37 people (20.6%), and Fairly Good as many as 38 people (21.1%). From the total respondents, it is known that most of the performance levels of PKH social assistants are considered not good and less

good (58.4%) based on performance measurements including Effectiveness and Efficiency; Responsibility; Discipline; and Initiatives (Prawirosentono, 2008).

Bivariate Analysis

After conducting a univariate analysis for each independent and dependent variable, the next thing is to do a bivariate analysis to see the correlation between each independent variable and the dependent variable. Before analyzing the bivariate correlation, the categorization of respondents based on the dependent variable was simplified into two groups, namely low and high. In the Performance variable, the distribution of respondents based on the level of performance is as shown in the following table.

Table 3. Distribution of Respondents Based on Performance Values

Performance Value		Frequency	Percent
Valid	1.00	118	65.6
	2.00	62	34.4
	Total	180	100.0

Source: Research Results (2019)

From table 3 it can be seen that the number of respondents with high category performance scores was 62 people (34.4%) while respondents with low category performance scores were 118 people (65.5%).

In conducting a bivariate analysis to see the correlation between the satisfaction support variable and the performance of the social assistants, a strength test of the correlation between the two variables was carried out using Kendall's tau-b correlation test.

Table 4. Correlation Test Results of Satisfaction Variables with Performance

Correlation			
		Performance Value	Satisfaction Value
Performance Value	Pearson Correlation	1	..383[**]
	Sig. (2-tailed)		.000
	N	180	180

Satisfaction Value	Pearson Correlation	.383[**]	1
	Sig. (2-tailed)	.000	
	N	180	180

Source: Research Results (2019)

Source: Research Results (2019)

Based on table 4, the value of the asymptotic significance is 0. This indicates that there is a significant correlation between the satisfaction variable and performance because the value is below 0.05. Next, test the strength of the correlation between the two variables using Kendall's tau-b correlation test. The correlation coefficient value or the correlation of the relationship is 0.383**, which means that the correlation is said to be weak.

Then, from this value, it can also be seen that the direction of the correlation between the two variables is positive. Thus, it can be concluded that there is a significant correlation between the satisfaction variable and performance, but as a weak correlation and a positive correlation pattern. Although the correlation is significant and weak, the results can be generalized to the population. In addition to testing the correlation between the satisfaction support variable and the performance variable, a correlation test was also conducted with the control variable. The control variable used is the distance of the respondent's residence to the work location on the correlation of motivational variable satisfaction with performance variable, as can be seen from the following table:

Table 5. Test Results of Distance Control Variable on Correlation of Satisfaction Variable with Performance

Symmetric Measures			
Distance			Approximate Significance
Distance	Ordinal by Ordinal	Kendall's tau-b	.007
	N of Valid Cases		
5 - 10 Km	Ordinal by Ordinal	Kendall's tau-b	.000
	N of Valid Cases		
11 - 15 Km	Ordinal by Ordinal	Kendall's tau-b	.080
	N of Valid Cases		

16 - 20 Km	Ordinal by Ordinal	Kendall's tau-b	.006
	N of Valid Cases		
> 20 Km	Ordinal by Ordinal	Kendall's tau-b	.010
	N of Valid Cases		
Total	Ordinal by Ordinal	Kendall's tau-b	.000
	N of Valid Cases		

Source: Research Results (2019)

Results shown on table 5 above shows that of the five distance conditions from the respondent's home to the work location of the social assistant that affects the correlation between satisfaction and performance variable, those are as follows: a. less than 5 kilometers, b. 5-10 KM, c. 16-20 KM, and d. more than 20 KM. This can be seen from the Approximate significance value of the four distance condition, which are 0.007, 0.000, 0.006, and 0.010. This indicates that respondents with a distance from their home to their work location are 5 KM, 5-10 KM, 16-20 KM, and more than 20 KM.

DISCUSSION

The results showed that there was a significant correlation between job satisfaction in influencing the performance of PKH social assistant employees with a correlation value of 0.383** and the correlation was weak. In addition to testing the correlation between the independent and dependent variables, a correlation test was also conducted with the control variable. The control variable used is the distance of the respondent's residence to the work location. Based on the test data processing, the control variable distance of 5-10 KM has a big effect, there is a significant correlation between job satisfaction and performance because the value is below 0.05 then the other variables.

Based on the results of univariate data processing on respondents' answers, it shows that 40.6% are at a very satisfying level of job satisfaction and 30.6% are at a very good level of performance. This is following the results of bivariate data processing which also shows that performance satisfaction has a positive influence on the performance of PKH assistant employees. This means that if performance satisfaction increases, this will increase the performance of PKH social assistant employees, or in other words H_a is accepted and Ho is rejected, namely with H_a: There is a significant correlation between job satisfaction and the performance of PKH Social assistant employees.

CONCLUSIONS AND RECOMMENDATION

1. Conclusion

The correlation between job satisfaction and the performance of PKH social assistant employees, where the strength is in the weak category and the direction of the correlation is positive, this means that to improve the performance of PKH social assistants, it is also necessary to improve their job satisfaction. The existence of satisfaction with the work itself, welfare, employment status, opportunities, promotions, and supervisor factors for PKH social assistants will be responsible for improving their performance. Satisfaction with the distance between home & work location, vehicle access based on data analysis has a large effect on performance (Distance 5-10 Km). The analysis also shows that dissatisfaction with salaries in the welfare of PKH social assistants should be used as performance evaluation material to improve the quality of PKH mentoring in the future.

2. Recommendation

Based on the analysis of the discussion data regarding the correlation between job satisfaction and the performance of PKH social assistant employees in Cianjur Regency, the researchers suggest several things that can be input to organizations (Ministry of Social Affairs and Social Services) as follows:

1. There is needs to evaluate the key performance indicators to assess the performance of PKH social assistants. The Ministry of Social Affairs does not yet have a measuring tool to assess the performance of social assistants.
2. The Cianjur Regency Government is expected to be able to continue to improve the quality of human resources already owned by the Social Assistant that they can continue to spur their performance to be even better through education and training;
3. In every decision-making related to the performance of PKH Social Assistants, the Social Service and the Implementing Unit for the Family Hope Program in Cianjur Regency should always pay attention to matters relating to the job satisfaction of the PKH Social Assistants.

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THE ROLE OF SOCIAL WORKERS WITH CHANGES IN SOCIETY DUE TO THE COVID-19 PANDEMIC

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ABSTRACT

The pandemic of Covid-19 has a very fundamental impact, especially on how people carry out activities according to their respective duties. This change is very fast, so it has the potential to cause problems in society. Social work as a helping profession that aims to realize social functioning for individuals certainly has an important role. The purpose of this study is to identify the role of social workers with changes in society due to the Covid-19 pandemic. The research approach was descriptive qualitative. Data was collected through documentary search, observation and interviews. The population in this study was social workers who were certified and handled the community during the pandemic. With a purposive sampling technique, there were 10 participants identified. This study finds that there are four priority roles of social workers with changes in community due to the Covid-19 pandemic, namely collaborators, facilitators, motivators and educators. These roles are expected to be able to provide social

workers with opportunities to participate in dealing with Covid-19 pandemic. These roles are in line with social worker's primary role as an agent of change which shall support the society to learn and practise new norms and ways of life as the impact of Covid-19 pandemic. Only by adjusting to "new normal" life, people can sustain and be social functioning.

Keywords: COVID-19, Social Worker, Role, Society

BACKGROUND

Sunday, November 17, 2019, located in Hubei Province, China, a 55-year-old man was identified as the first patient to be infected with the coronavirus (Livescience.com, 2020). Since the case of the coronavirus then spread to almost all parts of the world, until August 7, 2021, 201 million cases were recorded in 210 countries in the world (Worldmeters.com, 2021). The number of cases of coronavirus is increasing quite rapidly around the world, causing WHO to designate coronavirus as a pandemic since 2020 (BBC.Com, 2020). The spread of this virus is through droplets from saliva released by someone infected with the coronavirus which is then called Covid-19 (WHO, 2020). The speed of the spread of this virus has made countries around the world immediately implement policies that are closely related to efforts to prevent the spread of the coronavirus. Some policies that have received more attention from world countries are lockdown, social distancing which later turned into physical distancing and the use of cloth masks (WHO, 2020).

The Indonesian government on Monday 2 March 2020 officially announced the first case of coronavirus which later became the beginning of the development of the coronavirus in Indonesia (Kompas, 2020). Similar to the development of cases in the world, since then coronavirus cases in Indonesia have continued to grow, even today (Wednesday, 29 April 2020), the number of cases of patients infected with coronavirus has reached 3.57 million cases, with 2,996,478 patients declared cured. and 104,010 patients died. This number continues to grow but currently the trend is showing a decline (Covid19.go.id, 2021).

Until now, all provinces in Indonesia have reported finding cases of patients infected with the coronavirus. The development of the number of cases infected with the coronavirus in Indonesia has prompted the government to issue various instruments to overcome this problem. Several policies were taken, such as the preparation of a referral hospital, construction of a special

coronavirus hospital on Galang Island, Riau Islands Province, electricity exemption, suspension of installments, social assistance, pre-employment assistance, Large-Scale Social Restrictions (PSBB), and several appeals related to efforts physical restrictions (physical distancing) and the most recent of course at this time is PPKM (Enforcement of Restrictions on Community Activities).

Government policies that have received enough attention from the public are related to restrictions on interactions such as PSBB and PPKM, where this policy means that all activities in several aspects must be carried out through the remote method or known as work from home (WFH) except for some work environments that require fundamental nature that has been determined by the regulations. The most recent policy at this time, which caused by the presence of a new variant of the corona virus named Delta, is PPKM which initially only applied in Java and Bali, but later this policy was implemented in almost all regions of Indonesia. In addition, the policies that are quite popular are the following several appeals related to physical distancing efforts such as maintaining a distance supported by a healthy life such as regular exercise, washing hands, maintaining cleanliness, and using masks. This policy certainly has quite an imperative effect on the community to implement the policy so as not to be infected with the coronavirus. In practice, this policy will certainly affect the behavior caused by the community, because actually public policy has a considerable influence on changing behavior (Young and Quin, 2002).

The influence of the policy on people's behavior is certainly getting bigger with the threat of infection by the community with the coronavirus as an object that will pose a threat to people if it does not implement the policy. Especially with the implementation of the policy in a strict and controlled manner by the community which results in the community being obliged to implement the policy in people's lives. This means that there is a contribution of infectious diseases to behavior change (Frederik, Lander and Phillippe. 2016). As for the implementation of the policy for handling the coronavirus pandemic, which until now has continued with no certainty of the end of the pandemic, it has taken people longer to get used to the policy. This then causes the community to start carrying out their activities by adapting government policies so that they have an influence on the behavior of the people themselves. Moreover, through behavior, essentially, learning outcomes from stable and long-lasting human learning patterns emerge from consistent transaction patterns between individuals and their environment (Alice and David, 2008). This

change is certainly going so fast and provides great potential for problems in the community, especially this change is closely related to interaction in the society.

The Covid-19 pandemic has had a significant impact on people around the world, including Indonesia. All parts or aspects of human life are not immune from the impact of the Covid-19 outbreak. The problems caused by the Covid-19 pandemic are quite diverse and cover various aspects of life such as health, education, health, economy, culture. The Covid-19 pandemic provides a large enough opportunity for all professions in the world, especially in Indonesia, to be able to collectively work together and maximize capabilities in each area of work coverage. Social workers as one of the professions that are quite closely related to social relations, of course have a very crucial role in handling the impact of the Covid-19 pandemic. This is as stated in the results of research by Effendi (2020), which states that social workers have a major role in prevention and providing efforts to individuals affected by the COVID-19 pandemic ranging from micro, mezzo to macro scopes. The situation presented in the previous paragraph provides motivation for researchers to conduct research with the question "what is the role of social workers in the future with the changes that occur in society caused by the Covid-19 pandemic?".

METHODOLOGY

The purpose of this study was to determine the role of social workers in changes in society amid the Covid-19 pandemic situation. Based on the purpose this study uses a qualitative approach with a descriptive type. The research design is in accordance with the objectives or main questions of this study. Creswell (2013) suggests that a qualitative approach aims to explore and understand the meaning by which a number of individuals know a group of people who are ascribed to social or humanitarian problems. Descriptive type research according to Ruslan (2013) aims to "describe the characteristics of certain individuals, situations, or groups".

Data collection techniques in this research used interviews and documentation studies. According to Satori and Komariah (2009) " interviews are effort to collect data by conducting an intentional communication or conversation between an interviewer and interviewee". As for documentation study, according to Arikunto (2013), it is "an attempt to find data on matters or variables in the form of notes, transcripts, books, newspapers, magazines, inscriptions, minutes of meetings, minutes, agendas and so on that are relevant

to the research theme". The population in this study is the the Social Workers that have experiences to gave services for society during pandemic Covid-19. The sampling technique in this study uses a purposive sampling technique. According to Sugiyono (2012) purposive sampling is a sampling technique with certain considerations by researcher. In this study there were 10 informants.

RESULTS AND DISCUSSION

Based on the results of data collection adjusted for the purpose of the study and also the method used in this study, it was found that the role of social workers can vary, but there are four most prominent roles, namely collaborators, facilitators, motivators and educators.

1. Collaborators

The Collaborators are parties who carry out tasks in achieving health goals through collaboration with other health teams (cross-program and cross-sectoral) (Jumariah and Mulyadi, 2017). Social workers institutionally or organizationally can work as well as medical treatment by doctors if they move communally. The role played by social workers can be said to be the middle point as well as parties who greatly contribute to the cooperation carried out to support effective and efficient services for the community. Social workers must also be able to demonstrate the ability to collaborate with other workers by emphasizing the value of "gotong royong", cooperation, and synergy to deal with Covid-19 and support government programs in overcoming this pandemic. Through this role, it is hoped that the community will be able to increase cross-sectoral and professional collaboration in maximizing service delivery to the community, so that it can prevent, cure and minimize problems that are potentially faced by the community.

2. Facilitators

The facilitators is the party who plays a role in assisting the beneficiary community in receiving the program and establishing cooperation with various parties relevant to the context of community empowerment (Agustin and S.N, 2017). From the perspective of the role of social workers in the midst of the Covid-19 pandemic, social workers help community members continue to function socially well, for patients to be assisted in obtaining health services by helping provide information/connecting with the source system so as not to cause panic, this can be done online, for example group WA (whatsapp) at the

RT/RW level. In addition, through this role, it also provides opportunities for social workers to be able to ensure access and services for clients to function properly. In this role, social workers maximize their efforts to be able to provide access to the community so that their rights and needs for various services such as health, civil, economic, social and political are still fulfilled during the Covid-19 pandemic. Through this method, it is hoped that the community will be able to obtain services according to their rights and needs.

3. Motivators

The motivators are parties who have role to be able to understand the current conditions which then have an impact on how these parties interact with other parties with the aim of building or developing motivation from the community in their activities (Oktiani, 2017). Through this role, social workers are expected to be able to provide a sense of security to the community which can be in the form of trying to make people not panic, be optimistic and always think positively and not be affected by disturbing hoax news about Covid-19 news, this can be done by social workers through positive, assertive interactions by giving sentences that build community spirit, this way the community is expected to be able to show more attitudes for themselves and of course by inviting other community members to always be enthusiastic in carrying out activities, while complying with regulations such as doing social restrictions, wearing masks, avoiding crowds, and of course inviting other members of the community to obey the rules even though they are bored, especially if there are no urgent interests. Social workers provide encouragement to the community, besides that this is done regularly so that the dynamics of the motivation of the community can be stable and finally the motivation of the community can be more stable and sustainable.

4. Educators

The educators are parties who play role in increasing knowledge capabilities in realizing the achievement of sustainable creativity (Amiruddin, Harun and Usman, 2018). In the context of the role of social workers in the midst of the Covid-19 pandemic situation, the most crucial thing is how social workers interact with the community regarding efforts to increase public understanding and creativity in dealing with Covid-19. The community helps provide information accompanied by encouragement about prevention in order to continue to carry out health protocols, as well as provide a source

of information, where Covid information can also be easily accessed online. Through this method, it is hoped that the public will be able to understand Covid-19, especially in the spread of the corona virus that causes Covid-19, there is no misinformation in the community. In addition, providing clear education and information to the public about what COVID-19 is and how it spreads. According to several informants, there is a social stigma in society, especially for those who have recovered from COVID-19. The fear of being infected and the fear of interacting greatly affect social interactions, especially in rural areas. A social worker must be able to reduce or even eliminate this by optimizing the existing resource system. In addition, through education, social workers can provide understanding regarding the situation that occurs to people in need, have empathy, sympathize, do not judge something that occurs as a result of changes in interactions in the community. This role is expected to be able to contribute in stabilizing the productivity of the community.

These roles are expected to be able to provide social workers with opportunities to participate in dealing with Covid-19 pandemic. These roles are in line with social worker's primary role as an agent of change which shall support the society to learn and practise new norms and ways of life as the impact of Covid-19 pandemic.

CONCLUSION

The Covid-19 pandemic situation has had so many impacts on almost all aspects of people's lives. One of these changes, of course, is the issuance of various policies since the beginning of the Covid-19 pandemic that hit Indonesia. Some of these policies cover all coverage areas such as micro, mezzo and macro, such as for micro and mezzo such as mandatory wearing of masks, avoiding crowds, washing hands, while for macro policies such as Large-Scale Social Restriction. This policy certainly has an impact on people's behavior which has changed somewhat because of this. This change will certainly create problems in the community and this must be avoided immediately. Social workers as professional professions that have a role to improve the social functioning of individuals certainly have an important role in trying to minimize the impact of rapid and sudden changes in the situation on society. Some of these important roles are collaborator, facilitator, motivator and educator. The four roles are certainly quite important and very dominant in the implementation of tasks carried out by social workers. Through these four roles, it is hoped that social workers can contribute to handle the Covid-19

pandemic situation. The roles are in line with social worker's primary role as an agent of change which shall support the society to learn and practise new norms and ways of life as the impact of Covid-19 pandemic. Only by adjusting to "new normal" life, people can sustain and be social functioning.

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FAMILY AND COMMUNITY'S PROACTIVE INVOLVEMENT: KEY TO ENRICH REINTEGRATION OR INDEPENDENT LIVING OF SURVIVORS OF HUMAN TRAFFICKING

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ABSTRACT

Human trafficking is defined as the business of stealing freedom for profit and robbing victims of their self-worth, dignity and their voice (The Tablet, 2020). A long-standing global concern and in providing safe spaces for the rescue, recovery and reintegration of the survivors, families, communities and duty bearers play significant and critical roles in ensuring success. Planning for the aftercare begins once a survivor is rescued and provided care in the agency for recovery, care plan needs to be simultaneously assessed, planned and in place to ensure that both the survivor and their family is prepared and guided. Further, these rights are not limited to providing safe, security and nurturing home environment which facilitates the positive development of children, this is to serve as advocates for the realization of the children's full potentials, provides opportunities to live in a safe place, nurturing home and social environment clearly manifested in the Child's Rights.

Keywords: Human Trafficking, Reintegration, Recovery

INTRODUCTION

Various challenges to capture the essence of a proactive family support and a well-planned reintegration program of the sex trafficked survivors, has been a constant concern, fraught with numerous challenges, due to the reality that existing studies appeared to be limiting and due to the limited availability and willingness of respondents to talk about their experiences. (Ang-Reyes,2019). The Philippines has been known as active supporter of

anti-child abuse advocacies, being a member state and signatory to the UN Conventions that has passed several laws in the interest of protecting the rights of the Filipino children and youth. Republic Act No. 10364, known as the "Expanded Anti-Trafficking in Persons Act of 2012 clearly illustrated the need for intervention and support for survivors, Section 15 of this act describes section 16 of Republic Act No. 9208 pertaining to "Programs that Address Trafficking in Persons" stipulating the role of the government to establish and implement preventive, protective and rehabilitative programs for trafficked persons.

It is Important to have an integrative knowledge in understanding and analysis of child trafficking is the critical inclusion of the political, economic, social, and cultural dimensions allowing the key players to identify the role they can play according to their strengths, competencies, and access (ILO, 2002). Community has been defined explicitly in the Presidential Decree No. 603 under article 84 pertaining to the local government, (LCPCs, BCPCs) together with the society of individuals or institutions, (i.e. CSOs, NGOs) both public and private, in which a child lives.

The Inter-Agency Council Against Trafficking or IACAT was created to monitor and coordinate the implementation of the Republic Act 9208 in the areas of policy formulation and planning, research and development, coordination and monitoring, capacity building, data collection, management, law enforcement, prosecution, and international cooperation (ILO, 2007:164). Strategic plan of action focusing on the prevention, protection, recovery, and reintegration of survivors of Human Trafficking was created. IACAT's mandate has been supported by the approval of the Executive Order No. 220, creating the Executive Council to suppress trafficking of women and children (STC, 2011).

The campaign against human trafficking would require a holistic approach to include the survivors, their families, communities and the greater society to innovate effective strategies and approaches best be accomplished with significant results. This is not to discount the significant contribution of the Community-based reintegration programs considered as important aspects of the helping system contributing to the recovery and healing process of the survivors. Communities are considered as valuable external resources that must be part of the empowerment process, this include families, local leaders, and local institutions from the micro, mezzo and macro spectrum. This strategic approach creates a ripple effect in terms of getting

more involvement of communities, sectors, and agencies to raise awareness on and mobilize support against trafficking can also be a key to enhance the mechanism designed under the law (ILO, 2007:157). Given the current impact on the global economy of the COVID 19 Pandemic, this becomes the breeding ground for abuse to proliferate. In any onset of disaster, traffickers around the world, use this as a sudden availability of potential victims (Redfern, 2020). Unemployment and underemployment create a perfect scenario for traffickers to launch their schemes of devious intent, and that is to lure young girls and women with the promise of a brighter future, economically stable life only to end up as human trafficked victims.

The current pandemic heightens concerns as the socio-economic are exacerbating vulnerabilities in our society, including systemic issues related to health care, social security, security of employment, or working conditions. As in times of economic crisis, increased insecurity, poverty and marginalization induced by diseases outbreaks can be key drivers of human trafficking (IOM, 2020). Globally, the impact of the pandemic risks further curtailing the identification efforts in detecting human trafficking due to measures of confinement, priorities of law enforcement shifting from the apprehension of traffickers to the monitoring of confinement and other measures against COVID-19, and the closure of social services which play an important role in identifying trafficking victims (IOM, 2020). As this progress, everyone needs to be more vigilant towards intensifying campaigns and advocacies to prevent the proliferation of human trafficking and child abuse in the country. Given the importance and as we challenged ourselves to create an anti-trafficking campaign, it is pertinent to realize the benefits of highlighting the perspective of someone who has experienced these situations (OSU, 2018). As various stakeholders reckon to implement procedures, processes, and interventions to provide an anchor for these children to regain and even surpass their previous social functioning. Their narratives on their personal journeys from grieving, coping and recovery are significant and vital points in life saving and rights claiming initiatives.

The UN Convention against Transnational Organized Crime (2000) signed in Palermo, Italy, defines child trafficking as the recruitment, transportation, transfer, harboring, or receipt of a child for the purpose of exploitation. The Global Slavery Index (GSI) reported 7.7% prevalence or 784,000 cases of modern slavery in the Philippines (GSI, 2018) in addition, 60,000 to 100, 000 children are estimated to be victims of sex trafficking on an annual basis and

girls between 14 to 17 years old were the frequent victims (ECPAT n.d.). The Philippines ranked 12 out of 28 countries included in the Asia Pacific in 2018 with high numbers of trafficked victims (GSI, 2018). Despite the grave human rights abuse to the children, there have been limited studies that focused on their lived experiences covering not only their rehabilitation but including the reintegration experiences.

As a public concern, implementation of Republic Act No. 10364 or the Expanded Anti-Trafficking Law of 2012 stipulated section 16, specific Department of Social Welfare and Development (DSWD) providing rehabilitation and protection of trafficked persons mandated to implement rehabilitative and protective programs. Article VII of the Implementing Rules and Regulations (IRR) of Republic Act 9208, the DSWD shall provide counseling and temporary shelter to trafficked persons and develop a system for accreditation among non-government organizations (NGOs) for purposes of establishing centers and programs for intervention in various levels of the community. DSWD shall establish free temporary shelters, for the protection and housing of trafficked persons to provide the following basic services to trafficked persons.

The challenge now is to determine the factors significant in the reintegration process of trafficked children to their families and communities covering from the rescue was conducted and temporary stay with the support agencies, healing and recovery programs are introduced to help process the pains, sufferings, humiliation and the trauma and grief experienced. Thus, it is of critical importance that the framework of intervention borders on rediscovery and harnessing the strengths, hopes and dreams of the survivors of trafficking for them to regain their sense of self-worth, dignity, social functioning and the quest for social justice and human rights. It is therefore prominent that the philosophy on the strength-based service delivery founded on the premise that even the most troubled youth have unique talents, skills, and other resources can be marshaled in the service of recovery and development is given highlight (Cox, 2006, as cited by Roebuch, 2007). Moreover, the strength-based approach is a perspective that works to address a client's problems by focusing on his or her skills, interests, and support systems, thereby providing a foundation for the client to grow and succeed at positive change (Nissen, Mackin, Weller, & Tarte, 2005, as cited by Roebuch, 2007).

THE PHILIPPINES HUMAN TRAFFICKING SITUATION

The Global Slavery Index (GSI) reported a 7.7% prevalence or 784,000 cases of modern slavery in the Philippines in 2018, placing the country on the 12th spot out of 28 countries in the Asia Pacific region. The UN Convention against Transnational Organized Crime defines child trafficking as the recruitment, transportation, transfer, harboring, or receipt of a child for the purpose of exploitation. According to the UN Convention on the Rights of the Child, a child is anyone under the age of 18. Every Child Protected Against Trafficking (ECPAT) explained that children are "especially vulnerable to being trafficked," because they are easily manipulated by adults, they are less educated and easily influenced that it is their duty to support their families" (ECPAT, The Body Shop n.d.). Human trafficking has many faces which are sex trafficking, forced labor, organ removal, and other related crimes. The victims were from poor and rural areas in the southern and central parts of the Philippines and from conflict and disaster-affected areas in Mindanao and impoverished urban centers (US Department of State, 2019, p. 383; ECPAT, The Body Shop).

SEX TRAFFICKING

Sex Trafficking has many faces, it can take the form of Commercial sexual exploitation of children, including sex trafficking is defined as "crimes of a sexual nature that involve the exploitation of children for financial gain" (US Department of State, 2019, p. 383; ECPAT, The Body Shop). Looking at the statistics, one out of four victims of modern slavery were children, a greater concern is the women and girls account for 99% of victims in the commercial sex industry, and 58% in other sectors (ILO, 2017). Children comprised one-third of human trafficking worldwide (UNICEF, 2018). In the Philippines, 60,000 to 100, 000 children are estimated to be victims of sex trafficking on an annual basis (UNICEF, n.d.) and ranked 4th as a source country of children exploited sexually (chilprotection.org cited in ECPAT, The Body Shop). Girls between 14 to 17 years old were the frequent victims. Creating preventive stances, to address the context, socio-economic, psycho-emotional and even spiritual aspects of the survivors are important given in the light of the current social realities. Relevant to this was a study conducted in Iligan City, wherein mostly minors comprised the 40 cases reviewed over a five-year period, 2006-2011 (Fuentes & Nanaman, 2012).

Sex trafficking activities proliferate in major urban centers and areas mostly found in tourist destinations. Victims are offered false jobs, only to be locked up, drugged, and forced to provide sexual services once they arrived at their destination (ECPAT Philippines and Terres des Homes – the Netherlands, 2004 cited by ECPAT, The Body Shop). According to the US Department of State (2019), although there is a decline in commercial establishments in urban areas, child sex trafficking remains to be a pervasive problem in the country. There is no common profile of perpetrators who sexually exploit children (ECPAT, The Body Shop). However, they are commonly foreign men, foreign perpetrators are mainly Japanese, Chinese, Korean, European, and North American. Local perpetrators come from a diverse socio-economic background - taxi drivers, politicians, police, military, businessmen, and students. They may be young, old, married, or single. Traffickers meet the demands of these people. Traffickers include syndicates, foreign gangs, recruitment agencies, and sometimes even people close to the victim, such as their relatives or friends of the family. Anecdotal evidence also suggests that people with authority such as lower-level officials, local police, customs officers, border guards and immigration officials received bribes to facilitate trafficking (US Department 2006, cited in Haarr, 2017).

The Philippines is primarily considered a source country, but it is also a transit and a destination country. Malaysia and Japan were the top destinations of trafficked Filipino children (ECPAT, The Body Shop). For sexual exploitation, Filipino women and girls were being sent to Saudi Arabia, Kuwait, the United Arab Emirates, Qatar, Bahrain, Hong Kong, Singapore, South Africa, North America, and Europe (humantrafficking.org cited in ECPAT, The Body Shop). The US Department of State (2009) also highlighted that charged sex offenders are pedophiles from other countries – Australia, New Zealand, the United Kingdom, the United States and rising cases from Japan, Morocco, Iraq, and Denmark. As a transit country, it is being used as a route for victims from the People's Republic of China (US State Department, 2006).

Technology has its downside, with the emergence of various social media platforms, the internet has been the medium of the increasing trend in the trafficking of boys and girls to perform sexual acts for live broadcasts to foreigners in other countries for a fee (US Department of State, 2019). Eight out of ten Filipino children are at risk of online sexual abuse, placing the Philippines at the top spot for the global source of child pornography and a hub for cybersex trafficking (UNICEF, 2017). One 'sex show' costs around 20

to 150 USD (IJM, 2016). The intensity and price may increase based on the sexual requests of the consumer (Acar, 2017). Further, the virtual world made Sexual trafficking more accessible, notable trend is the rampant victimization of younger children, IJM documented victims under 2 years old (IJM, 2016). The victims were from Manila, Cebu, and Mindanao (IOM, 2018). Identified perpetrators were mostly familiar to the children as these online sexual exploitations took place in private residences or internet cafes facilitated by family members or close relatives (US Department of State 2012 and 2015, cited by Robin Haarr, 2017). Child advocate Non-government organizations reported an increase in the demand for online sexual exploitation of children and the increasing risk for male victims. According to the 2019 report of the US Department of States, there were cases of tourists being convicted or charged as sex offenders of pedophiles in their home country, there is also an increase in the purchase of commercial sex acts from child trafficking victims by Filipino men (US Department of State, 2019).

FORCED LABOR

The Commission on Filipino Overseas (2015) released a primer providing information on Forced labor which refers to the extraction of work from any person by means of enticement, violence, intimidation or threat, use of force or coercion, including deprivation of freedom, abuse of authority or moral ascendancy, debt-bondage or deception including any work or service extracted from any person under the menace of penalty (p.6). According to the 2011 Survey on Children, there are 2.1 million child laborers aged 5-17 years old in the Philippines. About 95 percent of these children are in hazardous work while 69 percent of these who are between 15-17 years old, which is the minimum allowable for work but continuous to face exposure to hazardous work environments. The common environments to which children work are farms and plantations, in dangerous mines, on streets, in factories, and private homes as child domestic workers. (ILO, n.d.)

ORGAN REMOVAL, DRUGS AND "CHILD SOLDIERING"

There are limited availability of comprehensive data covering the crime of organ removal wherein both adults and children become victims. Looking into how the operation conducts its transaction, deception plays a key role, potential victims mostly in need financially were enticed to voluntary sell their organs, but after the operation and removal of organs were not paid at the

agreed price, to make matter worst, there are instances unconsented removal of the victims organ during surgery (IOM, 2018).

"Out of the 800,000 drug users and dealers who registered with authorities by the end of November 2017, 24,000 were identified as minors, and of those minors, 400 were classified to be trafficking drugs" (US Bureau of International Labor Affairs, 2017, p.2). There were reports of children being arrested, beaten, abused, and some killed by the local authorities because of their involvement in drug dealing. Children were also being recruited and used by armed groups such as the Abu Sayyaf Group, Maute Group, and so forth, for combat and non-combat roles (US Department of State, 2019). During the Marawi City Siege, children as young as 7 years old were recruited, paid, and trained as fighters by the Maute Group (US Bureau of International Labor Affairs, 2017).

The US Department of State reported that the Philippines ranked as Tier 1 in 2016 meaning that the Philippines "fully meet the minimum standards for the elimination of trafficking (US Department of State, 2019, p. 380)." The US Department of State (2019) has also noted that despite being at Tier 1, there is still a need to vigorously investigate and prosecute who were allegedly involved in trafficking; there was little to no improvement on the services to children and male victims of sex trafficking; and child sex trafficking and sex tourism, that often involved the use of the internet have posed a serious threat.

Republic Act No. 10364 otherwise known as an act expanding Republic act No. 9208, ENTITLED "AN ACT TO INSTITUTE POLICIES TO ELIMINATE TRAFFICKING IN PERSONS ESPECIALLY WOMEN AND CHILDREN, ESTABLISHING THE NECESSARY INSTITUTIONAL MECHANISMS FOR THE PROTECTION AND SUPPORT OF TRAFFICKED PERSONS, PROVIDING PENALTIES FOR ITS VIOLATIONS AND FOR OTHER PURPOSES" defined some the following forms of child abuse.

Involuntary Servitude. A condition of enforced and compulsory service induced by means of any scheme, plan or pattern, intended to cause a person to believe that if he or she did not enter into or continue in such condition, he or she or another person would suffer serious harm or other forms of abuse or physical restraint, or threat of abuse or harm, or coercion including depriving access to travel documents and withholding salaries, or the abuse or threatened abuse of the legal process (Commission on Filipino Overseas, 2015, p.6).

Debt Bondage. The pledging by the debtor of his/ her personal services or labor or those of a person under his/her control as security or payment for a debt, when the length and nature of services is not clearly defined or when the value of the services as reasonably assessed is not applied toward the liquidation of the debt (Commission on Filipino Overseas, 2015, p.6).

Slavery. Status or condition of a person over whom any or all of the powers attaching to the right of ownership are exercised (Commission on Filipino Overseas, 2015, p.6).

RE-INTEGRATION PROGRAMS FOR CHILDREN VICTIMS OF TRAFFICKING

Rescue, Rehabilitation and Reintegration

The discussion on Human trafficking before the "three Rs" – rescue, rehabilitation, and reintegration, was the "three Ps" – prosecution, protection of trafficked persons and prevention of sex trafficking. In most cases, the focus is more on prosecution rather than prevention and protection (Pandey, Hare & Pradip, 2013). Focus on rescue and prosecution, with little rehabilitation effort constitutes major practices in the past were deemed ineffective. Timing is critical when legal assistance is introduced to maximize the benefits due to the reasons that the child survivor may still be in the trauma state and no sense of security affecting their decision-making processes.

The 3Rs take a victim-centered approach (Pandey *et al*, 2013). "Rescue" is when you remove a victim from their situation (Williams *et al* 2010, cited in Pandey *et al*, 2013). "Rehabilitation" is to enable the victim to be "free from the physical, psychological, and social impact," as a result of abuse and exploitation (Sanlaap and Terre Des Hommes, 2009 cited in Pandey *et al*, 2013). "Reintegration" aims at assisting the victim to be accepted by society, protected against discriminatory social treatment and to have access and control over resources (Surtees, 2013; Brunovskis & Surtees, 2012; Derks ,1998). There are limited or lack of sufficient data to provide substantial information as to how reintegration has been implemented and the impact of the process on the rescued and reintegrated child. The Reintegration phase is considered as essential and a critical phase because the lack of effective rehabilitation process may incite the victims to return to their previous situations. In this

context, the rehabilitation and reintegration process must have both short and long-term goals, which consider the uniqueness of the individuals, their age, education, skills, and so forth (Pandey *et al*, 2013). The safety and wellbeing of the victims and their community can provide safety measures against their revictimization, reprisal, or retaliation (Loong, 2010 cited in Pandey *et al*, 2013).

Government-initiated policies and programs

The United Nations Convention on the Rights of the Child (UNCRC) has 54 articles that cover all aspects of a child's life and lay down the civil, political, economic, social, and cultural rights to which children from all over the world are entitled to and provisions on how everyone must work together to ensure that all children will be able to access and enjoy their rights. The Philippines as one of the member states and signatory to the UN Conventions is a nation that has passed several laws in the interest of protecting the rights of Filipino children and youth. The government current response to this agreement is the passing of Republic Act No. 10364, known as the "Expanded Anti-Trafficking in Persons Act of 2012. Hence, section 15 of this act describes section 16 of Republic Act No. 9208 pertaining to "Programs that Address Trafficking in Persons" and as stipulated, it says that the government shall establish and implement preventive, protective, and rehabilitative programs for trafficked persons. Combating child trafficking requires program interventions that are comprehensive in addressing both the multiple causes and the processes associated with trafficking (ILO, 2002). Republic Act No. 10364 defines *"trafficking in persons" as the "recruitment, obtaining, hiring, providing, offering, transportation, transfer, maintaining, harboring, or receipt of persons without the victim's consent or knowledge, within or across national borders by means of threat, or use of force, or other forms of coercion, abduction, fraud, deception, abuse of power or position, taking advantage of the vulnerability of the person, or, giving or receiving of payments or benefits to achieve the consent of a person having control over another person for the purpose of exploitation which includes at a minimum, the exploitation or the prostitution of others or other forms of sexual exploitation, forced labor or services, slavery, servitude or the removal or sale of organs. The recruitment, transportation, transfer, harboring, adoption or receipt of child for the purpose of exploitation or when the adoption is induced by any form of consideration for the exploitative purposes shall also be considered as 'trafficking in persons' even if it does not involve any of the means set forth in the preceding paragraph".*

Presidential Decree 603 or The Child and Youth Welfare Code of 1974 have two sections illuminating the rights of exploited children; Section 3, Article 8 states that every child has the right to protection against exploitation, improper influences, hazards, and other conditions or circumstances prejudicial to his physical, mental, emotional, social, and moral development.

Section 16, highlighted the role of the Department of Social Welfare Development (DSWD) in the rehabilitation and protection of trafficked persons implementing rehabilitative and protective programs providing counseling, temporary shelter and develop a system for accreditation among NGOs for purposes of establishing centers and programs for intervention in various levels of the community. Establishing free temporary shelters, for the protection and housing of trafficked persons to provide the following basic services to trafficked persons. DSWD, through their Recovery and Reintegration Program for Trafficked Persons (RRPTP), provides case management, psychosocial support, medical services, legal assistance, livelihood assistance, skills training, and reintegration services to victims of trafficking (DSWD, 2016). Implemented a national referral system and maintained the national recovery and reintegration database while granted increased budget to 25.13 million pesos from 24.8 million pesos. Currently, it has 44 residential care facilities, wherein 24 residential care facilities cater to children, 13 served women and construction of a new shelter to cater to men (US Department of State, 2019). In partnership with the Department of Justice (DOJ), DSWD plans to build a center for victims of human trafficking (Montemayor, 2019). However, it was noted in one study that there was low utilization of the DSWD budget because of the low awareness of trafficked victims of the programs that are available to them, and the difficulty of meeting the requirements (Asis, 2015; US Department of State, 2019). The Inter-Agency Council against Trafficking (IACAT) was established as a result of the said law. Other related laws protecting the rights of children are as follows: Republic Act 7610 - Special Protection of Children Against Child Abuse, Exploitation and Discrimination Act; Sec. 5. Child Prostitution and Other Sexual Abuse. - Children, whether male or female, who for money, profit, or any other consideration or due to the coercion or influence of any adult, syndicate or group, indulge in sexual intercourse or lascivious conduct, are deemed to be children exploited in prostitution and other sexual abuse. Sec. 6. Attempt to Commit Child Prostitution. There is an attempt to commit child prostitution (a) when any person who, not being a relative of a child, is found alone with the said child inside the room or cubicle of a house, an inn, hotel,

motel, pension house, apartelle or other similar establishments, vessel, vehicle or any other hidden or secluded area under circumstances which would lead a reasonable person to believe that the child is about to be exploited in prostitution and other sexual abuse; and (b) when any person is receiving services from a child in a sauna parlor or bath, massage clinic, health club, and other similar establishments.

Cybercrime Prevention Act of 2012 or the Republic Act 10175- Cybercrimes are criminal offenses committed via the Internet or otherwise aided by various forms of technology.

Sec. 4 (c) Content-related Offenses: *Cybersex* – The willful engagement, maintenance, control, or operation, directly or indirectly, of any lascivious exhibition of sexual organs or sexual activity, with the aid of a computer system, for favor or consideration.*Child Pornography* – The unlawful or prohibited acts defined and punishable by Republic Act No. 9775 or the Anti-Child Pornography Act of 2009, committed through a computer system. *Provided*, That the penalty to be imposed shall be one (1) degree higher than that provided for in Republic Act No. 9775.*Unsolicited Commercial Communications* – The transmission of commercial communication with the use of computer system which seeks to advertise sell, or offer for sale products and services are prohibited unless: There is prior affirmative consent from the recipient;The primary intent of the communication is for service and/or administrative announcements from the sender to its existing users, subscribers or customers or the following conditions are present: commercial electronic communication contains a simple, valid, and reliable way for the recipient to reject receipt of further commercial electronic messages (opt-out) from the same source; commercial electronic communication does not purposely disguise the source of the electronic message; and the commercial electronic communication does not purposely include misleading information in any part of the message in order to induce the recipients to read the message.

Community-based Programs

The International Justice Mission (IJM), an NGO, has the strategy to support and build the capacity of the justice system actors to enforce anti-human trafficking laws and provide quality aftercare to victims through the government and other relevant stakeholders (IJM; Robin Haarr, 2017). One of the three common outcomes of their project areas were increased capacity of the Philippine government and private social service providers to process sex-

trafficking survivors immediately post-rescue, provide trauma-informed care, and reintegrate sex trafficking survivors into local communities. It opened a field office (FO) in Manila (2001); Cebu (2006); and Pampanga (2012). A clear example is the Project Lantern in Cebu, which offered medical care, counseling, and case management to women and children. A study was conducted two years after the rescue of the victims, and have noted that the majority of their clients were not re-trafficked (61.7%), while 16% have been re-trafficked, and the rest has not been confirmed (Asis, 2015).

In the study conducted by Haarr (2017) provided a comprehensive evaluation report of the three programs of IJM from 2011 to 2015. IJM established the Reintegration Support Network (RSN) in partnership with the Mandaue City Social Welfare Office in Metro Cebu, as part of Phase II of Project Lantern (Robin Haarr, 2017, p. 11). "RSNs were established to ensure community-based clients are treated appropriately and provided with quality aftercare services to improve their chances of restoration (Haar, 2017, p.11)". This resulted to the establishment of the Survivor Support Network (SSN) In Pampanga, modeled after the RSN providing different services in one centralized location and within the survivors' municipality. The services include trauma counseling, alternative learning and life skills trainings, medical treatment, parenting classes, and vocational training. IJM funded the startup of SSN, and they plan to transfer the operations to the LGU (Haarr, 2017, p. 14). There were positive feedbacks by aftercare providers as interviewed by her:

> "We have our own benchmarks and we really see when they are able to finish their education, those with college degrees have done really well; but it is the resources needed to get there..." (107, 108, CSO, Cebu).

> "Victims were able to overcome, they were able to continue their studies, some went to college. There were also a lot of victims employed in the DSWD" (95, Government, Pampanga).

Statistics documented by IJM from 2012 to 2016, reflected 86.23% reduction in the prevalence of child sex trafficking in Angeles City and Mabalacat. However, the findings resulted from the evaluation of IJM's three programs, revealed that fewer victims continue to access community-based support services (Haarr, 2017, p. 147). 33.3% were "very likely" to receive support and assistance, livelihood assistance, and/or vocational training.

Similar to the study on the reintegration needs of formerly incarcerated youth in the United States in 2010, wherein 1.9% or 1208 cases out of 22, 958 were

involved in trafficking, results showed that social and community support for reentry of incarcerated children in the form of 'developmentally appropriate education and occupational services, assistance in finding housing and developing independent living skills, and services to address physical and mental needs were essential for successful reentry in the community' (Anthony, Samples, de Kervor, Utuarte, Lee &Austin, 2010). In comparison to the study conducted in Australia, the significant role and effectiveness of community policing as contributory in the country's efforts to address sexual exploitation of women and children, compared to traditional policing (Murray, 2006). The spirit of collectivism as it sees the community as a partner, especially in terms of information sharing, such as reporting to police officers' observed situations or people that may be considered "unusual".

Addressing Trauma and Healing

National Child Traumatic Stress Network (NCTSN)(n.d.) stated that majority of trafficked children and youth experienced sexual abuse, physical abuse, neglect, traumatic loss, separation from caregivers, and family and community violence. These experiences profoundly have an impact on socio-emotional development in numerous ways that affect a child's perception of personal safety, sexual boundaries, healthy relationships and self-worth. An online article published by Dana Foundation (n.d), describing the impact of trauma either physical, sexual, and psychological that occurred in childhood may manifest into psychiatric difficulties that can surface during childhood, adolescence, or adulthood. The negative emotions such as anger, shame, and despair experienced by the victims can be directed inward and manifested in symptoms such as depression, anxiety, suicidal tendencies, and post-traumatic stress. Often times, this can be directed outward in the form of aggression, impulsiveness, delinquency, hyperactivity, and substance abuse like illegal drugs or alcohol.

Treatments that are trauma-informed and trauma-focused are adapted to address the survivor's unique needs along with comprehensive and targeted interventions across systems (NCTSN, n.d.). In some cases, asking questions about abuse by healthcare and other professionals who are the first line of help can help destigmatize the experience of abuse victims. Although this process may prompt immediate disclosure of the details of the abuse by the victims, at times it makes the victim come to the realization that they are not alone in this experience and most especially not their fault. Acceptance

and validation of the child by a trusted adult are vital for their psychological survival, non-judgmental attitude be transmitted to the survivors as there are reports that upon initial disclosure, victims express anger towards those they disclosed to, and those who were unable to respond appropriately than they do with their abuser. The journey towards recovery normally begins when the adult they disclosed to responds with validation and sensitivity (Shore, 2019).

Creation of social environment promoting culture of trust is critical and an essential step to encourage survivors to engage, the role of the community in providing safe spaces ensuring that the survivors feel safe and comfortable. People working with traumatized clientele need to have appropriate training on trauma that should be standard for all professionals within the organization (Shore, 2019).

ISSUES AND CHALLENGES FOR REINTEGRATION PROGRAMS

Lack or Limited Access to Reintegration Programs

One of the major challenges in the reintegration process of the trafficked victims is the inability to get assistance. Out of 252 victims of trafficking interviewed from the Greater Mekong Sub-region (GMS), which consisted of Cambodia, China, Lao PDR, Myanmar, Thailand and Vietnam, 113 were not assisted in their country of destination; 45 were unassisted in their country of origin; and 39 received no assistance at all (Surtees, 2013). Seven key factors were highlighted namely being unidentified, no services available at home or abroad, services were not available for some types of victims; the victims were not referred for assistance, victims were not aware of available assistance, discomfort in asking assistance and accepted bad experiences as normal. Further, 37 victims declined assistance because of individual and family circumstances, issues in the assistance frameworks, and service providers declining trafficking victims because of funding and eligibility criteria. There were also those, who were forcibly assisted, or those who did not give their consent but were assisted anyway. As a result, the victims felt that the program was a "waste of time". Trust and confidence to service providers were also compromised. Not often highlighted, two categories of children need further reintegration assistance, children left behind by the trafficked parents and the children born of trafficking, such as in the case of forced marriage and sex trafficking (Surtees, 2013). Emphasis on meeting the needs of victims is equivalent to safeguarding their rights, recovery, and long-term wellbeing (Brunovskis and Surtees 2012).

Lack of Individualized Support or Comprehensive Service

Each survivor has different context and strengths, but commonly, reintegration programs come in a standard package, sometimes just the basic package, which includes transportation and short-term shelter (Surtees, 2013). Most men and boys were given the same basic package for the women and girls , children and adult who underwent the same type of trafficking experience. Another aspect is that the services offered by the government were not exclusive to the victims of trafficking (Fuentes & Nanaman, 2012). Instead, assistance to victims is incorporated into existing programs to prevent violence against women and children (VAWC). Implementation of such programs depends on the number of victims, such that "without complainants, there will be no case to act upon and therefore [there is] no need to create special programs for TIP cases" (Fuentes & Nanaman, 2012). Several hindering factors such as unaddressed stress, anxiety, depression, and trauma of the victims, due to lack or limited psychological support and counseling, impact the reintegration process (Surtees, 2013). When trafficking happens outside of a person's country of origin, language barriers add to the victim's trauma and stress (Surtees, 2013; Shigekane 2007 cited in Abeyta, 2017). In terms of legal proceeding or cases filed in court, there was a mixed result in cases where victims testify against their traffickers (Surtees, 2013). There were those who reported positive experiences, such as successful compensation claims, while others failed. There are times when victims/survivors faced difficulty being a witness, they lack full information and informed consent; long, compulsory shelter stays abroad during their trials, long legal proceedings, language barriers, and re-interviewing and providing multiple statements. Therefore, the "one size fits all" reintegration program reveals that this does not fully address the needs specified by the respondents. Reintegration of human trafficked survivors is both short-and-long term processes and case management and monitoring two to three years after the incidence played an essential role in anticipating and addressing issues and problems' (Surtees, 2013).

Lack of Successful Livelihood Programs Affecting their Economic Stability

Economic stability and sustainability are the most influential within the reintegration process (Derks, 1998). Lack of income-generating projects that ensure the economic stability of trafficked victims is another obstacle (Haarr, 2017, p. 146), Although vocational training and employability skills have been

part of the program of DSWD and other NGOs when trafficked victims go back to their community, there were no opportunities to use what they have gained. "Social vulnerability and exclusion often ran deeper and proved more difficult and time-consuming to remedy" (Brunovskis & Surtees, 2012, p.37). To not address poverty in general, reinforces the view that human trafficking is caused by "individual circumstance and need". For example, meeting the medical needs of trafficked victims, which is not related to trafficking, often has no funding. For instance, in a study of 61 trafficked Albanian children, it was concluded that there is a need to address the family problems and complex social issues that perpetuate poverty (Gjermeni, Van Hook, Gjipali, Xhillari, Lungu & Hazizi, 2008).

Without viable economic opportunity after being reintegrated to the community, the victims themselves view their traffickers as the 'good guys' and the rescuers as the 'villains'. In such cases, some victims escaped from the shelter and return to their traffickers (Asis, 2015). One reason why the traffickers were seen as the 'good guys' is because of the money they provide, which most of the victims cannot earn if they go back to their previous situation before they were trafficked. "Economic stability and sustainability" are considered as major determinants of the successful reintegration of victims (Brunovskis & Surtees, 2012). Lack thereof, of economic stability and sustainability, prompts previous victims to return to trafficking, this time, at their own expense (Brunovskis & Surtees, 2012; Abeyta 2017).

Continued Isolation from Society

Survivors of sex trafficking also experience isolation from society after the reintegration process. Interviewing six (6) survivors of sex trafficking, some of whom were trafficked when they were children, have a different understanding of the norms and functions of society when they go back to formal education (Abeyta 2017). For instance, swearing, which was a norm in a respondent's life during her trafficking days, was not seen as inappropriate behavior thus, was described by the respondent as having the feeling of a "person in a foreign land".

Lack of Programs for Family Restoration

The support system provided by the family's victim plays a crucial role in a successful reintegration process of victims. In the worst scenario, recruiters who were part of the extended family, adds to the social stigma (Surtees, 2013;

Alvarez & Alessi, 2012; Bohl 2010; Harrison 2006 cited in Pandey *et al*, 2013). The feelings of the victims such as shame, low self-esteem, disatisfaction with life, unfulfilled responsibilities, and self-stigmatization prevent them from successful reintegration (Derks, 1998). When this happens, previous victims may not only return to trafficking, but they may also become recruiters themselves. Quoting one respondent on this matter:

> *"I think one of the challenges is you have to provide an alternative for the trafficking victims and the value system has to be oriented. They are used to being exploited, and it is a big challenge to get that out of their system, for the families that support the trafficking, it is a challenge to bring the victims back to the family. These are very strong issues that need to be addressed . . . We need to make sure the parents have been trained to handle the psychosocial problems of the child. If the parent is not trained abuse can occur, and it is putting both of them in danger." -14, NGO, Manila* (Haarr, 2017).

Most organizations failed to have family strengthening programs, though it was seen that 95% of children were restored to their families once they become adults (Dutta, 2016).

Limited Capacities of Service Providers

The role of the aftercare provider cannot be undermined, insufficient capacities of aftercare services, including untrained social workers and limited number of staff in an insufficient facility were common findings. Based on the RSNs developed and initially funded by IJM, there were no regular social workers from the LGU, but only 'focal person' for RSN (Haarr, 2017, p. 149). In the GMS, the quality of service differs based on 252 interviewed victims (Surtees, 2013). While some victims were assisted by highly skilled and competent professionals, there were others who had less satisfactory professional capacities and qualifications described as insensitive, discriminatory, and involved verbal and physical abuse. The GMS experiences also vary by country and by region. A "minimum standard of care" was recommended as a result of the study. Further, some victims of sex trafficking were criminalized or were given a criminal record, making it difficult for them to get jobs or employment (Ellison, 2009 cited in Abeyta, 2017; Abeyta 2017).

Budget Constraints and Administrative Matters

In the study conducted by Asis (2015), DSWD has sufficient funds for the reintegration programs, the reality is different for local government

units (LGUs), more evidently in third- and fourth-class municipalities. "LGUs provide a minimal budget for community-based services" (Haarr, 2017, p.148). Victims were not always provided with transitional housing, psychological counseling, rehabilitation services, reintegration services, and alternative employment options, thus, hindering the sustainability of their programs over a long period of time. An example is the closure of the Pampanga FO despite the program being considered a success. These findings were consistent with that of Surtees (2013) where it was stated that reintegration programs were under-resourced by national governments and foreign donors.

> *"We notice that most of the trafficked survivors are not into vocational skills, they want immediate livelihood assistance because most are supporting the families and they want livelihood assistance -67rmed by the victims. , Government, Cebu "*(Haarr, 2017).

DISCUSSION

The literature reviewed offered varying discourses to the rationale, processes and factors impacted by the rescue, recovery and reintegration of abused and trafficked children and adults. In the 1917 book Social Diagnosis by Mary Richmond considered as the pioneer of PIE theory, Person in the environment schema explained the social work concept " that states that a person is heavily influenced by their environment; therefore, their problems and issues can be largely understood by environmental influences." In understanding the issue on human trafficking, identifying facilitating and hindrances in addressing the root cause of the problem, social workers needs to focus not only on the external social environment factors but internal factors. Internal factors including but not limited to one's value system, health condition, poor perception of reality, status of mental health, lack of education and skills may limit or often in the case of human trafficking especially of children, groomed and normalize even the most grotesque form of abuse given that the perpetrators are known to them and worst their family members or made to believe that the abuse itself is a normal pattern of behavior expected to be performed by the victims. Equally important factors revolve around the existing social realities, socio-political and economic compounded by the Corona Virus pandemic, the lack of resources and opportunities and presence of critical or exploitative situations affecting the social functioning of the person. The quality of services provided as well as the availability of the comprehensive and integrated programs for the rehabilitation of the

human trafficked survivors are enhanced by the effectiveness of the social work case management by a generalist social work practitioner, mindful of the importance of the use of social work methods   using a generalist social work practice framework.

While the availability of funds was seen as a facilitating factor, administration was also seen as a hindering factor in shelter operation, such as in the case where there is limited staff to meet the diverse needs of the residents (Asis, 2015). To add to this challenge, most of the social workers have heavy caseload and the challenge of overcrowding in the shelter, since these shelters were not exclusive to the victims of trafficking (Asis, 2015; Shigekane cited in Abeyta, 2017). In some cases, administrative problems have even reached at the managerial level (UNICEF Phnom Penh, 2009).

Common among the observed grieving and healing journeys are the need for open communication, positive family functioning, and role reorganization if in the case of family integration. These are areas where social work practice can focus on simultaneously, wherein change of the situation, which caused the individual and family dysfunction and facilitate the healing process of the survivor. The gaps presented in the literature review emphasized the need for holistic and integrated family approach as part of the healing and recovery preparatory the family and community reintegration process. In addition, the effectiveness of providing community-based services with sufficient budget and competent staff that responds to the needs of the victims, a supportive family and successful livelihood programs, are the elements for a successful reintegration process. The social worker can take into consideration in the creation or reinforcement of the post-monitoring program for reintegrated trafficked survivors specifically for the first year of reintegration is a preventive function of the social work practice, given that funding maybe scarce given that the pandemic has impacted the global economy, creativity in establishing networks and programs that will be sustainable can be challenging but not impossible.

CONCLUSION

In the whole configuration on the discussion of human trafficking, the creation of a responsive and timely reintegration program and services along with the reality of common hindrances faced by many professionals working with trafficked survivors, especially social workers in charge of case management.   Understanding the common hindrances in the successful

integration program identified bas from the results of studies, which are experienced by the trafficked survivors, such as the continued Isolation from Society, programs and inclusion for Family Restoration, Livelihood Programs and often skills training to augment their income to maintain Economic Stability, capacities of Service Providers as well as the allowable time in the center, budget constraints and administrative matters remains to be major blocks towards a complete reintegration of the survivors to their families and communities especially now that the COVID 19 Pandemic remains to be in full force. It is in this midst that as social workers we need to be reflective in the conduct of our professional practice. The function of our Social Work profession is not limited to remedial efforts alone, as much as the data provided as factors that hindered the authentic reintegration process of the trafficked survivors, this information is critical towards continuously innovating towards a transformative social work practice adhering to human rights, gendered perspectives and advocating for the voices of one of the most vulnerable sector of our society.

RECOMMENDATIONS

Laws and programs of the government for the rescue, rehabilitation and reintegration of trafficked survivors have been in place for several decades now actively implemented both from the government and non-government catering to human trafficked victims.

The experiences show that it is essential to work with other stakeholders to effectively address the needs of the human trafficked survivors by bridging the gap between the victims and quality, efficient and effective services and programs. There is a need to have a minimum package or standard of care, including increasing the awareness of the availability of these programs at the community level, and the provision of comprehensive services (medical, psychosocial, education, and livelihood assistance) to the victims. Service Providers may benefit from continuous support, in terms of training in various mental health and techniques in proving interventions during the social work case management. The pandemic has added a layer of difficulties in securing funds for most of the service providers, but this is also an opportune time for Social workers to put on their creative thinking caps and design a holistic integrative social work intervention despite the lack of many available resources. Nonetheless, involving the families and communities to empower them to be active players and proactively responding to the needs of the times

in terms of protecting especially the children is a responsibility of all citizen of all nations, side by side with other stakeholders. Overall, poverty needs to be addressed if a long term and sustainable stance against human trafficking be supported and advocated. The conduct of impact evaluation of programs and services to document best practices as evidenced-based data can serve as baseline information to look into upgrading and calibrating policies, programs and services to address the evolving needs and circumstances of the survivors of human trafficking. More specifically, reintegration process after the rescue and rehabilitation of the human trafficked survivors play a significant role and influence on their journey towards regaining their sense of social functioning utilizing internal and external resources to allow them to journey forward and reclaim their rights, self-esteem, dignity, and lives to choose and achieve their full potentials from micro, mezzo and macro perspectives. Therefore, collaboration amongst all service providers can be achieved by creating a network and directory of services easily made available utilizing the various platforms including online. The migration of services can take on new heights as social media and online platforms are readily available to the public. But more than ever, the responsibility of each and everyone to be vigilant and be a part of a collective effort to work together to stop human trafficking, for the future generation who deserves to live in a social environment free from abuse and exploitation.

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UNFOLDING SOCIAL WORK SITUATION AND IMPACT OF LICENCING SOCIAL WORK IN THAILAND

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ABSTRACT

The Social Work Professions Council of Thailand was established as a juristic person under The Social Work Profession Act. This study examined the situation of social workers since the promulgation of the Act, with a review of the current service delivery approach, domestic conditions and the context that affected the social work and social service delivery system in Thailand. The keys to enhance professional standards lie in the training of social workers, as well as the social welfare policy and social system. To propel social work forward requires multiple parties working together in coordinated efforts. The government and social work association should take the lead, supported by the universities and training institutes, to prepare competent professionals for the future. It is suggested that social work must evolve clearer aims, professionalism, work standard, professional ethics and a humane basis, to benefit contemporary society. Besides improving the image of social work, the system needs to actively support the career growth and professional development of social workers.

Keywords: Social Work Profession Act, professionalism of social work, development of social workers.

INTRODUCTION

Development of social work in Thailand is intimately linked with the socio-political context, and especially the cultural and religious institutions. In Thailand, as in most Asian societies, the family and community are the first

to step in to alleviate or solve social problems and to provide charity that is called "welfare".

The image of social work is often tied to the concept of welfare, that is, to contribute to the people in need and community service. General society cannot yet distinguish between "welfare" and "social work" and "social work profession" and "social work by volunteer." Moreover, in Thailand, the view may be that "social work" is work that could be done by anyone without training. Furthermore, perhaps the lack of career growth in the civil service system, with limited opportunity to enhance knowledge and experience, had impacted the development of social work.

Currently, social problems are more complex and original social institutes have weakened, making it difficult to solve the problems. Thus social workers have become more important as a consequence. Moreover, the Social Work Profession Act B.E. 2556 introduced by the government had helped in clarifying the roles and duties of the social workers. From the past mage of "welfare" it has moved towards "human rights base" and "pro-active work," and "scientific or empirically-based practice." Aside from this, having the laws to legitimize the roles of social workers had strengthened the social work identity resulting in greater acceptance in the Thai society.

The Social Work Professions Council, established under The Social Work Profession Act B.E. 2556 (2013), (Wechayachai, 2016) is expected to impact social workers and develop the field towards greater professionalization. A study commissioned by UNICEF Thailand in 2017 examined the situation of social workers through survey and interviews with social workers and stakeholders. The objectives included the study of the current social service delivery system, domestic conditions and the context that affects the social work and social service delivery system in Thailand (UNICEF, 2017). This paper is a summary of the findings and implications of this study.

MOVEMENT TOWARDS THE SOCIAL WORK PROFESSION LAW

The attempts to enact laws concerning social work in Thailand dates back prior to the promulgation of the Social Work Profession Act B.E. 2556 (2013). The most recent attempt was based on the strong belief that the establishment of professional licensure among social work professionals will enhance the life of people, ensure quality development of the profession, and

enable social workers across the country to have a better chance to meet and discuss issues that are related to their professional development. Such an attempt has brought about greater value to the profession in several aspects (Wechayachai, n.d.).

Associate Professor Apinya Wechayachai, the President of Social Work License and Professional Association, was among those who have contributed towards the making of the social work profession legislation. She noted that: "The attempt to make such a law was a joint attempt between The Ministry of Social Development and Human Security and many social work professionals," who came together to discuss issues, conduct research on professional license systems in different countries and laws regulating other professions in the country, and make clarify the rationale for the proposed law.

Although the process for the enactment of the law on social work profession began in 1995 it was not until 2003 when the Social Welfare Promotion Act was issued. In fact, the Social Work Profession Promotion Act was drafted in 2002, but remained unapproved until it was granted later by the Cabinet under the administration of the Democrat Party and again under the administration of the Pheu Thai Party (PTP) in 2011 before the law enactment began in 2013 (Wechayachai, quoted in 2017).

THE SOCIAL WORK PROFESSIONS COUNCIL

The Social Work Professions Council was established as a juristic person under The Social Work Profession Act B.E. 2556 (2013), published in The Royal Thai Government Gazette Issue 130, Part 8 Kor on 24 January 2013, and was effective on the following day as legislation. The progressive objectives of the Act are listed below.

Objectives of the Social Work Professions Council:

1. To protect rights and benefits of the recipients of social work services, ensuring that the social work service being delivered is standardized and is in accordance with the code of ethics of the social work profession and related laws;
2. To monitor the quality of social work practice in Thailand and promote professional developments to make the practice meet the standard;
3. To establish the set of standards for social work practice – including required knowledge, experience, and professional ethics – and to develop sets of related rules and regulations, as well as quality

control mechanisms, monitoring systems, and punishments for those who violate any of the rules;

4. To encourage professional developments among social workers by providing education services and seminars for the career progression of licensed social workers;
5. To protect the right, equity, and growth of social work profession;
6. To provide assistance or social services in relation to social work;
7. To promote unity and preserve dignity of the members.

Key concepts of the Social Welfare Profession Act:

The essential concepts of the Social Work Profession Act highlighted several significant implications, as follows: (Wechayachai, 2016).

A. The Act has led to the foundation of the profession council – the Social Work Profession Council – that works to monitor and encourage developments to ensure that the social work practice is standardized and is in accordance with the professional ethics.
B. The profession council is responsible for developing the set of required standards, determining the criteria for licensure of professional social workers, identifying the set of standardized services, and developing training programs to encourage professional developments, research and studies, and protecting rights of the social work professionals.
C. The profession council consists of equal proportions of representatives from different organizations for which social workers are working (public sector and public interest organizations), based on the selection of the eligible members themselves.
D. The profession council is responsible for establishing the Code of Conduct Committee to formulate the principles in code of conduct of the profession, and investigating cases when complaints arise.

CURRENT SITUATION OF SOCIAL WORK IN THAILAND

The social work situation in Thailand is unfolding as well as moving forward. Most of the social workers work directly in social work positions of the government sector including the three major ministries of Thailand, i.e. Ministry of Social Development and Human Security with the highest number, followed by Ministry of Public Health and Ministry of Justice. Beside these, a number of social workers are working for the Bangkok Metropolitan Administration, other government agencies as well as the NGOs.

1) Motivation of entering into the social work profession

The social workers reflected, in the interviews, that the social work profession actually helped the society in motivating people to enter the social work profession in Thailand. Although other professionals also help the society, the social workers have more opportunity to directly benefit society than the other professions. The Social and Welfare Development Department's study (Warista, 2010) found that the social workers who were in charge of social services went beyond the well-being of the people and provided counselling and support to the people. Negative opinions towards the social work profession, found in the interviews, included low remuneration, low demand for this profession in the labour market and garnered less salary compared to other professionals.

2) The social worker's education

Demographics of the survey of 292 respondents are: 73.3% graduates with Bachelor's degree of social work, 77.2% are direct graduates working in government agencies, 50% are direct graduates working in NGOs. Among the social workers in this sample, 60% are graduates with a Master's degree. 63.4% of the social workers working in Ministry of Public Health and 57.7% of the social workers working in Ministry of Social Development and Human Security had more graduates of Master's degree than the other ministries. 69.8% of the social workers working in NGOs are graduates with a Master's degree in fields of social administration, psychology and community development.

The above mentioned survey indicates that most social workers working in government agencies are direct graduates in the social work field and that, on the whole, there are more social work graduates preferring to be in the social work profession. On the other hand, the 'social workers' who did not directly enrolled in social work programmes, working in some government agencies are relatively fewer e.g. Ministry of Interior and NGOs. The social workers felt that the practice of recruitment for positions currently still employs non-social work graduates even when the Social Work Profession Act B.E. 2556 (2013) has already come into force. In a recruitment process of certain organizations, the committee or the authorized selection person are human resource personnel who do not comprehend the requirements of social work well and that is a lack of the social worker's involvement in selection process. As a result, there may still be ineligible persons engaged in the social work positions.

3) Social services' target groups and nature of the social worker's problems

Current target groups: Based on the survey results, it was found that the highest service users are: first, maltreated children (52%) being sexually maltreated by family members and intimate persons, the neglected and the intellectual impaired. Second, disabled group (48%) with the concomitant problems of employment, access to rights, mobility equipment, poverty, lack of care, and homelessness. Third, maltreated women (37%) facing domestic violence, being physically, mentally or sexually assaulted. The survey and focus groups discussion with social workers found that most of the service users do not have a sole or one particular problem. The individuals' problems often are complex and are linked with their social network, and systemic in nature.

Target group in the next 10 years: Based on the survey and focus group discussions with the social workers it was found that the greatest need is in the elderly group (65%). Thailand is moving forward, especially in 2024-2025, as an ageing society. In the meantime, the birth rate and fertility rate of Thai population has dramatically decreased. Accordingly, social workers should further develop the welfare system and care for the elderly. Another potential client group is the child and juvenile group (58%). This group faces problems related to social change and technology, eg. easier access to various media, online addiction, changes of family condition due to neglect and a rising rate of domestic violence. The following problem is that of the migrant workers and their dependents group (47%). This could be the resultant effect of the ASEAN Economic Community with the increased migration of the workforce.

4) Role of the social worker in the agency

In respect of major duty, Thai social workers have carried out their works at the various levels: micro to mezzo and to the macro level. At the micro level, many agencies provide services to individuals and families. The survey of 252 social workers found that most of the social workers were working in government agencies with their duties mostly in direct practice (73.8%). Close to that the social workers working in NGOs also have their duties of direct practice (69.8%). The focus group discussion pointed out that the major duties were for providing services to individuals and family with data collection, interview, screening, social decision making, resources coordination, referral, provision of social welfare, planning for individual development and social

rehabilitation. Moreover, social workers often perform double roles, for instance, the direct practice as the social worker, with another role of the agency's officer receiving complaint or as competent official under the Child Protection Act B.E. 2546 (2003). Concerning "the social worker roles", for a social worker who is in the administrative role who make a decision, some key roles highlighted include the social decision maker, the case manager, a participant in the multi-disciplinary team, resource coordination and doing referral services. Besides, being in active practice, the social workers also have roles of prevention and surveillance on social problems as well as a role of networking in collaboration with various sectors in the society, such as the social workers' role of building network with various local administrative organizations.

At the mezzo level, the social workers practice a community social work in relationship to community development. Another finding was that the practice of social action and social organization were not observed. In macro level, the social workers' role in moving forward policy development relating to social work and social welfare was also not very significant because the social workers who participated in the focus group discussion were mainly functioning at the operational level. Nevertheless, some social workers have participated as advocates and policy level in the national commission by law.

In respect of the social work research, it is found that related government agencies in many ministries carrying out social work were enthusiastic and encouraged the social workers to do a research namely "research for development of practice" (R2R – Routine to Research), to solve problems of government agencies such as Ministry of Public Health, and the Ministry of Justice. The academic conference is also organized for mutual exchange of research's result such as the academic conference among social workers in medical field settings, or an academic conference among social workers working for Bangkok Metropolitan Administration.

5) Role of the social worker in working with the multi-disciplinary team

As regards role of the public sector's social worker in the multi-disciplinary team context, the social worker in these agencies may act as the secretary or the case owner or case manager. There were regular multi-disciplinary or multi-occupations meetings in several of the agencies represented in the focus groups. Certain laws prescribe for compliance and require multi-disciplinary

meetings and thus provide the mechanisms for the practice of social work professionals. As for role of the social workers in the NGOs, with regard to working with the multi-disciplinary teams, several roles were observed. The social workers in medical settings, for example, routinely practice within a multi-disciplinary team framework. The social workers in the field of children and those working with survivors of human trafficking also work in the multi-disciplinary teams, as required by law. Case conferences were also conducted in working with health, justice sectors, as well as the Ministry of Social Security and Human Development.

The social worker and/or the social work practitioners in both public sector and NGOs reflected the concurring opinion that the social workers are have generally responded to clients and are well accepted. For the social workers who had just started working or who had little work experience, they may not be well accepted yet by the multi-disciplinary team members as compared to the more experienced social workers.

In respect to the acceptance by the stakeholders, there were both positive and negative responses, i.e., good response or acceptance and also non-response/non-acceptance. On the positive side, there are good mutual acceptance, working together well with good understanding as they were in the same family and the good relationship helped effective role performance. Such relationship between the stakeholders and the social workers provided the essential horizontal support in a way of coordination and cooperation among people.

6) Limitations of the social workers' practice

The social worker focus groups commented that as to the social work calls for working with dynamics of individuals, group of people and community which are diverse and complicated, and the practice cannot be completed within a short-term timeframe. Thus the accomplishment of the practice cannot be solely evaluated quantitatively. The data unveiled that 38.9% of social workers working in government agencies and 32.6% in NGOs reported overload of work. The account of these were:

  a. **Accomplishment of practicing work indicated on quantitative basis**: As for practicing the social work engages diversity of problems and age period of varied target group of persons from birth to death, and also engages complexity of those problems that cannot be solved by only one person or in the short term. Key performance indicators

of the social work in certain agencies limits to only certain number of service users, occurrences of practice, or number of projects to be carried out in each financial year. This is unrealistic and needs to be reappraised.

b. **Diversified workload:** Most of the social workers (60%), aside from working with individuals or groups, within the week also handles documentation, keep records and statistics, as well as perform other administrative tasks, and participate in policy, laws and regulations meetings. For example, in regard with a provision of services for inmate, children and juvenile, the social worker must work more with schools and communities. The results concur with another survey that found that 66.9% of all social workers have to do documentation and information work, with only 23% of all social workers practicing doing only a particular or specific job. The social workers working in the Ministry of Social Development and Human Security for exceeded working more 8 hours than those from other ministries (41%), most of whom spend an average of 16 hours a week in documentation work. Thus, the average workload of Thai social workers is varied and heavy.

c. **Instrument of the social work evaluation:** Social worker's major role is one who evaluates socially and makes decision concerning the clients. In general, the field has not yet standardized the instrument to evaluate the social aspects of clients and their situations. An objective evaluation needs to be conducted to further professional standards in practice.

d. **Conflicting role of the social worker:** For certain hospitals the social workers are assigned to carry out both grantor role and person who follows up on medical expenses. Hence, the social worker had to be involved in the consideration of medical charges which may conflict with their social work roles for helping clients with financial support.

e. **Occupational stability and advancement of the social workers:** A survey of those who engage in official service found that the nature of employment to be the social worker includes official (52%), government employee (26%) and temporary employee (6%). Ministry of Social Development and Human Security has more government employee and temporary employee than official employees. The social workers who are official are considered as practicing in

academic category. Standard for the professional practice provides 4 levels of the social work line i.e. practitioner level, professional level, senior professional level and expert level (Office of the Civil Service Commission, 2015). Being official engenders high security of career, promotion to higher scale of salary, progressive path and gains of various welfares. At present, only the social worker working in Ministry of Public Health can take the social worker position at the senior professional level.

Not many NGOs in Thailand have direct positions for social workers. The position's names in each NGOs are really flexible, such as, Social Developer, Project Officer, Planning Manager, Project Manager, etc. The job security in each NGOs are also different, subject to each NGOs' budget and funding for the plan or project. As a result, some of the practitioners working in NGOs had job hopped to other jobs, when the project end.

f. **Remuneration and sufficiency of income:** A survey on the social workers' remuneration on the whole, showed that around half of all social workers (54%) had gained salary to the amount of 15,000-24,999 Baht. The temporary employees' salary had increased but still lesser than 15,000 Baht. The social workers working in NGOs also gained salaries but the figure is also around15,000 Baht. The salary rate depends on nature of employment and work experience. It was noted that the social workers working in international NGOs had obtained salaries higher than the social workers working in local NGOs. In addition, the incentives of increasing salary by annual promotion, overtime pay and bonuses are better in international agencies.

The Social Work System

Findings of this study reflect a significant development of the social work arena in Thailand. This part summarises the key findings through document review including job description and position standard provided by Office of the Civil Service Commission.

1. Standard for practicing the social work

On the whole, a standard for practicing the social work tends to be better because existence of the organization taking a role to control, care and verify

the social work regime. In addition, Social Work Profession Act brought about enthusiasm and realization of professional image to the social workers. But it was found, however, that the Act may not have significantly impacted on the standard of practice, the development of the social work profession and quality of the service.

2. Overloaded work and Job Description

A key factor impacting on social work standards and practice is the social worker's job description of agencies/organizations. The organization, which provided direct practice with individuals, group of people and community, has the social workers' roles. They are directly involved in each step of actions, i.e., fact-finding, assessment, planning and intervention. Nevertheless, it was found that several agencies/organizations do not practice follow-up and assessment steps.

The workload impacts on the quality of work and performance, physical and mental health of the social workers. Practicing social work which is diverse, and having to do work unrelated to direct service had significantly impacted on the standard for practice of social work.

3. No documented standard for practicing social work

Even though the Social Work Profession Council supervises and upgrades the qualitative standard of the social work profession in relation to knowledge, skill and practice, it was found that standard for practicing the social work profession has not yet developed. It is interesting to keep in mind that the professional standard will bring about work value and lead to develop administrative standard, the social worker's potentials, appropriate qualification and capacity, appropriate workforce in consistent with service users' needs, work system and service procedure, etc.

The development of the professional standard provides a more definite scope of the social worker' practice, and decreases a problem of practicing the work 'out of duty' and could possibly add more appropriate workers to the agency/organization.

4. Limitations of occupational advancement

The social workers working in the government agency can be promoted to higher levels/positions. Although there is a determined or specific route for promotion to a higher grade for the social workers of public sector, it was

found that promotion by such escalating to the next level may not occur (only promotion in some ministries can be escalated to Senior Professional Level, but it is merely small number of positions). In case of a desire to get promotion for work advancement, the social workers must move to other positions or line of work. As a result, a number of social workers resigned and/ or practice job hopping. Consequently, the social workers may not get the chance for self-development, advancement and promotion.

5. Lack of career path compatible to social work

Interviewees for this study voiced the importance of studying government structure, exploring and comprehending the particular government agency's direction, role and mission in provision of social work service and social welfare service, the position structure, the standard for determining position, regulation and means of appointing officer in charge and also customary practice of appointment and relocation officer of such government agency. This fundamental information would provide an understanding to carve out career paths compatible for social workers.

Impact of the Social Work Profession Act on different organizations

Organizations in both private and public sectors have actively responded to the newly enacted law by having their eligible social workers participate in training programs to receive license. Non-Governmental Organizations (NGOs) have to seek assistance from and recruit more licensed social workers to continue their operations, which causes trouble for small organizations with limited budget, making them hardly able to keep their licensed social workers or recruit the new ones.

Some organizations are not supporting social workers in their pursuit of licensing, as this makes them uncomfortable as they have to continue working with those without the license despite their being in the service for a long time.

The Act makes the organization in charge, or the Social Work Profession Council, work on developing and promoting a set of standard practice in social work by communicating with executives of different organizations and social workers themselves, and convincing them of the importance of the professional licensure.

Impact of the Social Work Profession Act on social workers

The newly enacted law has made social workers more proud of themselves, more self-confident and eager to work as they feel greater value in their work, which is considered on the same par with the other professions.

Social workers have a better chance to discuss issues and exchange their knowledge and information, allowing them to improve their worldview, see greater value in their profession and become more passionate about it. In addition, licensed social workers in many organizations have received a better pay, agreeing with the survey result that 64.8% of the respondents see the necessity to improve themselves to get the license.

The enactment of the new law allows a large number of social workers working in different organizations without an education background in social work to have an opportunity to systematically improve their practice up to the standard through training programs in social work.

Some social workers who have not yet registered may lack necessary understanding of the professional practice in social work. They may lack confidence and perhaps have fear of being sued. In addition, some of them cannot afford to pay the training, examination and registration fees, or may feel that the fees are too burdensome to them.

CONCLUSIONS

Like many countries around the world, social work development in Thailand is slow but steady. The societal issues faced have similarity across Asia. Thailand's social work, like Malaysia and Singapore as well as Myanmar (early Burma), started around the 1950s. Thailand is progressive as an ASEAN leader, besides Philippines, in licensing social workers with the introduction of the Social Work Profession Act and may serve as model for other countries. The Asian countries, China, S. Korea, Hong Kong, Malaysia have adopted the approach of registration of social workers.

Whether licensing or registration of social workers, the keys to raising professional standards lie in the social work profession, training of social workers as well as the social welfare policy and system. To propel social work forward requires multiple parties working together in coordinated effort. The government, with the resources, and social work association should take the lead, and with the support of the universities and training institutes, prepare for future of ready and competent professionals.

Suggestions

For the future of social work in Thailand, the role of social work must evolve with clearer aims, professionalism, work standard, professional ethics and a humane basis for the optimal benefits of society, in particular, the service users. Social workers need to improve the image of social work, both on the overall and specific fields. Besides, they also have to develop social work system to support the career growth and professional development of the social workers.

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EDUCATION AND COMMUNICATION IN PLANNING CHILD PROTECTION PROGRAM IN VIETNAM

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ABSTRACT

This article analyzes some key findings from the research which reflects the draft of child protection program from period of 2021-2025 composed by Ministry of Labor, Invalid and Social Affairs. In the article, we focus on making clear the importance of having children in policy making, especially education and communication then providing some suggestions to policy makers about how to involve children. Moreover, through this article, we also aim to change people's perspective about children's role.

Keywords: child protection, education, communication, skills, children's rights

INTRODUCTION

On December 22, 2015, the Prime Minister issued Decision No. 2361/QD-TTg approving the Child Protection Program for the 2016-2020 period with specific objectives: Reduce the proportion of children with special circumstances in the world.; the total number of children down to 5%; Reduce the rate of increase in the number of abused children. Children at risk of falling into special circumstances are managed and have timely intervention and support measures; 90% of children with special circumstances receive support and care to recover, integrate into the community and have the opportunity to develop.

After 5 years of implementing the Decision No. 2361/QD-TTg of the Prime Minister, the Ministry of Labor, Invalids and Social Affairs has directed localities to review and evaluate the implementation of Child Protection Program in

the phase of 2016-2020 period. At the same time, also conduct research and development of Child Protection Program for the 2021-2025 period, towards 2030. The draft of document on Child Protection Program for the 2021-2025 period has been chaired by the Ministry of Labor, Invalids and Social Affairs and was sent to relevant agencies for comments. The Program is expected to be submitted to the Prime Minister for consideration and approval by the end of 2020.

Regarding children's right to participate, the 2016 Law on Children stipulates children's right to access information and participate in social activities (Article 33) and children's right to express opinions and hold meetings (Article 34). Accordingly, children have the right to express their opinions and aspirations on issues related to children; be listened to, received and responded by agencies, organizations, educational institutions, families as well as individuals with legitimate opinions and aspirations. Clause 1, Article 74 of the Law on Children also clearly stipulates the formulation and implementation of programs, policies, legal documents, planning of socio-economic development and plans on children or related to children, that there must be the participation of children or organizations representing children's voices and aspirations, depending on their age. The Child Protection Program for the period 2021 - 2025 is a program directly related to children. Therefore, consultation with children about the draft of this program is essential, both to promote children's participation in policies related to children, and to ensure that policies are put in place on practical and appropriate child protection.

RESEARCH DESIGN

The research was conducted with children from 6 to 16 years old in 63 cities and provinces in Vietnam. 5,225 children participated in this online survey, in which the majority were children in secondary school (from 11 to 14 years old) with 3,499 children (67% of total samples). Children aged 6 - 10 years old and 15 - 16 years old accounted for a smaller proportion with 15.9% and 17.1% respectively. Regarding the gender structure, the ratio is quite balanced with 51.9% girls and 48% boys. The rest consider themselves as LGBTIQ.

The survey also got the participation of children from many different ethnic groups, in which the Kinh ethnic group accounted for the majority (57.4%) with 2,997 children, followed by the Tay ethnic group (7.7). %), H'mong (6.9%), Dao (4.5%), Muong (3.9%), Thai (3.8%), Nung (3.5%). The remaining 12.4% are children from other ethnic minorities such as: Van Kieu, Phu La, Ta

Oi, Giay, Bo Y, Khmer, Bana, San Riu, Pa Then, Xo Dang, Co Tu, K 'ho, Lach, La Chi, M'nong.   There were 761 children (14.6%) from social protection centers (mainly in the SOS Children's Village system participated in this research a long with 53 children with disabilities.

This survey used questionaire to garther data. In addition, it also also carried out 21 group discussions with the participation of 589 children, consisting of 245 male and 344 female.

CHILD CENTERED IN CHILD PROTECTION PROGRAM

The majority of children participating in the survey (4,115 children, accounting for 78.8%) have known about the Child Protection Program. The number of children who "have never heard of the Child Protection Program" accounted for only 21.2% with 1,110 children. The highest number of children who know about the Child Protection Program belongs to children from mountainous area with 1,358 (83.3%). The percentage of children in urban and rural areas who know the Child Protection Program is lower, at 70.4% and 81.1%, respectively.

**Figure 1: Tyles of children supported from child protection program**
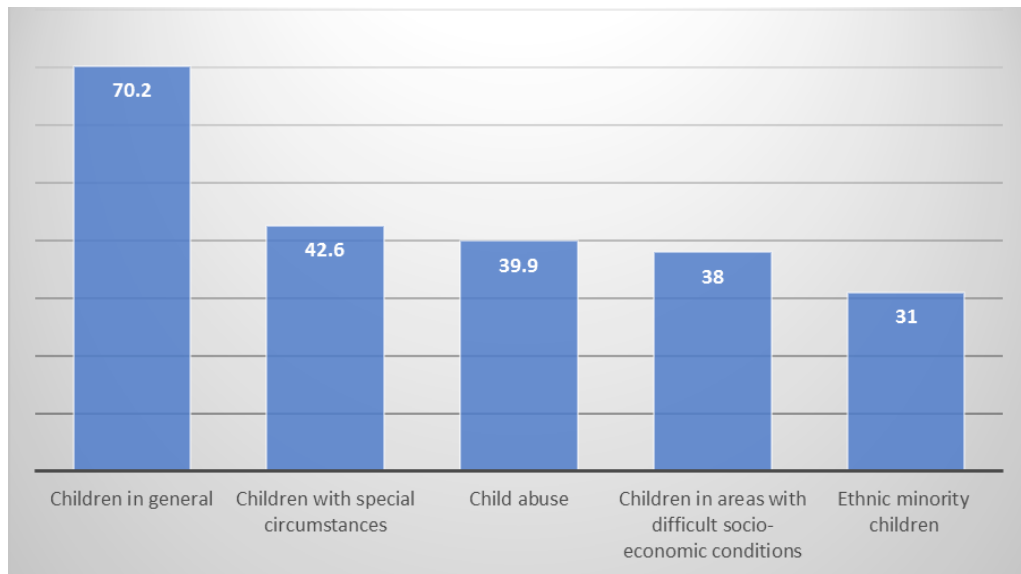
The table above shows that the majority of children (70.2%) think that the Child Protection Program should give priority to children in general, then children with special circumstances (42.6%), children who have been abused. (39.9%), children in areas with difficult socio-economic conditions (38%) and lastly, children from ethnic minorities (31%).

Knowledge and skills need to be equipped to children

Figure 2: Knowledge and skills need to be equipped to children
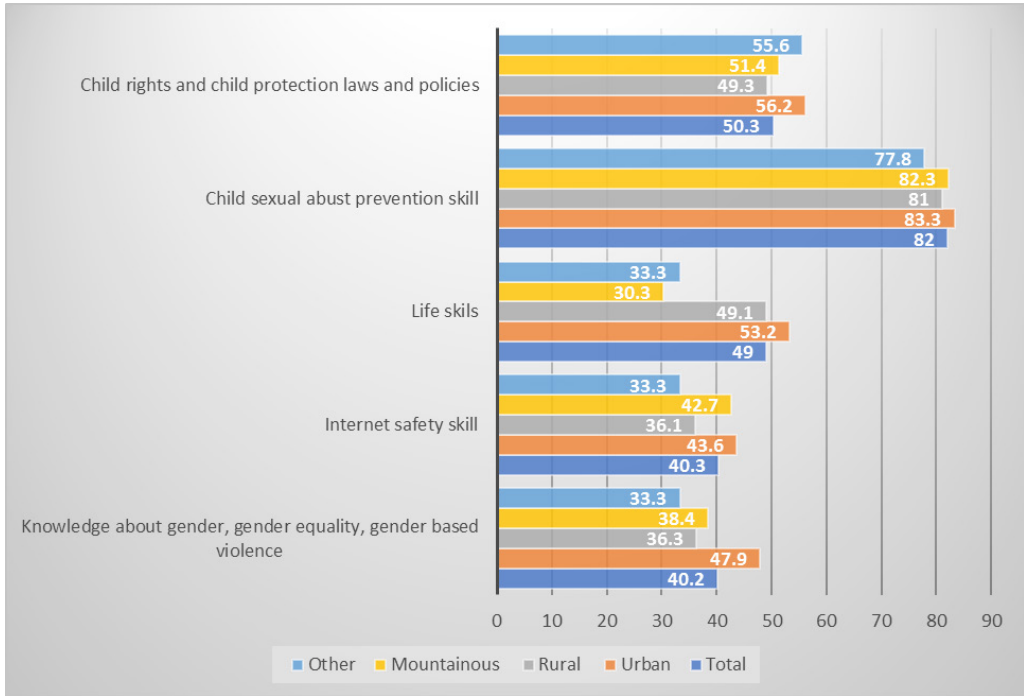
The results show that the content of knowledge and skills that the majority of children (82%) want to be equipped with is the "skills for child prevention and control" in the forms of: how to recognize risks/kinds of violent abuse, how to prevent it and escape, how to defend yourself, report, share, seek help. The other knowledge and skills needed by the children is the "Law on QTE and Child Protection" (50.3%), "necessary life skills" (49%), "skills how to use the internet safely", "combating child abuse in the network environment" (3%) and "knowledge on gender regarding gender equality and skill how to prevent gender-based violence" (40.2%). Otherwise, preventing HIV, drugs, school violence; safe traffic skills; skills in negotiation, communication, behavior, time management, problem solving also are skills which children want to learn more.

The research shows that children in urban areas have a higher demand for knowledge and skills than children in non-urban areas. In particular, for "Knowledge on gender, gender, gender equality and skills to prevent gender-based violence", there are 47.9% of urban children stated they need to be

equipped on these, while only 36.3% of children in rural areas and 38.4% of children in mountainous areas chose to be equipped in these knowledge and skills.

From the age perspective, high school children (15-16 years old) have a higher need to learn above skills than children of lower secondary school (10-14 years old) and elementary school (6-10 years old). In particular, for "Knowledge of gender, gender, gender equality and skills to prevent gender-based violence", 48.5% high school age children choose these, while only 40 .4% of children of lower secondary school age and 30.1% of children of primary school age choose this content. This choice is reasonable because when entering puberty stage (13 - 16 years old), children have many physical and psychological changes that they need to be furnished with this knowledge.

For the group of children living in social protection facilities, child rearing facilities, the content of knowledge and skills that they feel they need to be equipped with is Child Social Protection Skills (81.2%), followed by "Legal regulations on children law and child protection" (56.2%), and "Necessary life skills" (53.2%). For "Skills to use the internet safely, combating child abuse in the online environment" and "Knowledge on gender, gender, gender equality and skills to prevent gender-based violence", the percentage of children selected was the same which is 47.8%. The percentage of children living in social protection facilities and child rearing facilities that need to be equipped with knowledge and skills to protect themselves is also higher than children that not living in these facilities.

For the group of children with disabilities, their need to be equipped with knowledge and skills to protect themselves is much lower than that of the group of children without disabilities, especially skill to prevent child abuse, which is only 69.8% of the children with disabilities. Chose while this rate among children without disabilities is 82.2%. As for regulations on QTE and child protection, the needs of the two groups are similar (50.9% and 50.3%).

Education and Communication approach

Figure 3: Education and Communication Forms for children
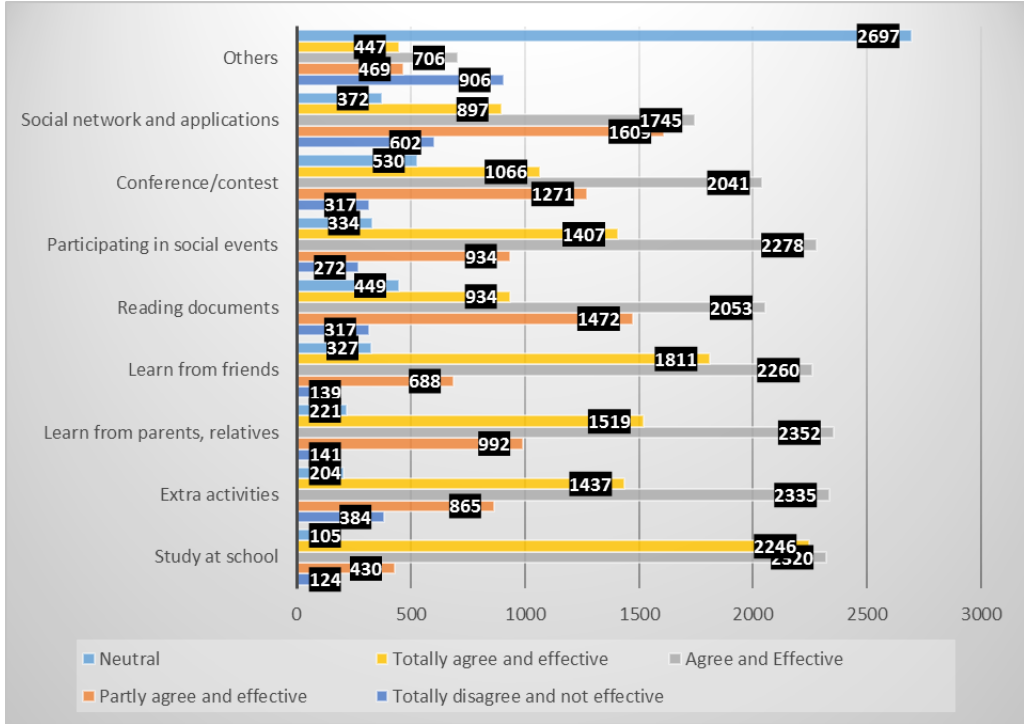
The survey results show that the most appropriate and effective form of learning/communication for children is "Study at school". There are 44.4% children said that this method is appropriate and effective, and 43% children said that this is very appropriate and effective. In group discussion, children shared that these skills and knowledge learned at school are the most convenient, because they can practice and apply to the particular cases. Experienced teachers are also important that they can advise students on how to handle each situation when they get into trouble. *"Learning in class is quite convenient, can give critique, exchange as well as share ideas with teachers and classmates"* (Group discussion from children in Hoang Su Phi district, Ha Giang). Children residing in the rural, mountainous and urban areas equally evaluated the effectiveness of the form of "study at school" with 85.3%, 87.5%, 89.3% respectively. However, children of lower secondary school age prefer this form of learning to children of middle school and high school age. This form of learning is also more effective for children without disabilities and children who do not reside in social protection facilities and child rearing facilities.

The form of learning by "parents and relatives" is the method with the highest percentage of children choosing as "suitable and effective" (45%) while

29.1% of children strongly agree with this. This form is a more appropriate and effective method of learning for children in urban areas, children of secondary school, children with disabilities and children who do not live-in foster care. However, in a group meeting in Da Nang, children said that the forms of "Learning in classroom lessons taught by teachers" and "Instructed by parents and relatives" were not appropriate and effective "because adults often imposed and this way of teaching do not provide close relation between teachers/instructor and students". *"Learning from parents/relatives is less effective because parents have little knowledge and exposure to improvements"* (Group discussion from children in Hoang Su Phi district, Ha Giang).

Based on assessment of children these following forms of learning and communication: "Learning during class activities, saluting the flag, extracurricular activities at school", "Learning through children's club activities; children and friends learn from each other", "Participating in media sessions: drama, singing, dancing, fashion shows, games, knowledge contests, painting, photo exhibitions, camps...." you can study comfortably with other friends and not under pressure" (Group discussion from children in Phuoc Son, Quang Nam). In addition, children also stated as follow: *"When participating in practice and direct sharing, we absorb faster and remember longer"* (Group discussion from children in Huong Hoa, Quang Tri).

The form of learning in "Class time, flag salutation, extracurricular activities at school" is suitable and effective for children in mountainous areas (79.9%) while 68% children in urban and rural areas chose this as suitable and effective Children from secondary school also rate higher the effectiveness of this form than children of other ages. For children with disabilities and children living in social protection facilities and foster homes, this form is not as effective as it is for children without disabilities and children not living in foster care.

The form of "Learning through children's club activities; children and friends learn from each other" is more appreciated by children in mountainous areas than children in other areas (73.4%). Children participating from group discussion in Hoang Su Phi district, Ha Giang said: *"Learning from Club activities is very suitable and comfortable, learn a lot of knowledge that is not found in school books; learn very good knowledge/skills for myself"*. This form is also more suitable for children from secondary school (78.9%), disabled children (76.7%) and children who do not live-in foster care (74.1%).

The form that was rated by children participating in the online survey (30,8 %) as the least appropriate and effective was "Learning from videos, clips, short films, cartoons, articles, games on the internet, television, online applications and social networks (Facebook, Zalo, Tiktok...). However, surprisingly, in some group sessions, the children rated this as an attractive and effective form of learning for children. "Learning from videos, online applications: diverse forms, very interesting to learn while playing, clear explanations, learn a lot of things around us and in all regions" (Young TLN in Son Duong, Tuyen Quang) Quang). "I see that in addition to the above forms of learning skills, there are also games, for example question-answering games are also a good form of learning" (Child from 6th grade, Tuan Giao, Dien Bien).

"Join youth forums/fan pages, participate in contests, challenges, events/online lessons" and "Learn from videos, clips, short films, cartoons, articles, games on TV, online applications and social networks" more suitable and effective for children in urban areas and children of high school age (15-16 years old). This is reasonable because children in urban areas have more access to social media and the internet than in other areas; Children of high school age also have a wider range of communication and social interactions than children of younger ages.

"Reading media materials" and "Participating in media sessions: plays, singing, dancing, fashion shows, games, knowledge contests, painting, photo exhibitions, camps..." are two forms of learning that are more appropriate and effective for children in mountainous areas and for children of high school age (15-16 years old) than children in other areas and of different ages. "The communication sessions are very good forms, such as interactive drama, learning through typical examples: good people, good deeds, ringing the yellow bell, overcoming obstacles... easy to understand, easy to learn" (Young Adolescents in Hoang Su Phi District, Ha Giang). "Propaganda about this issue through games and contests." will be more interesting and less boring" (Young TLN in Dong Anh District, Hanoi).

The form of "reading media materials" is least effective for children of primary school (only 43.8% of children 6-10 years old choose), while up to 60.4% of children of high school age choose this form.

Documents/Communication products for children

The most appropriate and attractive communication materials/products for young people are media videos because of their "vivid and attractive images" (young women in Yen Binh, Yen Bai). "Learning and watching clips are easy to remember because they have vivid, realistic and close-to-life images; We made some movies after being trained by Plan, watching us as well as the actors... Parents and the community that watched also understood the reality of the community and also supported us more" (Young woman in Hoang Su Phi district, Ha Giang).

In addition, the drama skits and pictures are also very attractive to children.

Books, documents and leaflets are considered by many children as unattractive *"because students are more interested in mobile phones, they don't read leaflets"* (Young TLN in Ham Thuan Bac, Binh Thuan Province).

## Communication channels for children

The result of survey using online questionnaire and group discussions show that the most convenient means of communication for children to access is still direct communication through classroom sessions taught by teachers and parents. Parents and relatives guide children, children learn from each other, participate in class activities, salute the flag, extracurricular activities at school, children's club activities "because these methods help children learn quickly. " (Group discussion in Quang Binh, Ha Giang); "With this way of learning we can always exchange difficult issues in class" (Group discussion in Son Duong, Tuyen Quang). Indirect communication channels (reading media materials, watching videos, clips, short films, cartoons, articles, TV games, online applications and social networks) are not evaluated effectively by children.

Small group communication (classroom lessons, parent and family guidance, children learning from each other, participation in club activities) is also more effective than large group communication (saluting the flag.

"We like the youth club activities, competitions, and children's forums the most because we can exchange and learn knowledge in the most comfortable way and participate as well as interact very enthusiastically" (Group discussion in Tran Yen, Yen Bai).

Knowledge and skills for parents, teachers and care givers

Figure 4: Knowledge and skills for parents, teachers and care givers
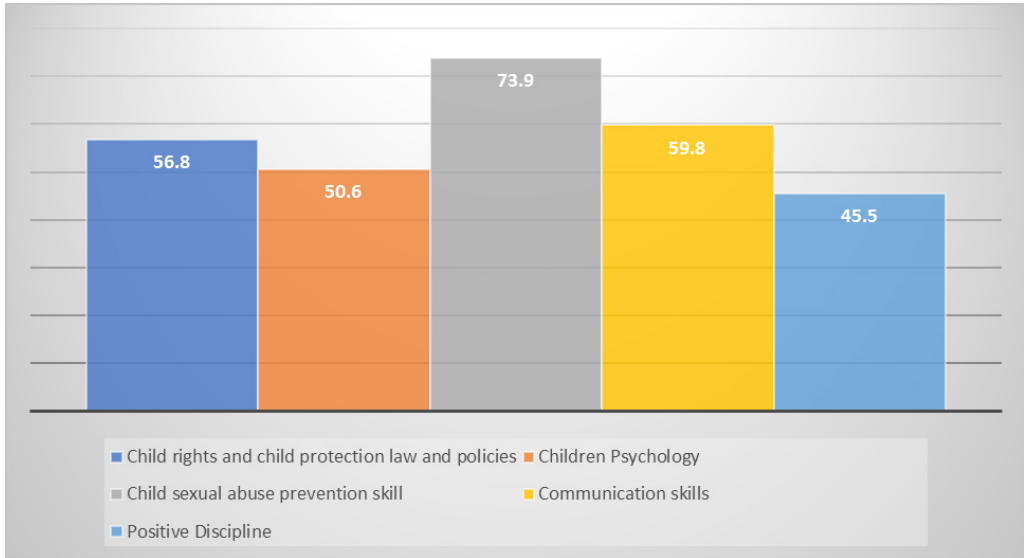
Statistical chart shows that 73.9% of children participating in the online survey think that parents, teachers and people who directly work with children need to learn more about "Child sexual abuse prevention skills such as risks/forms of violent abuse, prevention, reporting, sharing, seeking help)", followed by to learn "Communication skills with children" (59.8% of children selected), then knowledge about "Child rights and child protection law and policies" (56.8% of children selected), "Children Psychology" (50.6% of children selected), and learn "how to give positive discipline when their child make mistakes" (45.5%).

Related to children's opinions about effective forms of learning, communication and what children expect from their parents, learning the above knowledge not only helps parents and teachers to well protect children, but also to re-instruct children in knowledge and skills so that they know how to protect themselves, to interact with children more effectively, to help them feel more clearly love and care that parents and teachers give them.

"I think my parents also need more counseling on the psychophysiology of puberty in modern times, because our puberty is different from our parents; when they get counseling, your parents will probably understand you better and will spend more time talking to you" (A child of 13 years old, Phan Boi Chau Secondary School).

IMPLICATION FOR FUTHER STUDIES

There is still a gap between children and parents, teachers and care givers in context of education and communication. Therefore, responsible persons need to take more time to listen to children. It also means that policy makers should consider this as a key point when developing child protection policies which involves parents, teachers and care givers to children's issues.

Life skills play important role in the development of a child but Ministry of Education and Training does not approve for this subject to be taught in school system. As a result, it contributes to increase the seriousness of children problems. Moreover, children have got to learn life skills from centers which maybe not qualified. Thus, this research has suggestions as below:

Firstly, develop a plan and roadmap to introduce children's rights, life skill to education program, at the same time increase the time to teach these knowledge and skills in the curriculum at all levels, especially the secondary schools and high schools.

Secondly, develop specific interventions to improve knowledge, skills and attitudes for those who directly care for or work with children, including parents, caregivers, teachers, and staffs in the community. school. In particular, it is necessary to change the attitudes of adults, to ensure that they listen to and respect children when receiving information and providing services. It is necessary to add the target group of teachers and school staff in educational communication activities. Schools and educational institutions need to equip 100% of teachers and staff with knowledge about children's rights and child protection, child abuse prevention skills, positive discipline methods, and communication skills with children.

DATING VIOLENCE AMONG STUDENTS AT UNIVERSITIES IN VIETNAM

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ABSTRACT

In Vietnam, dating violence is no longer a strange issue but has not really attracted the attention of policy makers as well as researchers. Meanwhile, survey results show that dating violence among students is taking place at an alarming rate when up to 9 out of 10 students have suffered at least one type of violence by their date. However, students' awareness of dating violence is still limited. There are students who do not know that the behaviors they are suffering from by their date or that they are doing with their date are acts of violence.

Keywords: Dating violence, students, dating violence among students in Hanoi

INTRODUCTION

While dating relationships are an important part of adolescence, unfortunately not all of these relationships are healthy (Taylor BG, 2016). The majority of young people experience some form of violence in their dating relationships (Marina M. Mendoza, 2018). For college students, dating violence and abuse is a risk factor that exposes the victim to abuse in later relationships and marriage. (Washington University in ST. Louis, 2021).

In Spain, dating violence is recognized as a fairly common phenomenon (Alisa Smith, 2005). In Portugal, since the 1990s there has been an awareness of the seriousness and increase of dating violence (Beserra MA, 2016). In the US, studies show that dating violence affects millions of teenagers each year (National Center for Injury Prevention and Control, 2018). According to the survey results of Kann L et al. (2017), 1 in 11 female adolescents and 15 male adolescents experienced physical violence in the past year; 1 out of 9 female high school students and 36 male high school students experienced sexual violence in the previous year (Kann L, 2017). Even by the 4th year of college,

88% of women had at least once become a physical or sexual victim (Smith PH, 2003).

In Vietnam, dating violence is no longer a strange issue but has not really attracted the attention of policy makers and researchers (Ychange, 2017). Research on gender-based violence has also mainly focused on domestic violence and child sexual abuse (ISEE, 2019). In the context that information about dating violence in general and about dating violence for university students is scarce, this study is interested in the current situation of dating violence among students at three universities in the capital, Hanoi. In this article, we do not delve into the causes or effects of dating violence, but rather focus on describing the prevalence of dating violence among students and comparing the prevalence in dating violence between student groups at three universities in Hanoi, Vietnam.

METHODOLOGY

Research design

The research results were obtained through qualitative research in the form of an online survey conducted with 492 students studying at 3 universities in Hanoi, The Trade Union University, Thuy Loi University. and The Banking Academy. These three universities were selected because of their different specialities. The Trade Union University trains students in the economic, technical and social sectors; Thuy Loi University is focused on technical disciplines, and The Banking Academy's curriculum is focused primarily on economics. This research was conducted in May 2021.

Dating relationship violence is defined as coercive and abusive behavior used by one person in a relationship to gain power and control over another. Dating violence can take many forms, including physical violence, coercion, intimidation, control, isolation, and emotional, sexual or economic abuse (Washington Universtity in ST. Louis. 2021). In this study, dating violence was further defined in four forms: physical violence, sexual violence, emotional violence, and isolation and control of the dating partner. Specifically, physical violence is the act of causing injury to the dating object. Sexual violence is the act of forcing a date to engage in any kind of sex without their consent; or date rape. Mental violence is the act of cursing and disparaging the dating object or threatening or intimidating the dating object; unreasonable jealousy; blaming the date for unwanted attention or clinging after a breakup. Violence

through isolation and control includes behaviors such as controlling the dating object's personal information on technological devices (smartphones, computers...); controlling the social network relationships of the date; taking control of the date's real-life relationships; isolating the date from family and friends; controlling the date's financial spending. The status of students' dating violence was assessed through a questionnaire consisting of 15 questions related to students' personal characteristics, students' understanding of dating violence, types and levels of dating violence experienced and the level of dating violence committed by the student or his/her own date with his/her date.

Data Analysis

Data from the questionnaire were analyzed using SPSS software (version 22.0). With descriptive statistics. The results are described by calculating frequencies and percentages. Chi-Square tests was performed between identifier-identifier variables with the level of $p<0.05>$. Mean T-Test (with 2 known values), ANOVA (with 3 or more variables) and mean scores were used to compare content related to violence and the dating power of different groups of students. The average score is calculated as follows:

Average	Explanation for levels of understanding about dating violence	Explanation for popularity levels about dating violence
1.00 – 1.80	No understanding	Totally not popularity
1.81 – 2.60	Less understanding	Less popularity
2.61 – 3.40	Neutral	Neutral
3.41 – 4.20	Understanding	Quite popularity
4.21 – 5.00	Totally understanding	Totally popularity

KEY FINDINGS

General information on survey samples

Table 1: General information on survey samples

	Frequency	Percent
Total	492	100.0
Universities		
1. Trade Union University	262	53.3

2.	Banking Academy	113	23.0
3.	Thuy Loi University	117	23.8
Year of study			
1.	First year	183	37.2
2.	Second year	96	19.5
3.	Third year	116	23.6
4.	Last year	97	19.7
Sexuality			
1.	Male	206	41.9
2.	Female	286	58.1
In dating or not			
1.	Not yet	57	11.6
2.	Used to	262	53.3
3.	In dating	173	35.2

The individual characteristics of the survey subjects are independent variables for comparison of dating violence between groups. Among the 492 students participating in the survey, 53.3% are currently studying at Trade Union University, 23.0% are students at Thuy Loi University and 23.8% are students at The Banking Academy. There are 206 male students accounting for 41.9% and 286 female students accounting for 58.1%. The number of first-year students participating in the survey accounted for the largest proportion with 37.2%, followed by 23.6% of third-year students, 19.7% of final-year students and 19.5% of second-year students.

Regarding dating status, 11.6% of the students participating in the survey said that they have never been in a dating relationship; 53.3% said that they have been in a dating relationship but are currently not and 25.2% said they were in a dating relationship. Thus, acts of dating violence will be analyzed on the basis of a survey of 435 students who have been and are in a dating relationship.

Levels of understanding about dating violence

Table 2: Levels of understanding about dating violence

Total	Mean	N	Std. Deviation	P
	2.85	492	1.031	
Universities				
1. Trade Union University	2.87	262	1.052	
2. Banking Academy	3.30	113	1.008	P=0.000*
3. Thuy Loi University	2.35	117	.758	
Year of study				
1. First year	2.83	183	1.125	
2. Second year	2.79	96	.962	
3. Third year	2.84	116	.992	P=0.499
4. Last year	2.95	97	.961	
Sexuality				
1. Male	2.81	206	1.044	
2. Female	2.87	286	1.022	P=0.501
In dating or not				
1. Not yet	2.32	57	1.088	
2. Used to	2.84	262	.929	P=0.000*
3. In dating	3.03	173	1.099	

With mean equals to 2.85, it shows the general tendency of students participating in the survey to rate their own understanding of dating violence at an average level. 7.9% of students said they had never heard of dating violence, 32.5% had heard but did not understand clearly, 31.9% had heard and partially understood, 22.2% have heard and quite understand and 3.5% understand well about dating violence. There is a slight difference in Mean of Men (2.81) and Mean of Women (2.87). Independent Sample T-Test results with P=0.501>0.05 also show that there is no difference between men and women in assessing their own understanding of dating violence.

Although there is a difference in the mean score of the level of understanding among students from year to year, this difference is not significant. Final year students have the highest average score in understanding (2.95), followed by third year students (2.84), freshman (2.83) and sophomore

(2.79). The results of ANOVA test with P=0.499>0.05 show that there is no difference between students studying over the years in assessing their own understanding of dating violence.

With P=0.000<0.05, it shows that there is a difference between students in the three schools participating in the survey on the level of understanding of dating violence. Students who are studying economics at The Banking Academy have the highest level of understanding with a mean=3.30. Next is the university students Trade Union - a multi-disciplinary training school with a mean=2.87 and the lowest is engineering students at the Thuy Loi University with a mean=2.35.

The most obvious difference was between the groups with different dating status. For the group of students who had never been in a dating relationship, a mean=2.32 indicates a low level of understanding of dating violence. Next is the group of students who used to have a dating relationship but not currently with a mean=2.84. The group of students with the highest level of understanding of dating violence is the group in a dating relationship with a mean=3.03. With P = 0.000, the ANOVA test results also show that there is a difference between the student's dating status and the level of knowledge about dating violence. Thus, students who are in a dating relationship have a higher understanding of dating violence than students who have dated but are not currently dating, and higher than those who have never dated.

Perception of the prevelance of dating violence

When asked to rate the prevalence of dating violence among students today, 8.5% of students participating in the survey said that dating violence is a very common phenomenon among students. Almost thirty percent of students chose the popularity option. Occupying the highest rate with 42.1% of students think that dating violence among students is now normal. Only 18.9% of students think this is a less common phenomenon and 1.6% think that there is no phenomenon of dating violence among students. With a mean of 3.24, it shows that the general tendency of students to rate the prevalence of dating violence among students is only moderate (see chart number 1).
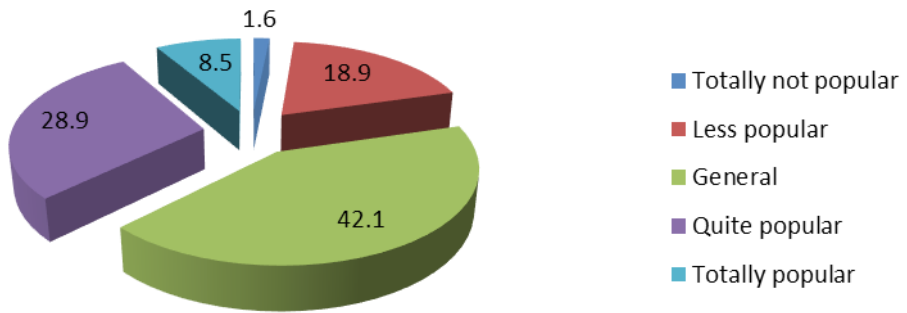
To learn more deeply about the prevalence of dating violence among students, the research team conducted surveys from two angles: first, to find out how many students were victims of dating violence and the second perspective, the number of students who were perpetrators of dating violence. Research results are shown in Sections 3.3.1 and 3.3.2.

Students – victims of dating violence

Figure 2: Experience dating violence (%)
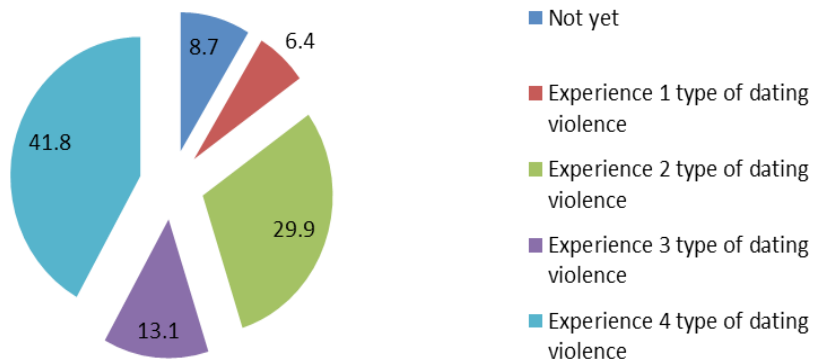
The survey results are shown in Figure 2. The results show that, out of 435 students who have been in a dating relationship, 91.3% said they have experienced at least one type of violent force exerted by the date. Close to 42% of students reported that they had experienced all 4 types of violence, 29.9% suffered from 2 types of violence, 13.1% suffered from 3 types of violence and 6.4% suffered from 1 type of violence. Only 8.7% said that they had never been subjected to any violent acts by their date. In terms of each type of violence, mental violence accounts for the highest rate with 69.4%.

Students who have been and are in a dating relationship who have been sexually violated by their date.

Table 3: Experience dating violence by sexuality

	Male		Female		P
	N	%	N	%	
Physical violence	139	77.2	156	61.2	P=0.000
Sexuality violence	138	76.7	157	61.6	P=0.001
Mental violence	113	62.8	189	74.1	P=0.011
Isolation and control	116	64.4	179	70.2	P=0.206

With P<0.05, the test results show that there is a difference between male and female students in being physically violent, sexually violent, and mentally violent. However, with p=0.206>0.05, it shows that there is no difference between male and female students in being isolated and controlled by the dating partner.

Previous studies have shown that women are the main victims of acts of gender-based violence (Krug EG, 2002) in which physical and sexual violence during dating is quite common for women (Beserra MA), 2016). However, this study has inconsistent survey results compared with previous studies. The rate of women experiencing emotional violence is higher than that of men, but the rate of women experiencing physical and sexual violence is lower than that of men. While 77.2% of male students reported that they had experienced physical violence by their partner and 76.7% experienced sexual violence, the percentage of female students reported that they had a lower amount of both physical and sexual violence (61.2% and 61.6% respectively.)

Table 4: Experience dating violence by universities

|	Trade Union University		Banking Academy		Thuy Loi University		P
	N	%	N	%	N	%	
Physical violence	123	55.4	74	71.8	98	89.1	P=0.000
Sexuality violence	115	51.8	83	80.6	97	88.2	P=0.000
Mental violence	148	66.7	86	83.5	68	61.8	P=0.001
Isolation and control	142	64.0	87	84.5	66	60.0	P=0.000

With P<0.05, it shows that there is a difference between students attending schools in terms of amount of dating violence. Of the three schools, the percentage of students studying at Thoy Loi University - a technical school reported the highest percentage of physical and sexual violence by dating partners. Meanwhile, students at The Banking Academy - a school that trains economic majors accounted for the highest rate of being mentally violent and isolated and controlled by the subject.

Table 5: Experience dating violence by year of study

	First year		Second year		Third year		Last year		
	N	%	N	%	N	%	N	%	
Physical violence	66	42.9	61	73.5	86	79.6	82	91.1	P=0.000
Sexuality violence	64	41.6	67	80.7	82	75.9	82	91.1	P=0.000
Mental violence	93	60.4	53	63.9	83	76.9	73	81.1	P=0.001
Isolation and control	85	55.2	56	67.5	82	75.9	72	80.0	P=0.000

It is worth noting that in all types of violence there is a clear difference between students from year to year with an increasing trend over the years. The percentage of 2nd year students is more violent than the 1st year, 3rd year students are more violent than 2nd year, and 4th year students are more violent than 3rd year. but the percentage of final year students experiencing physical and sexual violence is twice as high as that of first year students. This proves that a student's number of years in college is directly proportional to the student's chances of of being abused by a dating partner.

Figure 3: Experience dating violence by dating status (%)
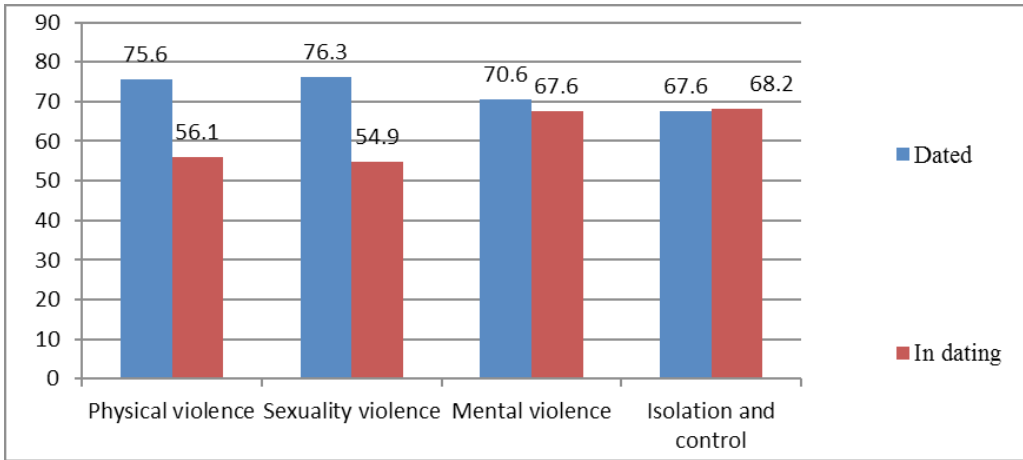
It is interesting to note that high percentages students in this study who have been and are no longer in a dating relationship and those who are currently in a relationship are subjected to violent acts by the dating partner. However, when asked to comment on their understanding of the prevalence of date violence among students today, with a mean of 3.24, it shows the general tendency of students to underestimate the occurrence of date violence. Only 28.9% think this phenomenon is quite common and 8.5% rate it as common.

Perpetrators of Dating violence

Figure 4: Number of dating violence type (%)
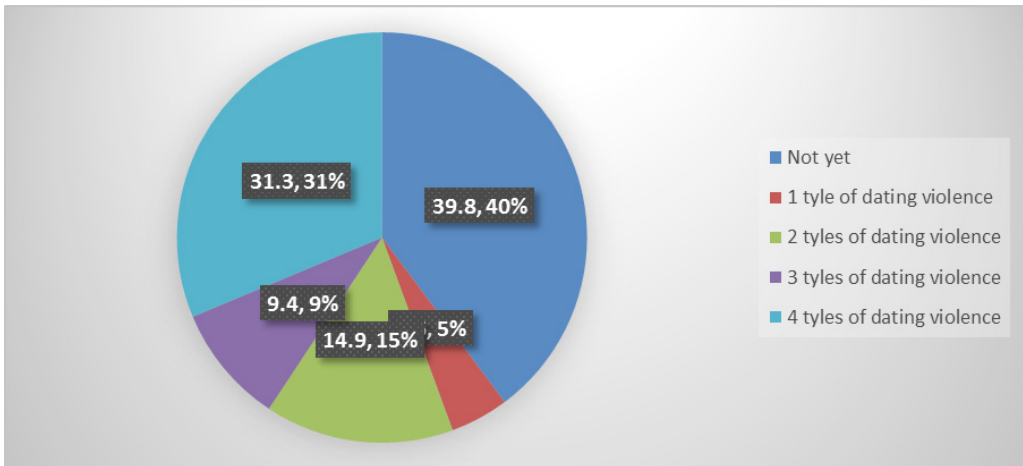
There is a large difference in the percentage of students who are victims of dating violence and students who are perpetrators of dating violence. The rate of students committing violent acts against their date is only two thirds

of the rate of students who have experienced violence by their date. However, with 60.2% of students reporting that they have committed at least one type of violence against their date and more than half of them committing all four types of violence, the result is significant and needs to be addressed by more research and programmatic solutions.

Table 6: Types of Violent behavior to boyfriend/girlfriend by gender

	Male		Female		P
	N	%	N	%	
Physical violence	90	50.0	62	24.3	P=0.000
Sexuality violence	99	55.0	66	25.9	P=0.000
Mental violence	124	68.9	121	47.5	P=0.000
Isolation and control	127	70.6	128	50.2	P=0.000

While there is a slight difference or even no difference between male students and students who are sexually abused by the subject, the survey results show that there is a significant difference between male students and female students in committing acts of violence against the subjects they date. It can be seen that the percentage of male students who commit violent acts with dating objects is higher than that of female students in all 4 categories. The percentage of male students who commit acts of physical and sexual violence is twice as high as that of female students and one and a half times higher than that of female students in the form of mental violence as well as isolating and controlling the object. The similarity between male and female students here is the type of violence committed by students. Among the types of violence, violence through isolation and control over the person you date is the one that both male students (70.6%) and female students (50.2%) do the most, followed by mental violence (68.9% of men and 47.5% of women), sexual violence (55.0% of men and 25.9% of women). Physical violence is the lowest percentage of violence committed by both men (50.0%) and women (24.3%) with their date.

Table 7: Dating violence by universities

	Trade Union University		Banking Academy		Thuy Loi University		P
	N	%	N	%	N	%	
Physical violence	65	29.3	50	48.5	37	33.6	P=0.003

	N	%	N	%	N	%	
Sexuality violence	65	29.3	65	63.1	35	31.8	P=0.000
Mental violence	126	56.8	75	72.8	44	40.0	P=0.000
Isolation and control	131	59.0	80	77.7	44	40.0	P=0.000

The results of the Chi-Square test with P<0.05 in all types of violence show that there is a relationship between the student's school and the student's performance of violent acts. The group of students currently enrolled in The Banking Academy accounted for the highest percentage of all four types of violence. The group of students attending Thuy Loi accounted for a higher percentage than the group of students attending The Trade Union University in physical violence and sexual violence, but on the contrary, the group of university students at Trade Union accounted for a higher proportion of students who commit mental violence and isolation and control as compared to students at Thuy Loi.

Table 8: Commiting violent behavor to boyfriend/girlfriend by year of study

	First year		Second year		Third year		Last year		
	N	%	N	%	N	%	N	%	
Physical violence	24	15.6	28	33.7	46	42.6	54	60.0	P=0.000
Sexuality violence	25	16.2	34	41.0	49	45.4	57	63.3	P=0.000
Mental violence	67	43.5	47	56.6	69	63.9	62	68.9	P=0.000
Isolation and control	68	44.2	49	59.0	74	68.5	64	71.1	P=0.000

In all 4 types of violence, the test results with P = 0.000 < 0.05 show that there is a difference between students' years of studying and committing violent acts with the object they are dating. Similar to the level of violence committed by daters, student groups' performance of violent acts increased with each school year in all four types of violence. While only 15.6% of first-year students reported that they had committed acts of physical violence, 60.0%, (four times) more of final-year students reported that they had committed acts of physical violence. Similarly, only 16.2% of second-year students reported that they had committed acts of sexual violence, but by the second year this number had more than doubled to 41.0%, in the third year, 45.4% and by the 4th year it increased to 63.3%. In the form of mental violence and isolation and

control, even in the freshman group, over 40% of students have committed these acts with their date. The percentage of students in the 2nd and 3rd years continues to increase. In the group of 4th year students, it increased to 71.1% in the group of violent behavior is isolation and control and 68.9% in the group of mentally violent behavior.

Table 9: Commiting violent behavor to boyfriend/girlfriend by dating status

	Used to dating		In dating		P
	N	%	N	%	
Physical violence	97	37.0	55	31.8	P=0.000
Sexuality violence	102	38.9	63	36.4	P=0.001
Mental violence	146	55.7	99	57.2	P=0.011
Isolation and control	150	57.3	105	60.7	P=0.206

In terms of dating status, with P=0.026, there is no difference in the performance of isolation and control behavior of the group of students who used to be in a relationship but are not currently (57.3%) and a group of students who are in a dating relationship (60.7). In other types of violence, with P<0.05, the results prove that there is a relationship between dating status and students' performance of violent acts. Thirty-seven per cent of students who have been in a relationship but currently are not, report that they have committed acts of physical violence. A lower proportion (31.8%) of students who are currently dating reported committing acts of physical violence. Similarly, in acts of sexual violence, the group that used to be in a dating relationship accounts for a higher proportion with 38.9% compared to the group that is in a dating relationship with the rate of 36. 4%.

IMPLICATION FOR FUTHER STUDIES

The survey results show that the situation of dating violence among students is taking place at an alarming rate when up to 9 out of 10 students have suffered at least one type of violence by their date. Although the percentage of students committing acts of violence against their date is lower, the number is still worth considering when up to 6 out of 10 students are perpetrators of at least one type of violence against their partner. dating statue. This requires researchers and policy makers to pay attention to research and come up with appropriate policies to prevent the current situation of dating violence.

This study differs from previous studies in that the percentage of female students who reported that they experienced physical and sexual violence from their date was lower than that of male students. However, when asked about acts of violence committed by themselves against the subjects they date, the percentage of male students who commit acts of physical and sexual violence is twice as high as that of female students. Female were more likely (1 and a half times) to commit acts of mental violence and isolating and controlling. Thus, from a gender perspective, male students are both victims of dating violence but also perpetrators of dating violence more than female students. Therefore, it is necessary to focus on male students in activities to raise awareness about dating violence.

This study also shows that the number of years in college is proportional to the increase in the percentage of students experiencing violence as well as the percentage of students who commit acts of violence against their date. This shows that increasing time in college means increasing dating time and increasing dating violence among students. Students are an investment period for learning and preparing knowledge for future work. Therefore, every student needs to determine that studying is a top task, so it is necessary to invest time in learning activities instead of dating related activities.

An important point is that although the percentage of students experiencing violence and the percentage of students reporting that they have ever been violent with their date is very high, the overall trend of students participating in the survey to assess the prevalence of dating violence among students is only moderate. In addition, students' own understanding of dating violence is only average. They cannot identify what dating behavior is. Therefore, it is important to teach students about this subject in school. Therefore, families, schools, youth unions and student unions need to promote extra-curricular activities and propaganda activities to raise awareness and understanding about dating violence for students so that students can may avoid and refrain from engaging in dating violence.

In comparison between groups, there was no difference between male and female students in understanding of dating violence. There is no difference in the level of understanding of students studying over the years. The test results show that the most obvious difference is in the dating status of students. The group of students who were in a dating relationship had a higher level of understanding about dating violence than the group of students who had been dating but were not currently, and higher than the group who had

never dated. There is also a difference between groups of students who are attending different schools and students'knowledge about dating violence and experiencing or perpetrating violent acts. Students attending The Banking School have the highest level of understanding. This school also has the highest percentage of students experiencing violent dating and committing violent acts with a date. This result shows that understanding about dating violence may not be decisive factor for students' acceptance of being violently dated and students being violent with their dating partners. Meanwhile, victims of dating violence often hide and do not report to the authorities as well as share with those around them due to fear of condemnation or discrimination. Therefore, the state needs to strengthen propaganda activities to raise people's own awareness so that people do not discriminate and are willing to accept and share with students when students experience dating violence.

In Vietnam, in order to encourage gender equality and eliminate gender-based violence, the government has developed a rather progressive legal framework and related policies (Gender Equality Department - Ministry of Labor, Invalids and Social Affairs and UNFA, 2014), but there is no definition of dating violence in the Vietnamese legal system. Therefore, besides the general legal framework on violence, there should be specific regulations on dating violence. There should be appropriate sanctions for acts of dating violence. Through their activities, universities need to take measures to propagate and educate to raise students' understanding and awareness about dating violence so that students can take appropriate prevention measures. For students themselves, it is necessary to have sympathy, share and respect for each other as well as to respect the provisions of the law with the object they date. When being abused by a violent date, students should condemn and denounce instead of accepting and accepting violent acts. In Vietnam, in order to promote gender equality and eliminate gender-based violence, the government has developed a rather progressive legal framework and related policies (Gender Equality Department - Ministry of Labour, Invalids and Social Affairs and the Ministry of Labour, Invalids and Social Affairs). UNFA, 2014), but there is no definition of dating violence in the Vietnamese legal system. Therefore, in addition to the general legal framework on violence, there should be specific regulations on dating violence. There should be appropriate sanctions for acts of dating violence.

In terms of students' dating status, in general, the group of students who used to be in a dating relationship but are not currently dating had a higher

rate of being abused by a dating partner than the group that was in a dating relationship. It suggests that schools should organize training to provide students knowledge about dating violence. Besides, communication should also be applied to raise their awareness. Moreover, due to dating violence is still a quite new topic, thus, it needs more research to clarify problems around dating violence.

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Call for Article Submissions

In the meeting of ASEAN Social Work Consortium in Manila at the beginning of this year, Indonesia was proposed to publish an ASEAN Journal. The journal will be published twice a year.

We are looking forward to the participation of you to submit an article which is a critical research paper or results of research in the feld of social work.

The requirements are as follows:

1. The manuscript has never been published nor submitted for publication to another journal.
2. The manuscript is the result of research conducted fve years ago at the latest.
3. The article is a critical analysis of certain issues in the feld of social work.
4. The article should include and be formatted according to the following structure: title, author's name with academic degree, abstract of a maximum of 75 words consisting of purpose, methods, research results, keyword; introduction that consists of the background, the research objectives, methods, a concise review of the literature; research results and discussion; conclusions and suggestions; and list of references.
5. Article must be single-spaced, in 12-point Arial font, and should not exceed 20 pages.
6. Article is written in English.
7. Referral sources used must be within last 10 years of publication. Referral pre ferred are primary sources of research reports or research articles in scientifc journals and magazines.
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