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THE ESSENCE OF THE ROLE OF SOCIAL WORKERS IN FACING THE POST-PANDEMIC 5.0 INDUSTRIAL ERA IN ADVANCED INDONESIA: A STUDY OF CONCEPTUALIZATION

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ABSTRACT

Social workers in particular tend to recognize the importance of the social dimension of human experience. We seek to overcome the powerful cultural and economic forces that promote excessive egocentricity by developing strengths and skills in empathic understanding, communication, and accuracy. The purpose of this article is to examine The Essence of the Role of Social Workers in Facing the Post-Pandemic 5.0 Industrial Era in Advanced Indonesia: A Study of Conceptualization. The analysis uses micro-mapping of various phenomena based on the pandemic in Indonesia. We recognize that our efforts to help others overcome problems and pursue goals are more effective when we truly experience and express authentic empathy. In social work, however, we make a distinction between empathy and some emotional response. Social workers tend to view empathy as conscious and intentional joining others in their subjective experiences. It involves being present intellectually and emotionally, being responsive/caring, and responsive in relationships. However, empathy is not an expression of feeling for or feeling for what it is if we feel sorry for another person. Nor is it a diagnostic or evaluative assessment, empathy concerns thoughts and feelings as and with others.

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1 INTRODUCTION

In the news on the Metro TV website it is explained that the government's ability through Ministry of Social Affairs in dealing with social problems in the last five years only reach an average of about 8% of Total People with Welfare Problems Social Affairs (PMKS) which reached 15.5 million souls. From these

facts, it is necessary profession that plays a very important role in as described by Zastrow (2004) in Introduction to Social Work and Social Welfare, has illustrates that the main profession most involved in the development social welfare is Social Work. In addition, Zastrow also explained that social work as a profession has the main functions and duties to provide services in order to achieve people's social functioning through social interaction process.

"Social work is as leading profession in giving social services to help people, individually, in groups, family, as well as society, in solve social problems he faced. It is this responsibility that become the main mission of Social Worker. Mission Social Worker is not just help with troubleshooting, but also created conditions basic social support achievement of that goal. That matter Humans need to be able live life functionally in the face of social change this fast one." (Zastrow, 2004: 13) Moreover, in that reference other definitions are presented.

The National Association of Social Work (NASW) defines social work as professional activities help individuals, groups, or communities improve or restore their capacity to social function and create social conditions profitable for this purpose. Social work practice consists of professionals social application of work values, principles, and techniques for one or more to help people get real service (for example, involving providing food, housing, or income); provide counseling and psychotherapy with individuals, families and groups; help the community or group provide or improve services social and health; participate in relevant legislative process. (NASW, 1973, p. 4-5).

NASW reports that Bob Etheridge (D-N.C.) as the representative of the people gave respect for social workers. She share with speakers from the US House of Representatives and comment as follows: "Social workers influence our lives in many ways. Their work touches us all as individuals and as a whole public. They are educated, highly trained, and committed professional. they work in family and health services mental community institutions, schools, hospitals, nursing homes, and more other private and public institutions. They listen, they care. And most importantly, they help those in need." (Vallianatos, 2012).

Currently in Indonesia it is estimated that there are more than 36,000 professional Social Workers graduates from 37 universities carry out job education Social/Social Welfare. Most of the of the number of professional Social Workers are members of the Workers' Association Indonesian Social Professionals (IPSPI). Lots of them work in Non-Governmental Organizations National Society (NGO) and International. Most of them work in Government Agencies and service institutions good social welfare belonging to the government and community (private).

Based on the Social Worker population data, It is also known that data up to May 2013 the number of Functional Social Workers 1,154 people who work in government agencies center and area. 2014 as many as 15.5 million families, while the current number of Social Workers is around 15,522 person. Thus it is still necessary around 139,000 Social Workers. Continuous need for social workers increased to deal with Persons Social Welfare Problems (PMKS) totaling 15.5 million households not balanced with college graduates social welfare and fans community to attend education work/social welfare, this is wrong One is because the community has not recognize social work as a profession that professional, people know better social work as a charity activity.

They are of the view that the field of this work can actually be done by anyone, not necessarily from graduates social work education. This is also what then can lead to quality service and problem solving become not optimal and achieve good results expected. This is explained on the P4S website Ministry of Social Affairs (accessed on October 1, 2014 at 14:07 WIB). In the situation and conditions of development social problems and public demands towards policy and program orientation social welfare development rests on justice for all and protect human rights when in the future, energy is needed social work professional.

If the Labor ratio Social Worker with people with at least one social welfare problem compared to 100, then the need for Workers Social media in Indonesia is at least as much as 155,000 people. Estimated number of PMKS per year this is meant for differentiate from those who work in social work but not come from graduate work education social. However, this is unavoidable because in reality many fields social work done by them who do not come from education graduates social work. Land that should be carried out by the social work profession will taken over by other professions.

The land in question is the realm of jobs that require expertise specific and can only be done by social worker. Many fields of work Social workers who are currently still being worked on other professions, such as psychologist, nursing and other professions. Social worker indeed profession that uses the heart, but the bill will strengthen the position of social workers professional and helpful as a form social work

practice accountability to the wider community. In some cases, we even find activists in the field of ¹³social work that is not comes from social work education successfully organized Activity 5% positions that can be applied by scholars from all majors.

Only two positions possible, namely social workers and Social instructor. "If for other positions" already many, such as auditors. and second the position (Social worker and extension worker) social), is also not very specific," said Lots important pillars that have been built to develop Work practice Social in Indonesia. There is already a law that require the Social Work profession to implement practices, such as (a) Law No. 11 2012 on the Criminal justice system Children who mandate assistance Social Worker for conflicted children with the law, (b) the Law on National Education System or better social services. Both conditions it further weakens existence social work as an area of expertise Specific.

Plus, at this time the social worker position can filled by all majors to enter CPNS in several provinces. Based on my opinion, This happened partly because of the absence of regulations that stipulate that the real work specifically can only be done by social workers cannot be handed over to by them who are not social workers. Based on the official website of KemenPAN-RB, There are 11 positions that can be applied for by Bachelors from all majors respectively agencies are, Policy Analysts, Planners, Auditor, Supervisory Organizing Affairs Local government, Self-Help Society, idyaiswara, researchers, workers social workers, social educators, engineers, and Examiner.

"For government agencies that haven't allocated formation for 11 positions that can be applied to by scholars from all the majors so that soon allocate it," said the Bureau Chief Law, Communication and Public Information Ministry of PANRB Herman Suryatman. But unfortunately, until now many central government agencies and areas that have not been allocated for regulation its derivatives expect work practices Social work in schools, (c) ¹⁹Law No. 4 of 1997 concerning Persons with Disabilities, (d) Law No. 5 1997 concerning psychotropics; Law No. 13 2011 concerning the handling of the poor.

Law No. 11 of 2009 concerning Social Welfare, be a guide major in the creation of the system framework social welfare in Indonesia. This law mentions social workers as "the primary profession" in social welfare administration. System well-being social, as contained in Law No. 11 of 2009 is a systematic direction in achieving conditions to be addressed. However, this law contain many weakness. The implementation of social welfare that mandated by Law No. 11 of 2009 about Social Welfare has not regulated Social Work Practice Standards in Indonesia.

There is a need for standards registration, accreditation, and certification. Institution Indonesian Social Worker Certification (LSPSI) and Institutional Accreditation Board Social Welfare (BALKS) as pillar controllers of social work practices and social welfare service institutions has been formed ¹⁷ and will continue develop. Therefore, to make it happen it takes some effort to One of them is through writing This article is expected to change audience paradigm of social workers as a profession as well as the field of practice of social workers will be more recognized by all parties.

2 LITERATURE REVIEW

⁸ The Existence of Social Workers as a Profession

Zastrow (2004) in Introduction to This responsibility is the mission major Social Worker. Worker's main mission Social is not just helping troubleshooting, but also Create conditions basic social support achievement of that goal. That matter Humans need to be able live life functionally in the face of social change this fast." (Zastrow, 2004: 13).

Moreover, in that reference other definitions are presented. ³ The National Association of Social Work (NASW) defines social work as professional activities help individuals, groups, or communities improve or restore their capacity for social function and create favorable social conditions for this goal. Social work practice consists of: professional application of social work values, principles, and techniques for one or more to help people get tangible services (for example, which involves the provision of food, housing area.

Social Work and Social Welfare, has been illustrates that the main profession most involved in the development social welfare is work Social. In addition, Zastrow also explained that social work as a profession has main functions and ¹³ duties to provide services in order to achieve social functioning people through the process of social interaction. "Social work is as leading profession in giving social services to help people, individually, in groups, in families, and society, in solving social problems they face.

¹ Or income); provide counseling and psychotherapy with individuals, families and groups; help the community or group provide or upgrade social and health services; participate in the legislative process relevant (NASW, 1973, p. 4-5). In addition, social welfare is a country's program system, benefits, and helpful services people, economy, education, and basic health needs for community maintenance. Reid (1995) describe well-being social as "ideas, that ideas become".

One of a decent society which provides opportunities for work, provide great security natural from desire and assault, Prioritize honesty and evaluation based on individual merit, and productive economy and stability" (p. 206). Then, how about social welfare? And profession social related? substance, school, and correctional. Context others to practice social work is rural social work, social work police, and forensics social work.

Social Work and Discipline Other

Fundamentals of social work professional is knowledge Skills, Simply put, social work works to improve the economy and social welfare of society. Focus social workers are not the only ones in social welfare sector just. However, this means covering health, education, recreation, services, and community safety.

Social Worker Career Continuity

There are different ways to see progress through a social work career. Some of the advancements of social workers through series of levels. Degrees in social work includes baccalaureate, masters, and doctorates. Social work is a professional activity for help individuals, groups, or society improve and values. Knowledge is not only from workers social but also from various disciplines knowledge that focuses on understanding community needs and behavior.

⁶ This includes psychology, sociology, political science, economics, biology, psychiatry, counseling, and cultural anthropology. Social workers use knowledge taken from each field, in relationship with Skills social work and values, for help individual, family, groups, organizations and society solve problem and or improve their quality of life. restore their ability to function socially and create conditions profitable social cause this. Social welfare is a system a country program, benefits, and services that help people meet social people, economy, needs education, and health are important for community maintenance.

The Uniqueness of Social Work

² Other fields do some the same function as social work. For example, the mental health of doctors in psychology, psychiatry, and counseling use interviewing skills, and some also use a approach plan. All of them, have in common the core of interviewing and skills counseling. However, social work involves more from just sitting with individuals, group, or family and solve some problems.

Field of Social Work Practice

Field of practice in work social, including children and family, elderly, disability, health, mental health, abuse have at least five major dimensions which makes it unique. First, ¹⁴ workers Social media can focus on problems or complex problem ² groups and difficult. social workers do not refuse to work with clients or refer them to another place because the clients have characteristics. For example, there may be a family where abuse sexual intercourse occurs, and the abuse that must be stopped. Likewise, maybe there is a community where the crime rate Teenagers are rampant, and something should be done. Not every problem can be solved, but some can be—or at least be alleviated.

Social work practitioners are equipped with repertoire of skills to help they identify and check problem. They then made choices about where the ¹⁶ business can be the best to direct. The second dimension that makes social work that is unique is that it often targets the environment includes the client, and not the client itself for the change. Sometimes service not available or difficult to gain, unfair policies, or people being bullied by others. ³

Administrators and people in power don't always have motivation or insight to initiate change that needed. Social workers should look at ¹¹ where change is very important outside individuals and work with the environment to enforce the changes. The third dimension that makes unique social work related to environ-

mental targeting¹² that is, workers social workers often feel the need to advocate for their clients. Defense actively intervene to help clients get what they need.

The most frequently, This intervention focuses on the "relationship between client and 'system' is unresponsive (Epstein, 1981, p. 8). The client has determined needs, and social institutions, organization. Unresponsive system must pressure to make changes so that needs can be met. The fourth dimension that makes unique social work is emphasis on and adherence to core professional values. NASW Code of Conduct focuses on the individual's right to make free choices and have quality of life (NASW, 1999). The employees Social media doesn't force a way of thinking or certain people act. Otherwise, they help people make own decisions about how to think or act.

The five dimensions make work unique social relationships with core values social work¹⁵ is how importance for clients in making their own decisions. The employees Social media doesn't track specific ways of thinking¹³ or act someone. Otherwise, they train in a partnership with clients, create and implement plan together. Most other professions emphasize authority and professional expertise, on one hand, and the client's subordinate status as service recipient.

Educational Objectives, Curriculum, and Social Work Competence Next, comes the question main: "What about identity social worker" Knowledge and what abilities do they have. Both factors play a role in determining identity and is a basic question ask from many professions. Of course, people also want to know if they deserves legitimacy. Reiner Wendt, representative of Ecological Theory Social Work in IUC Journal of Social Work ask: How do we create social work identity, if in the image professional self every field of work describes itself as a specialty social work? Counseling, service clinical social work, community social work, all claim a certain identity.

Do they have anything in common. What type basic pattern that can be usually required in licensed as a social worker. Policy CSWE Education and Accreditation Standards (EPAS) emphasizes that the work program must reflect the values certain throughout their curriculum. EPA stated that "service, justice social status, dignity and worth of a person, the importance of human relations, integrity, competence, human rights, and scientific research is one of the values the core of social work" (CSWE, 2008b, Thing. 2).

The EPA also defines 10 regions who graduated from a social work program must have competence. Competence is "practical behavior" measurable knowledge which consists of sufficient, skills, and values, as well as have a purpose to practice effective. The following sections describe each competencies and identify areas in the traditional curriculum of work social. The first five competencies involves knowledge, skills, and clear values throughout the curriculum social work. The last five competencies related to traditional content fields or courses in social-programs social work research, behavior human and social environment, policy social welfare, as well as practice social work⁴ (competencies 9 and 10).

Describe from social workers, how does a social worker see own identity. Dr. Heiko Kleve, member of DBSH indicates that this identity is social work identity. Openness, fragility, and ambivalence are social work character. We must say goodbye to image idealist. The point is that we don't can have a uniform identity - but if this is not possible, and discussion is not will stop, it will still be difficult to create a foundation of professionalism for a social worker.

One way to understand social work by reviewing content and expectations in accreditation social work curriculum program. Social Work Education Council (CSWE) is an accreditation organization social work programs across America Union. Accreditation is the official designation by an authorized body (in this case, CSWE) that the education program meet the specified standards. This matter a. Competency 1: Identification As a Social Worker professionals must "serve as representatives" profession, its mission and core values" (CSWE, 2008b, p. 3).

They must have knowledge of history and social work development. They have to do it yourself in ethics, professionally, provide service effective for clients and respect client's right to self-determination. In practice, social workers must advocate on behalf of when the service their client or upgrade policy provision government service creative analysis of suppositions for determine for yourself what is really right or what is the best choice among existing alternatives.

This also concerns ability to communicate with clear and needed. They must Keep going develop their skills and acquire new knowledge throughout their career to serve clients. Finally, they have to seek help from supervisors and consultants when needed. b. Competency 2: Social Application You may have noticed that social work values and ethics very important for practical work social. They help practitioners judge what is important or true in situations and provide guidance for make decisions and judgments good. Profes-

5 social workers must demonstrate competence in recognizing personal values. "Principles of reasoning ethical to arrive at principled decisions (CSWE, 2008b, p. 4).

In the code of ethics NASW mentioned earlier regarding some basic guidelines for practitioners social work, just like the Association International Social Worker International / School of Ethics for Social Work at Work Social. c. Competency 3: Critical Application The importance of critical thinking, this is effectively, both orally and in writing. c. Competency 4: Diversity Engagement in Practice 5 Diversity refers to different characteristics of people. The focus of the social work profession includes groups distinguished by "age, class, color, culture, disability, ethnicity, gender, gender identity and expression, immigration status, political ideology, race, religion, gender and sexual orientation" (CSWE, 2008b, p. 5). Every time a person can be identified as belonging a different group than some great others in society.

1 Because social workers have various kinds of clients, showing almost every types of needs and problems, they must be integrally familiar with the concept human diversity. As for the four aspects main. First, social workers must respect differences and focus on strength. Second, they must be sensitive against and overcome every difficulty and negative treatment clients may face because they belong to some diverse groups. Third, they must introspectively assess their attitude alone and trying to eliminate prejudices they may have. Fourth, social workers must look at themselves them as lifelong learners about many aspects of human diversity, especially the characteristics of the client.

Even prior to the COVID-19 pandemic, social workers were increasingly calling for and actively using information and communication technologies such as mobile text messaging interventions and digital momentary assessments in social work practice (Berzin et al., 2015). Harnessing technology for public good is one of the Grand Challenges for Social Work (Berzin et al., 2016). Yet, much of the concern regarding use of technology for social work has been focused on client privacy and the ethical ramifications of its use. Numerous articles have addressed the ethical concerns and competencies required to adequately implement social work interventions using tele-behavioral health (Berzin et al., 2015; Dombo et al., 2014; Mishna et al., 2014). The extent of tele-behavioral health use and training in social work prior to COVID-19 is relatively unknown. One study conducted in Israel found that only 4% of social workers had experience using electronic therapy (Cwikel & Friedmann, 2019). Although some social work scholars have suggested that there are likely low levels of telecommunication training in social work education programs (Berzin et al., 2015), as of 2017, 21 states included specific language on telehealth practice in social work scope-of-practice laws, suggesting that states have been moving to include this method as a standard practice (Page et al., 2017).

The COVID-19 pandemic fundamentally changed social work practice as hundreds of thousands of social workers had to quickly find ways to provide care despite shutdowns. Social workers have leaned on tele-behavioral health to ensure that clients have safe access to care during the pandemic. In this study, we sought to understand the extent to which social workers were able to provide tele-behavioral health services during the early pandemic and identify supports needed for social workers to continue this practice.

3 CONCLUSION

21 Social work is an activity professionals help individuals, groups, or society increase or restore their capacity to function socially and create conditions beneficial social. Field of practice in social work including children and family, elderly, disabled, health, mental health, substance abuse, school, and correction. Another context for Social work practice is work rural social, 18 social work police, and forensic social work.

Social work is built on various disciplines, including psychology, sociology, political science, economics, biology, psychiatry, counseling, and anthropology. Social work is unique because it focuses on the problem the most difficult people, often targeting the environment for change, emphasizes the need for client advocacy, based on the core of professionalism such as values, and emphasizes the importance of work in partnership with clients. Self development, mastery of technology more social work and activities Professionalism is a crucial thing that must be done immediately to answer the challenges faced by social workers, so that social work can recognized by the community widely, and also by other professions as a professional profession, no longer more charity/charity activities. At least there is ten competencies that must be possessed by social workers in practice.

As for the "IUC Journal of Social" that guides practitioners what they should and shouldn't can be done. 1 Third, solid foundation about techniques and skills provide instructions on how to work social workers must provide treatment and achieving goals. Fourth, social workers help people get the service that they need by connecting those with available resources. If appropriate resources are not available, social workers can

advocate for service development on behalf of their clients. Fifth, social worker participate in the legislative process for promote positive social change.

Social workers can also function as a witness/expert to educate legislators about client problems and needs, share opinions, be responsible social, and run it. Wilfried Ferchhoff developed three types of identity (three concepts) professionalism influenced by historical processes social worker identity, which consists of social worker as an altruistic person (product of Alice Salomon's time, 1872 - until 1930); social engineer; and workers social as hermeneutic-people. Suggestion from Uhlendorff Ferchhoff prefers type. The third is social workers as individuals hermeneutics. Uhlendorff suggests make use of for the type of identity, hermeneutic social diagnosis in progress help. On the one hand Uhlendorff stated that the diagnosis prevents cooperation between clients and professionals. Worker social and client work together as a team. They observe and interpret biography, conflict situation and client environment.

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