

**THE ROLE OF THE JOMBANG DISTRICT SOCIAL SERVICE IN  
SOCIAL PROTECTION AND CAPACITY DEVELOPMENT FOR  
PERSONS WITH DISABILITIES IN JOMBANG REGENCY**

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**ABSTRACT**

Currently, there are still many people with disabilities who face various problems in welfare. Likewise in Jombang Regency there are still many people with disabilities who experience welfare problems. Seeing the problems faced by people with disabilities, the central government and local governments both provincial and district/city continue to pay attention to people with disabilities to overcome their welfare problems. Jombang District Social Service in an effort to overcome social welfare , persons with disabilities have the duty and function to provide social protection and capacity building for persons with disabilities . The purpose of this research is to find out The Role of the Social Service of Jombang Regency in Social Protection and Capacity Development for Persons with Disabilities in Jombang Regency. The type of research used in this research is descriptive qualitative. The data sources used in this research are primary data and secondary data . Data collection techniques used in this study , namely observation , interviews , and documentation related to information in the field. The results showed that the Social Service of Jombang Regency had carried out its role in providing Social Protection and Capacity Development for Persons with Disabilities in Jombang Regency. Based on the results of field analysis, the role of the Jombang District Social Service refers to the theory of Gede Diva (Putra, 2015) , which states that an effective and optimal government role includes the role of facilitator, regulator, and catalyst, which is adjusted to Jombang Regent Regulation Number 49 of 2018 Regarding the Position, Organizational Structure, Main Duties and Functions and Work Procedures of the Jombang Regency Social Service.

**Keywords:** *Roles, Social Protection, Capacity Building, Disability*

## **A. PRELIMINARY**

According to the Law of the Republic of Indonesia Number 8 of 2016 concerning Persons with Disabilities, it explains that Persons with Disabilities are any person who experiences physical, intellectual, mental, and/or sensory limitations for a long period of time who in interacting with the environment may experience obstacles and difficulties in participating. fully and effectively with other citizens based on equal rights. Disability has many kinds or types, namely physical disability, mental disability, intellectual disability, and sensory disability. Persons with disabilities are considered a weak group and only need compassion from others because of the limitations or imperfections they have to do a job or daily activity. On average, people with disabilities come from low-income families, so the welfare of people with disabilities is very important to pay attention to and people with disabilities also have the same rights as other citizens.

Based on the Law of the Republic of Indonesia Number 11 of 2009 concerning Social Welfare , it explains that social welfare is a condition of meeting the material, spiritual, and social needs of citizens in order to live properly and be able to develop themselves, so that they can carry out their social functions. Welfare for persons with disabilities can be realized if the rights of persons with disabilities can be fully realized. The reality is that currently there are still many people with disabilities who face various problems in welfare, such as lack of access to information about the importance of rehabilitation, lack of facilities in helping people with disabilities to facilitate their daily activities and lack of access to work for people with disabilities and still lacking or limited skills possessed.

Lack or limitations possessed by persons with disabilities make them experience welfare problems, so persons with disabilities need to get empowerment or capacity development to increase their abilities and skills so that they are able to compete with other communities who do not have limitations. Empowerment for persons with disabilities is a strategy based on how important human capacity is in an effort to increase independence and ability. In addition, efforts to empower or develop abilities for people with disabilities are an effort to ease the burden of people with disabilities in achieving their welfare (Mulyanah et al., 2021) . According to Daulay (Affandy, 2021) , empowering or developing persons with disabilities is a strategy to increase the dignity of persons with disabilities who are in a weak situation and to make them independent by relying on their abilities.

The Indonesian government continues to make various efforts to overcome disability problems by empowering or developing abilities for people with disabilities. The Ministry of Social Affairs in an effort to develop the ability of persons with disabilities is carried out through the disability center. The Ministry of Social Affairs through 19 disability centers provides direct services to persons with disabilities by providing job training, facilitating special needs, as well as providing permanent job opportunities for persons with disabilities in workshops which are managed commercially (Cakrawalanews.co.id, 2021) . In addition to providing training, the Ministry of Social Affairs also provides Social Rehabilitation Assistance (ATENSI) assistance worth Rp. 977,601,600 for

children, persons with disabilities, the elderly, victims of drug abuse and prostitutes (Kemensos.go.id, 2021).

Seeing the problems faced by people with disabilities, the central government and local governments both provincial and district/city continue to pay attention to people with disabilities to overcome their welfare problems. In Jombang Regency the agency responsible for addressing social welfare including disability welfare is the Jombang Regency Social Service, as contained in the Jombang Regency Regional Regulation Number 14 of 2016 concerning the Implementation of Social Welfare Article 1 states that the Service is the Jombang Regency Social Service.

It is known that there are still people with disabilities in Jombang district who experience welfare problems and need attention from the local government. Supeno became a physically disabled person after an accident that caused his leg to be amputated. After the accident, which caused his leg to be amputated, his small family's economic condition was shaken and even his first child could no longer attend formal education. And Supeno with such conditions really needs training because he does not have any expertise and hopes that from this training he can earn a better living (kabarjombang.com, 2021) . In addition, it is also known that there are still people with disabilities who do not receive assistance during the COVID-19 pandemic. Sugiarto, a person with a disability, admitted that he did not receive any assistance related to COVID-19. This man with a disability works as a parking attendant and to make ends meet every day is the result of being a parking attendant and getting a generous helping hand (kabarjombang.com, 2020).

In this case, the role of the Jombang Regency Social Service is very much needed in overcoming the problems of people with disabilities in Jombang Regency. The following is data on the number of persons with disabilities in Jombang Regency:

**Figure**  
**Number of Persons with Disabilities in Jombang Regency in 2020**

NO	Kecamatan	Jenis Disabilitas												Total
		Cacat Fisik dan Mental	Cacat Mental Retradasi	ODGJ	Tuna Daksa/Cacat Tubuh	Tuna Netra	Tuna Netra dan Cacat Tubuh	Tuna Netra, Rungu, dan Wicara	Tuna Rungu	Tuna Rungu dan Wicara	Tuna Rungu, Wicara dan Cacat Tubuh	Tuna Rungu, Wicara, Netra, dan Cacat Tubuh	Tuna Wicara	
1	Bandar Kedung Mulyo	45	68	22	74	48	16	0	28	10	9	6	8	334
2	Bareng	45	86	19	95	36	2	2	27	9	8	2	13	344
3	Diwek	45	148	67	118	64	9	5	47	11	12	10	31	567
4	Gudo	50	97	27	59	38	7	5	20	12	4	5	15	339
5	Jogoroto	42	87	18	76	45	4	1	27	11	6	5	19	341
6	Jombang	52	97	32	117	55	8	0	27	15	6	6	25	440
7	Kabuh	40	42	6	75	33	7	6	48	15	2	1	26	301
8	Kesamben	33	68	42	91	48	6	6	52	20	0	2	24	392
9	Kudu	32	64	10	83	30	5	1	45	12	3	3	6	294
10	Megaluh	29	58	21	83	27	3	4	26	7	3	1	12	274
11	Mojoagung	58	113	48	121	54	14	3	24	13	7	2	16	473
12	Mojowarno	72	139	54	135	62	11	5	62	20	7	10	22	599
13	Ngoro	35	136	36	128	41	10	5	24	15	3	9	12	454
14	Ngusikan	19	44	14	60	16	8	1	23	4	3	3	5	200
15	Perak	37	63	29	79	47	6	2	30	10	7	3	15	328
16	Peterongan	54	95	36	129	35	7	5	39	11	11	2	15	439
17	Plandaan	27	64	20	45	29	6	1	16	12	3	3	19	245
18	Ploso	26	74	18	61	13	4	2	10	11	6	1	9	235
19	Sumobito	54	165	52	118	52	6	2	27	21	8	2	23	530
20	Tembelang	53	96	48	71	29	7	5	35	22	13	8	18	405
21	Wonosalam	14	42	20	62	18	1	4	22	8	4	2	18	215
	<b>Total</b>	<b>862</b>	<b>1846</b>	<b>639</b>	<b>1880</b>	<b>820</b>	<b>147</b>	<b>65</b>	<b>659</b>	<b>269</b>	<b>125</b>	<b>86</b>	<b>351</b>	<b>7749</b>

Source: Social Rehabilitation Division, Jombang Regency Social Service, Year 2021

Based on Figure 1.1, it shows that the number of people with disabilities in Jombang Regency is 7,749 people. Considering the large number of people with disabilities in Jombang Regency, efforts to improve the welfare of people with disabilities are needed so that they can live in prosperity. In addition, the following is data regarding the assistance received by persons with disabilities in Jombang district:

**Table**  
**Aid Data for Persons with Disabilities in Jombang Regency**

NO	Year	Help Type	Description/Amount
1	2019	3,360 Persons with Disabilities Social Assistance	The type of assistance package per person consists of: 1. Rice 5 kg 2. 1 liter cooking oil 3. Sugar 1 kg
2	2020	Disability aids	1. Wheelchair 35 units for 35 recipients 2. Crutches 6 units 3. Stick 29 units. 4. hearing aids 25 units

Source: Social Rehabilitation Division, Jombang Regency Social Service, Year 2021

Based on table 1.1, it shows that in 2019 the assistance received by persons with disabilities was social assistance in the form of basic food packages totaling 3,360 people, while in 2020 the assistance received was in the form of assistive devices for persons with disabilities which was approximately 95 units. It can be seen that the amount of assistance provided is not in accordance with the existing number of persons with disabilities so that there are still many persons with disabilities who have not received assistance.

There are still many disability welfare problems in Jombang district, such as there are still people with disabilities who have not and need skills training, there are still people with disabilities who do not receive assistance and the number of people with disabilities is still not evenly distributed. The Jombang Regency Government through the Social Service as the agency responsible for social welfare for disabilities has made efforts to provide assistance to people with disabilities. Jombang District Social Service based on Jombang Regent Regulation Number 49 of 2018 concerning Position, Organizational Structure, Main Duties and Functions and Work Procedures of the Jombang District Social Service through the section on Social Rehabilitation for children, the elderly and persons with disabilities in the field of social rehabilitation in an effort to address the welfare of persons with disabilities. by providing assistance and training. In addition, based on this regulation, the Jombang District Social Service, apart from providing capacity building, also has the task of providing social protection for persons with disabilities.

The large number of people with disabilities in Jombang Regency, the Jombang Regency Social Service has a role to provide social protection and capacity development for people with disabilities in Jombang Regency so that the welfare of people with disabilities can be better and their abilities can develop. Based on the background, the interesting problem is how is the role of the Jombang Regency Social Service in Social Protection and Capacity Development for Persons with Disabilities in Jombang Regency .

## **B. LITERATURE REVIEW**

### **Government Role**

According to Soerjono Soekanto, role is a dynamic aspect of position or status if someone carries out his rights and obligations according to his position, then that person carries out a role (Krisnada & Widodo, 2019) . According to Poerwadarminta, role is defined as an action or behavior carried out by an individual or group under certain conditions, where the action taken is an action that is expected to be carried out by an individual who has a position in the community order (Windasai et al., 2021) .

According to the Law of the Republic of Indonesia Number 23 of 2014 concerning Regional Government, regional government is the administration of government affairs by the regional government and regional people's representatives according to the principle of autonomy and assistance tasks with the principle of autonomy as wide as possible in the system and principles of the Unitary State of the Republic of Indonesia in 1945. The purpose of the Regional Government is the governor, regent or mayor and regional apparatus as elements

of regional government administration. Regional apparatus is an organization or institution in the regional government that is responsible to the regional head in the context of administering regional government.

In this study, what is meant by local government is the institution or agency that is fully responsible for efforts to improve the welfare of people with disabilities in Jombang Regency. The institution or agency referred to in this study is the Social Service of Jombang Regency which is in charge of assisting the regent in carrying out the function of implementing government affairs which are the regional authority in the social sector.

According to Gede Diva, stating that the effective and optimal role of government includes the role of facilitator, regulator, and catalyst (Putra, 2015) .

1) The role of the Government as a facilitator. As a facilitator, the government has a role in facilitating all programs carried out in order to achieve the objectives to be carried out such as empowerment programs, for example by providing training.

2) The role of the government as a regulator. The role of the government as a regulator is to make policies. As a regulator, the government has a function to maintain conducive environmental conditions. The government is the party that is able to apply the rules so that life can run well and dynamically. In carrying out the regulatory function, the government divides the policy-making authority into two, namely the authority of the central government and the authority of the regional government. 3) Government's role as a catalyst, Literally a catalyst is a substance added to a reaction with the intention of increasing the reaction speed. Based on this, the role of local governments as a catalyst is to accelerate the process of developing into a fast moving enterprise. To achieve the development of a fast moving enterprise, as well as a catalyst, local governments are sometimes involved in the process but are not involved in managing the whole process of change.

### **Empowerment**

Empowerment comes from the word "daya", which means strength or ability, which in English is known as " Power". Furthermore, it is said to be empowerment, because it has the meaning of planning, processes and efforts to strengthen or enable the weak (Yunus et al., 2017). According to Kartasmita (Mulyawan, 2016), empowerment is enabling and self-reliant the community, namely efforts to empower the community starting with creating an atmosphere that allows the community's potential to develop. From this understanding it can be said that empowerment is an action that begins with the creation of an atmosphere or climate that allows the potential of the community to develop with the aim of increasing ability and independence.

According to Nugroho (Hermawan et al., 2021), community empowerment is an effort to make the community independent through its potential capabilities. Empowerment refers to vulnerable and weak groups so that they have the strength and ability to meet their basic needs, reach potential sources that can increase their income and can participate in development and decision making. So it can be said that community empowerment is the utilization of potential abilities possessed to be independent and increase strength. According to Totok and Poerwoko (Windasai et al., 2021), empowerment is said to be an effort to meet the needs

needed by individuals or groups to have the ability to make choices and regulate the environment. in order to fulfill their desires, including their accessibility to resources related to their work and social activities. So it can be said that empowerment is carried out to meet the needs of individuals or groups in increasing their abilities

### **Social welfare**

Based on the Law of the Republic of Indonesia Number 11 of 2009 concerning Social Welfare , it explains that social welfare is a condition of meeting the material, spiritual, and social needs of citizens in order to live properly and be able to develop themselves, so that they can carry out their social functions. According to Arthur Dunham (Hayati & Sumpena, 2017) , explaining that social welfare is a broad field of humanitarian effort and includes types of organizational bodies, in various kinds of services. In this case he put forward the definition of welfare as follows: social welfare can be defined as organized activities with the aim of increasing welfare from a social perspective, through providing assistance to people to meet needs in various fields. Based on the Law of the Republic of Indonesia Number 11 of 2009 concerning Social Welfare , the implementation of social welfare includes social rehabilitation, social security, social empowerment, and social protection. According to Friedlander (Hayati & Sumpena, 2017) , the purpose of social welfare is to ensure human economic needs, health standards, and decent conditions. In addition, they also get the same opportunities as other citizens, increase the degree of self-esteem as high as possible, think health, and carry out activities without interference in accordance with human rights like other people have.

Based on the Law of the Republic of Indonesia Number 11 of 2009 concerning Social Welfare , it explains that social protection is all efforts directed at preventing and dealing with the risk of shocks and social vulnerabilities. In Government Regulation of the Republic of Indonesia Number 52 of 2009 concerning the Implementation of Social Welfare for Persons with Disabilities, it is explained that social protection is intended to prevent and deal with the risk of shocks and social vulnerabilities of persons with disabilities, families of persons with disabilities, and/or communities of persons with disabilities so that their survival is in accordance with their needs. minimal basis.

### **Disability**

Based on the Law of the Republic of Indonesia Number 8 of 2016 concerning Persons with Disabilities, it explains that Persons with Disabilities are any person who experiences physical, intellectual, mental, and/or sensory limitations in the long term who in interacting with the environment may experience obstacles and difficulties in participating. fully and effectively with other citizens based on equal rights. This means that a person with a disability is anyone who has limitations, both physical and mental limitations for a long period of time and even permanently so that they hinder their interaction with their environment. And based on the Law of the Republic of Indonesia Number 8 of 2016 concerning Persons with Disabilities, it explains that the various disabilities include: physical disability, mental disability, intellectual disability, and sensory disability. Here's the explanation:

1. Persons with Physical Disabilities, Physical disabilities are disorders of movement function, including amputation, withered or stiff paralysis, paraplegia, *cerebral palsy* (CP), due to stroke, due to leprosy, and small people.
2. Persons with intellectual disabilities, Persons with intellectual disabilities are impaired mental functions due to below average intelligence levels, including slow learning, mental disabilities and *Down syndrome*. People with Mental Disabilities, People with Mental Disabilities are disturbances in the function of the mind, emotions, and behavior, including: a) Psychosocial including schizophrenia, bipolar, depression, anxiety, and personality disorders, and b) Developmental Disabilities that affect social interaction skills including autism and hyperactivity.
3. Persons with Sensory Disabilities, Persons with Sensory Disabilities are disturbances in one of the functions of the five senses, including visual impairment, hearing disability, and/or speech disability.

#### **Policy for the Implementation of Social Welfare for Persons with Disabilities in Jombang Regency**

In an effort to improve the welfare of persons with disabilities, it is necessary to have a role from the government, both central and regional/city governments. The local government, including the local government of Jombang Regency, continues to make various efforts to improve the welfare of persons with disabilities in Jombang Regency. The Jombang Regency Government in an effort to improve and ensure the welfare of people with disabilities issued Jombang Regency Regulation Number 14 of 2016 concerning the Implementation of Social Welfare. In the Jombang Regency Regulation Number 14 of 2016 concerning the Implementation of Social Welfare, it is explained that The implementation of social welfare is a directed, integrated and sustainable effort carried out by the government, regional government and the community in the form of social services to meet the basic needs of every citizen which includes social rehabilitation, social security, social empowerment and social protection. And the regional regulation also contains efforts to improve social welfare for the community in Jombang Regency, including improving the welfare of people with disabilities.

#### **C. RESEARCH METHODS**

The type of this research is descriptive qualitative. Descriptive research is research that explains something that is the target of in-depth research (Anggara, 2015). This means that the research was conducted to reveal everything or various aspects of the research objectives. According to Anggara (2015:27), qualitative research methods are research methods used to examine the condition of natural objects and researchers act as key instruments. Qualitative research methods are also called naturalistic research methods because the research is carried out in natural conditions (*natural settings*). This research was conducted at the Social Service of Jombang Regency on Jl. Raden Wijaya No. 15 Kepanjen, Jombang District, Jombang Regency.

Research focus is the role of the Jombang District Social Service in social protection and capacity building of persons with disabilities in Jombang which is



analyzed using the theory of Gede Diva, which states that the effective and optimal role of government includes the role of facilitator, regulator, and catalyst, and is also adapted to the main tasks and functions of the Jombang Regency Social Service are based on Jombang Regent Regulation Number 49 of 2018.

Sources of data used in this study are : Primary Data , Primary data sources are data sources that directly provide data to data collectors (Sugiyono, 2020:296). Or primary data is data obtained or collected directly by researchers from the data source (Siyoto, S. & Sodik., 2015:58) . Secondary Data , Secondary data sources are data sources that do not directly provide data to data collectors, for example through other people or documents (Sugiyono, 2020) . Or secondary data is data obtained or collected by researchers from various existing sources (researchers as second hand) (Siyoto, S. & Sodik., 2015:58) . Secondary data can be obtained from various sources such as books, reports, journals, documents and others.

Data collection techniques used in this study , namely : Observation According to Sukmadinata in ( Hardani et al., 2020:124) , observation is a technique or method of collecting data by observing ongoing activities. Interview , interview is an oral question and answer between two or more people directly (Hardani et al., 2020:137) . Documentation , according to Sugiyono (2020:314) , is a record of events that have passed. Documents are usually in the form of writing, pictures, or monumental works of someone. Document studies are complementary to the use of observation and interview methods in qualitative research.

#### **D. RESULTS AND DISCUSSION**

According to Poerwadarminta, role is defined as an action or behavior carried out by an individual or group under certain conditions, where the action taken is an action that is expected to be carried out by an individual who has a position in the community order (Windasai et al., 2021) . The role can essentially be interpreted as an action that is expected to be carried out by individuals who have positions in society under certain conditions.

According to the Law of the Republic of Indonesia Number 23 of 2014 concerning Regional Government, regional government is the administration of government affairs by the regional government and regional people's representatives according to the principle of autonomy and assistance tasks with the principle of autonomy as wide as possible in the system and principles of the Unitary State of the Republic of Indonesia in 1945. The purpose of the Regional Government is the governor, regent or mayor and regional apparatus as elements of regional government administration. Regional apparatus is an organization or institution in the regional government that is responsible to the regional head in the context of administering regional government. In this case, what is meant by local government is an institution or agency that is fully responsible for efforts to improve the welfare of people with disabilities in Jombang Regency. The institution or agency referred to in this is the Jombang Regency Social Service which is in charge of assisting the regent in carrying out the functions of implementing government affairs which are the regional authority in the social sector.

In accordance with the formulation of the problem and research objectives that have been described previously, namely to describe and find out The Role of the Social Service of Jombang Regency in Social Protection and Capacity Development for Persons with Disabilities in Jombang Regency. Then an analysis was carried out using the theory from Gede Diva (Putra, 2015) which states that the effective and optimal role of government includes the role of facilitator, regulator, and catalyst and is adjusted to the Jombang Regent Regulation Number 49 of 2018 concerning Position, Organizational Structure, Main Duties and Functions and Work Procedures of the Social Service of Jombang Regency.

### **The Role of the Jombang District Social Service as a Facilitator**

According to Gede Diva (Putra, 2015) as a facilitator, the government has a role in facilitating all programs carried out in order to achieve the objectives to be carried out such as empowerment programs, for example by providing training. Then according to Arif (Windasai et al., 2021) , the role of the government as a facilitator is to create conditions conducive to the implementation of development. As a facilitator, the government tries to create or facilitate an orderly, comfortable, and safe atmosphere including facilitating the availability of development facilities and infrastructure such as mentoring and funding. In this case, as a facilitator, the Jombang District Social Service has a role in facilitating persons with disabilities to get social protection and capacity building. And if there are people with disabilities who have social welfare problems and need social services, the task of the facilitator is to provide various facilities or various services to be able to solve the problems experienced by people with disabilities.

As a facilitator, the role of the Jombang District Social Service is based on Jombang Regent Regulation No. 49 of 2018 concerning Position, Organizational Structure, Main Duties and Functions and Work Procedures of the Jombang District Social Service in an effort to provide social protection and capacity building for persons with disabilities. First, carry out social protection service activities and capacity building for persons with disabilities. Social protection service activities and capacity building for persons with disabilities that have been implemented by the Social Service of Jombang Regency, namely for social protection programs or social security in the form of providing recommendations for KIS (Healthy Indonesia Cards), KIP (Smart Indonesia Cards), BPJS recommendations, meals and recommendations or referrals. other social services. Meanwhile, for capacity building activities or programs, especially for mental disabilities, namely training on making salted eggs, training on making plaits such as bags from cords, and training on making tempeh chips aimed at families with mental disabilities, as well as other trainings. And the Social Service also carries out refresh activities which are carried out at the end of every year for mental disabilities or ODGJ (People in Mental Disorders) so that they do not get bored. And for capacity building training activities for people with non-psychic disabilities, there is still no availability from the district or from the Jombang District Social Service. So far, the training programs or activities carried out are only for mental disabilities. Non-psychological disabilities, such as physical, visual, and other disabilities are referred to a center or orphanages belonging to the Ministry of Social Affairs, such as those with visual impairments being

referred to Malang, physical disabilities being referred to Solo. These persons with disabilities are referred to orphanages or training centers according to their respective disability criteria. In addition, the Jombang District Social Service also carries out activities to provide assistance to persons with disabilities other than mental in the form of assistive devices such as wheelchairs, crutches, hearing aids, and canes for the visually impaired. In addition, the Social Service also carries out free vaccine activities for people with mental disabilities. However, the implementation of these activities has not touched all persons with disabilities in Jombang Regency due to budget constraints, besides that in Jombang there is still no special shelter for dealing with disabilities such as a special shelter for dealing with mental disabilities, so that in dealing with mental disabilities the Social Service in collaboration with private NGOs (Non-Governmental Organizations) that handle mental disabilities such as GCK (Griya Cinta Kasih) in Sumbermulyo by providing referrals or recommendations so that mental disabilities can be treated there.

Second, carry out outreach activities through activities at POSKESWA (Mental Health Posyandu) and through officers in the field, namely TKSK (District Social Welfare Workers) or disability assistants who reach homes. Although the implementation is still not optimal due to the difficulty of gathering community members and limited time and still not supported by adequate facilities and infrastructure.

Third, to facilitate displaced persons with disabilities and who are netted in raids to get rehabilitation at the Social Service Center. Persons with disabilities who are neglected and caught in raids will then be taken to the Social Service House in Candi to get services, but this Social Service House is only temporary and if the conditions are still not possible, they will be referred to another place. This is because the Social Service House is more focused on PKSAI (Integrity Child Social Welfare Program) and also the lack of human resources (Human Resources) in dealing with disability issues.

The role of the Jombang District Social Service as a facilitator in social protection services and capacity building for persons with disabilities has been carried out quite well by implementing social protection service programs or activities and capacity building activities for persons with disabilities such as training activities. In addition, it also conducts counseling or socialization, as well as facilitates neglected persons with disabilities to obtain services at the Social Service Center. This is in accordance with the opinion of Gede Diva (Putra, 2015) that as a facilitator, the government has a role in facilitating all programs carried out in order to achieve the objectives to be carried out such as empowerment programs, for example by providing training. Although the implementation of the Jombang Regency Social Service is still not optimal and touches all people with mental disabilities in Jombang Regency due to budget constraints, inadequate infrastructure, and inadequate human resources.

### **The Role of the Jombang Regency Social Service as a Regulator**

According to Gede Diva (Putra, 2015) The role of the government as a regulator is to make policies. As a regulator, the government has a function to maintain conducive environmental conditions. The government is the party that is

able to apply the rules so that life can run well and dynamically. In carrying out the regulatory function, the government divides the policy-making authority into two, namely the authority of the central government and the authority of the regional government. Then according to Arif (Windasai et al., 2021) , the role of the government as a regulator is to prepare regulations in the context of the effectiveness of the implementation of development. As a regulator, the government provides a basic reference which is then interpreted by the community as an instrument to regulate every activity of implementing community empowerment. In this case as a regulator, the Social Service of Jombang Regency has a role in making various policies or programs for persons with disabilities in obtaining social protection and capacity building.

As a regulator, the role of the Jombang District Social Service is based on Jombang Regent Regulation Number 49 of 2018 concerning Position, Organizational Structure, Main Duties and Functions and Work Procedures of the Jombang District Social Service in an effort to provide social protection and capacity building for persons with disabilities. First, formulate policies for social services and rehabilitation for persons with disabilities. Policies or programs made by the Social Service of Jombang Regency are programs to provide assistance in the form of assistive devices such as hearing aids, crutches, wheelchairs, canes, and press/sealer machines as well as other assistance. And the Social Service of Jombang Regency has also developed training programs for former ODGJ (People in Mental Disorders) such as training on making salted eggs, making bags , and other activities. As well as arranging other service programs for people with disabilities.

Second, develop guidelines for social protection services and capacity building. The Social Service prepares and compiles SOPs ( *Standard Operation Procedures* ) in implementing its program of activities, such as SOPs in carrying out guidance at POSKESWA (Mental Health Posyandu), SOPs in handling neglected disabilities, glandangan, and beggars, SOPs in providing referrals or recommendations for persons with disabilities, and SOPs in other integrated services for persons with disabilities.

Third, make or arrange coordination materials. The Office of Social Affairs also prepares coordination materials which will later be used to coordinate or cooperate with other parties in providing services or in solving problems experienced by persons with disabilities. For example, there are ODGJ (People with Mental Disorders) who are neglected or caught in raids, the Social Service together with the Civil Service Police Unit coordinate in dealing with this, and because the Social Service does not or does not have a special shelter for disabilities, the Social Service will also coordinate with other private NGOs (Non-Governmental Organizations) that handle ODGJ (People with Mental Disorders) such as GCK (Griya Cinta Kasih) so that the abandoned ODGJ can be accommodated and handled there.

The role of the Jombang District Social Service as a regulator in social protection and capacity building services for persons with disabilities has been carried out well , by compiling several programs or activities for social protection and capacity building services, although the current training activities or programs

are only for persons with disabilities. while other disabilities are still not. In addition, the Department of Social Affairs has also compiled guidelines for implementing programs or activities in the form of SOPs ( *Standard Operation Procedures* ). And the Department of Social Affairs has also prepared coordination materials which will later be used to coordinate with other parties in providing services and in overcoming disability problems. This is in accordance with the opinion of Gede Diva (Putra, 2015) that the role of the government as a regulator is to make policies.

### **The Role of the Social Service of Jombang Regency as a Catalyst**

According to Gede Diva (Putra, 2015) as a catalyst, the role of local governments is to accelerate the process of developing into a fast moving enterprise. To achieve the development of a fast moving enterprise, as well as a catalyst, local governments are sometimes involved in the process but are not involved in managing the whole process of change . Then according to Arif (Windasai et al., 2021) , the government as a catalyst is that the government acts as an agent that accelerates the development of regional and state potential which can then become social capital to build participation. As a facilitator, local governments have a role in accelerating the process of implementing program activities or policies for persons with disabilities to obtain social protection and capacity building

As a catalyst, the role of the Jombang District Social Service is based on Jombang Regent Regulation No. 49 of 2018 concerning Position, Organizational Structure, Main Duties and Functions and Work Procedures of the Jombang District Social Service in an effort to provide social protection and capacity building for persons with disabilities. First, implementing guidance on social protection services and capacity building for persons with disabilities. The Jombang District Social Service has implemented guidance such as through training, and also through TKSK (District Social Welfare Workers) or disability assistants.

Second, carry out monitoring and reporting or commonly referred to as monitoring and evaluation. The Social Service of Jombang Regency always carries out monitoring and reporting in every program or activity. This monitoring and reporting is needed because in every program or activity it uses the APBD (Regional Expenditure Budget) budget or funds from the government so that accountability in the form of reports is needed. In addition, this monitoring and reporting is carried out in order to find out the progress of the program implementation as well as what obstacles are experienced in running the program and what things need to be improved in the future.

Third, providing referral recommendations and stimulation assistance for the welfare of persons with disabilities. The Jombang District Social Service provides referral recommendations in the form of KIS (Healthy Indonesia Card) recommendations, KIP recommendations (Smart Indonesia Cards), recommendations for other service referrals, for example there is a mental disability who needs services to get treatment at an orphanage or mental hospital, the Social Service will provide referral recommendations so that people with disabilities can be accepted there and get services there. For stimulation

assistance, the Social Service of Jombang Regency provided assistance in the form of money and basic necessities. For financial assistance, there is Rp. 200,000/person which is given once a year to persons with disabilities, and in 2021 the number of persons with disabilities who receive as many as 2,234 disabilities. In addition, there is also financial assistance of Rp. 300,000/month which is given every 3 months in the amount of Rp. 900,000 to people with severe disabilities. Persons with Severe Disabilities are those who cannot take responsibility for themselves to take action in their lives. He needs the help of others and his life is in bed with nowhere to go. The recipients of this assistance are 72 people with severe disabilities. And besides that, there are also basic food packages in the form of 5 kg of rice, 1 liter of cooking oil, and 1 kg of sugar. The number of recipients of the basic food package assistance is around 4,000 people with disabilities. Meanwhile, the number of people with disabilities in Jombang Regency is around 7,749 people with disabilities, so not all people with disabilities in Jombang Regency receive this assistance, either in the form of money or in the form of food packages. This is due to limited budgets so that not all persons with disabilities in Jombang receive assistance.

The role of the Jombang District Social Service as a catalyst in social protection services and capacity building for persons with disabilities has been carried out quite well, by providing guidance either directly or through TKSK (District Social Welfare Workers) or disability assistants, and conducting supervision and reporting or monitoring and evaluation of each program or activity implementation, and provision of referrals and stimulation assistance for persons with disabilities. Although the stimulation assistance provided has not reached all persons with disabilities in Jombang Regency due to limited budgets. So in this case the Jombang District Social Service has carried out its role as a catalyst by making various efforts to accelerate social protection services and capacity building for persons with disabilities, and this is in accordance with Gede Diva's opinion (Putra, 2015) that as a catalyst, the role of local governments is accelerate the process of developing into a fast moving enterprise .

## **E. CONCLUSION**

The role of the Jombang District Social Service as a facilitator in social protection services and capacity building for persons with disabilities has been carried out quite well by implementing social protection service programs or activities and capacity building activities for persons with disabilities, conducting counseling or socialization, as well as facilitating neglected persons with disabilities to get services at the Social Services Home. Although the implementation is still not optimal and has not touched all persons with disabilities in Jombang Regency due to budget constraints, inadequate infrastructure, and insufficient human resources.

The role of the Jombang District Social Service as a regulator in social protection services and capacity building for persons with disabilities has been carried out well , by compiling several programs or activities for social protection and capacity building services, even though the current training activities or programs are only for mental disabilities. . The Department of Social Affairs has also compiled guidelines for implementing programs or activities in the form of

SOPs ( *Standard Operation Procedures* ), compiling materials for coordination with other parties in providing services and in overcoming disability problems.

The role of the Jombang District Social Service as a catalyst in social protection services and capacity building for persons with disabilities has been carried out quite well, by providing guidance either directly or through TKSK (District Social Welfare Workers) or disability assistants, conducting supervision and reporting or monitoring and evaluation in every program or activity implementation, and providing referrals and stimulation assistance for persons with disabilities. Although the stimulation assistance has not been for all persons with disabilities in Jombang Regency due to budget constraints.

The role of the Jombang Regency Social Service in Social Protection and Capacity Development for Persons with Disabilities in Jombang Regency has been implemented. The roles as facilitators, regulators, and catalysts have been effectively and adjusted to Jombang Regent Regulation Number 49 of 2018 concerning Position, Organizational Structure, Main Duties and Functions and Work Procedures of the Jombang Regency Social Service according to the theory of *Gede Diva* (Putra, 2015) . Although the Jombang Regency Social Service in its implementation is still not optimal due to several obstacles.

The Jombang District Social Service does not only focus on developing abilities for mental disabilities, but also on developing abilities for other than mental disabilities. There is no special shelter for people with disabilities, so the Jombang District Social Service needs to coordinate or collaborate with other institutions in order to improve services for people with disabilities. Human Resources who are still lacking in dealing with disability matters , need to collaborate other than with TKSK (District Social Welfare Workers) or disability assistants, with other agencies to improve disability services.

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