THE ROLE OF SOCIAL WORKERS ON THE WELFARE OF STREET CHILDREN
(An Approach To Structural Functionalism In Makassar)

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ABSTRACT

This study aims to determine the roles played by the social workers in the Social Service of South Sulawesi Province towards the welfare of the street children in Makassar city. A qualitative-descriptive technique was employed with four social workers and street children, each as informants. Data were obtained through observation, in-depth interviews, and documentation, then analyzed by reduction and presentation, while the conclusions were drawn using the structural functionalism theory for the discussion analysis. The study shows that the roles of the social workers in this social service towards the street children welfare include developmental outreaches, supervision, further development, and skills improvement. During the assessment, the assistance's role and function were to provide solutions to perform further coaching to allow the street children to have decent lives.
Keywords: Role, social worker, companion, street child, structural functionalism.

INTRODUCTION

A role is a form of behavior expected in a person according to the social position given both formally and informally, the role related to the fulfillment of the child's needs physically. (Adityawarman, Dhio, 2019). The role of social workers in empowerment has a role that is pharmacinated, such as assisting clients. In this case, mentoring begins to assess, namely uncovering problems to get the client's truth following the activities carried out (Kurniawan, Muh. Adam. 2018). Social Worker is someone who works both in government and private institutions. (Andrawina, et al., 2014). Social workers in practice always pay attention to the human system, be it individuals, families, working groups, or society. So that the main focus of social workers is on the relationships that exist within the members. (Widodo, Ageng. 2020). A social worker meets various ethnic, language, cultural, religious, and racial groups and marginalized groups such as street children, beggars, scavengers, AIDS sufferers (Marcelino Vincentius, et al., 2019). One of the professions that play a role in developing social welfare for workers is social workers. (Sunija, D. Anisa, Septia Febriani; 2020). Society lives in a complex social context so that various demensi life is in close contact with each other. Suryaningsih, Chatarina, and Soleha Hendarsyah. 2019. Therefore, the role of consultation carried out by social workers is related to social workers' role in helping the client system

through consulting service activities. (Andriani, Nila, Darmin Tuwu, 2020).

Mentoring is done to help, direct and find a way to various problems. The role of a companion is a series of behaviors expected to help and find a way to various problems faced by the client. (Latifah, Darastri, and Nandang Mulyana. 2017). While social worker social assistance is a process of social relations between the companion and the client aimed at solving problems, strengthening support, using various sources and potential (Rahmawati, Evi, and Bagus Kisworo. 2017). The companion who has a perception of good incentives is more totality in doing his duties as a companion (Tafrihani, Ahmad Syauqy, 2021). Furthermore, law enforcement, transportation, responsiveness, agreement orientation, justice, and effectiveness (Andriani, Tanti Dewi, 2018). The homeless as the homeless, the people who lost social power, the people who did not have good financial resources, and those who experienced a social decline. Drani, Syazwani, Azlinda Azman Azman, and Paramjit Singh Jamir Singh. 2019. Public open spaces must be responsive, democratic, and meaningful to fulfill these social functions. Responsive public open space is a space designed and arranged to serve the various needs of its users. (Lestari, Putu Indah, and Elizabeth Prima. 2019).

Children get an education to develop (educate) their intellect, increase the sensitivity of the heart (educate the heart), and support the improvement of creativity. (Lilawati, Agustin. 2020). Superior quality human resources will be generated able to master super-fast technology. Therefore, to answer the challenges in the era of education 4.0. (Lubis, Metha. 2020). Street children are marginal children in urban areas who experience the process of dehumanization, and they are not only able to survive in a harsh atmosphere of unfriendly and not conducive city life (Street Children's Law, 2019). Street children are marginalized and alienated from the treatment of affection. Zatalini, Dian Sharafina, et al, 2018). The problem of street children starts with economic conditions, so that they cannot support all needs. Social phenomena include many street children who drop out of school due to limited parental economic conditions (Sukmaningrum, Puji Sucia, 2019). Heavy social and economic demands push down the streets to earn a living to supplement the family income (Nauli, Vienna Aniella, 2019). Because children in development are valuable assets owned by the state, as part of the next generation to continue the nation's ideals, thus street children must grow and develop normally, get protection, and be empowered, because they have an essential and strategic role in efforts to advance the nation in the future, (Makhribi, Muhammad, 2019). There is a tendency to constantly experiment to get a comfortable self-image, collect new experiences, and test them even at risk. On the other hand, they enjoy adventure and travel independently (Mugianti, Sri, Sri Winarni, 2018). The phenomenon is still the number of children and adolescents who disturb comfort on the road with activities on the streets begging and busking (Ramadhani, Erfan, and Ramtia Darma Putri. 2019). In-Law No.23 of 2002 on Child Protection Article 16 number 3 mentioned, (Runtunuwu, Kendis Gabriella. 2014). Therefore, it is emphasized that the strategic problem that must be addressed is that a problem or social condition can cause or grow fertile crime. (Referring. Subarkah, Ibn. 1945). Parents are the main person in charge of children's education, while the role of parents determines the future of the child. (Wijayanti, Resti Mia, 2020).

The functional analysis seeks to answer why certain social items have certain consequences for the overall operation of a social system. Wrahatnala, Bonded. 2021. Therefore education is a pillar. At the same time, the changes that occur are one element or element of the social system that will also affect other elements or elements. (Kiulu, Kadazandusun D. I., 2021). The functional, structural theory has four functional imperatives for "action" systems. The function of a group of activities is directed to fulfill one or more systems. Persons believe there are four traits A (adaptation), G (goal attainment), goal achievement, I (integration), L (latency), or pattern maintenance. In order to survive, the system must run from four functions to four action systems, and we will describe how parsons use AGIL.

In Indonesia, the phenomenon of street children is a complex social problem handled by social workers. Street children hang around on the streets, are under eighteen (18) years old, and frequent public places, such as streets, markets, shops, and entertainment, for three to twenty-four hours to perform economic activities (Gibson, 2011). Such children or other persons who conduct these activities on the streets are side effects of the inaccurate selection of development models. They measure social welfare and prosperity in seeking protection (Anooshian,

2005). They are children whose physical, mental, or spiritual needs are not adequately fulfilled. Their indicators include ages between five and eighteen and full social and economic participation on the streets (Mwanyekondo, 2019). Other indicators are dull skin, reddish hair, thin builds, unkempt clothes, dim appearances, indifferent, suspicious, very sensitive, and hard-tempered attitudes, creativity, roaming the streets, and high mobility (Saripudin et al., 2008). Children are a precious asset in determining a nation's glory, have rights and necessities of life that need to be fulfilled. They are entitled to opportunities and support to realize and develop themselves and their abilities (Noermijati and Ikhwan, 2018). As such, their appearances determine a nation's character, and they are well-formed if they get space to express themselves widely in the growth and development process. Street children's lives are full of violence, and their survival struggles and the intensity of their connection with the streets vary greatly, ranging from just spending free time to making it their source of livelihood (Berckmans et al., 2012). The social reality is that the attention to their fates does not appear to have been tremendous or productive. However, they are kindred and must be protected, guaranteed their rights to grow to be helpful, civilized, and have bright futures (Masoom, 2017). The Indonesian government has issued a policy, specifically Regional Regulation Number 2 of 2008, concerning the Development of Street Children, the Homeless, Beggars, and Singers (Sitompul and Alesyanti, 2020). According to this policy, local regulations regarding street children's development have been enacted for approximately six years to overcome this problem in South Sulawesi, especially Makassar city, but it has remained and is still considered a social issue.

A social worker is a professional that performs tasks mandated by the government to assist people with problems, such as street children (Dominelli, 2010, Turton and Schmid, 2020). This activity aims to maintain and strengthen human ability in group life to achieve shared prosperity, and these professionals act as facilitators, educators, advocates, liaisons, and group social advisers (Dalrymple and Boylan, 2013). The basic principles of social workers include acceptance, communication, and participation (Syamsuddin, 2021, Alston and Bowles, 2019). Therefore, social workers are assigned to share and be responsible with the community through participation and government partners. The occurring social phenomenon is that street children are directed to earn sufficient income by engaging in various activities, such as begging or busking, both for their parents and people who exploit them. Consequently, this condition encourages parents that come from disadvantaged groups to let their children earn a living on the streets, especially on the main roads in Makassar city (Maulana et al., 2019).

Within the framework of regional autonomy, the implementation of social services sourced from deconcentrated funds is adjusted to the roles and functions of local governments. Welfare is an organized system of social services and institutions designed to achieve adequate standards of living, health, and other activities through the provision of assistance to meet people's needs (Barr, 2020, Rubin and Parrish, 2012, Rollins, 2020). According to Abraham Maslow (2013), humans are one unit in a religious biopsychosocial system and have several more important needs, such as security, law, protection of justice, and from major risks that threaten their life (Kremer and Hammond, 2013). Consequently, it is a planned process or effort performed by individuals and social institutions to improve the quality of life by providing social services (Melão et al., 2017). Therefore, the government should attend more to the welfare of street children, especially concerning family poverty.

The reason is that although the Makassar city government has taken firm action, it is still unable to control the increasing number of street children. These actions include conducting raids on street children by the Civil Service Police Unit and training them by providing skills and entrepreneurship training (de Benítez, 2011, Aptekar and Stoecklin, 2014). These conditions are the main instruments of a social worker's task of creating a better social and religious life order (Krase and Delong-Hamilton, 2020). Street children are classified as individuals or groups that desperately need advice, direction, and guidance from social workers for a better and straight life path (comment No, 2013, Lusire, 2017).

The presence of social workers has an essential role in accommodating, guiding, and fostering the recruitment strategies of street children, especially in Makassar city, to enjoy the educational world and their rights as Indonesians or residents of this region. Consequently, the structural functionalism theory was used for the data analysis to explore the role of the social workers of the South Sulawesi Provincial Office on the street children's

welfare (Ormerod, 2020, Alexander, 2014). This research is a paradigm of social facts that uses the functionalism theory (Parsons, 2017), which has four functional imperatives, known as the AGIL scheme, for the "action" system. A function is a group of activities directed to fulfill one or several systems. Meanwhile, a person is believed to have four characteristics, namely adaptation (A), goal attainment and achievement (G), integration (I), and latency (L), or pattern maintenance, which are necessary for a system to survive (Kooskora et al., 2013, Qin and Qi, 2016). Since Makassar city has not solved the problem of street children's welfare, this study analyzes the role played by the social Service of South Sulawesi Province via a structural-functionalism approach.

RESEARCH METHODOLOGY

This research employed a qualitative-descriptive method to understand the social phenomenon carefully and obtain in-depth and meaningful data. The study used humans as instruments and was adapted to a reasonable situation for the qualitative data collection.

This approach revealed the mindset used in analyzing the target and in other expressions. Based on the core of the problems studied, the main approach depended on coaching accompanied by multidisciplinary and sociological methods.

Data source: Primary data: For more targeted research, strategic steps were taken to determine the informants, which comprised four social workers, who were assigned to the Social Service Office of South Sulawesi Province, and street children each, making a total of eight persons. The secondary sources included data from the offices of the Social Affairs of South Sulawesi Province, the Social Service of Makassar City, Technical Implementation Unit (UPTD), LKSA, or other social institutions. Second, literature review and tracing of previous research results that were relevant to the discussions of form coaching and street children's books were sought. Meanwhile, the data collection methods were observation, interview, and documentation.

The instruments, used as data collection tools, were the researchers themselves, as they acquired sensitivity in the field through interview guidelines and research planning matrices. They also used documentation tools, which comprised voice recorders, cameras, and writing instruments, as notes during the recording process.

The data management technique was descriptive-qualitative, and the data to be presented as a qualitative narrative was expressed verbally, and processed to be clear, accurate, and systematic. Data analysis is an effort performed by working with, organizing, and sorting data into manageable units to seek and find patterns, as well as discover important learning materials, and decide what information to share. The analysis techniques used were the theories of structural functionalism, via the AGIL concept (Parsons, 2017), which comprised data reduction, presentation, and drawing conclusions.

DISCUSSION OF FINDINGS

This program realized several roles the social workers of the social Service of South Sulawesi Province in Makassar City play in handling the street children, including:

Conducting Development Outreaches for Street Children.

Social workers organize outreaches and handling actions based on Regional Regulation No.2 of 2008, which is included in the street children's development program. The outreaches were performed through regular daily patrols by the "Saribattang" Rapid Reaction Team at all red-light points in Makassar City, under the terms of mentoring street children. To optimize the program for their development, initial strategic steps were taken, such as making observations about the starting point for the children. Some of these points were the reform toll road intersection, Jl.A. Pangerang Petta Rani, Jl. Sultan Alauddin, and places that were considered strategic. Arrested street children were processed through several steps, which included conducting an initial data collection or assessment by asking for their identities, parents, addresses, etc. Then, the TRC "Saribattang" performed a mediation on the social workgroup to get referrals, followed by a home visit or direct inspection of the house where the child was domiciled by the Sakti peksos. Lastly, actions or referrals were given to children to seek assistance based on their conditions. This situation corresponds with the SF informant's statement as follows:

"The arrests of the street children were in several stages, including bringing them to the office for identification or assessment after a joint patrol with the Civil Service Police Unit and the TRC Team. After obtaining the data, the next action was to contact the family or the closest parent to pick up their child. The social reality that occurred was that some children were re-arrested for economic reasons after being sent home. Hence, the next step was to provide a solution, which entailed continuous coaching about social problems so that the child can continue to operate in search of a better fate."

Based on the field observations, the children were on the street because of mental problems and not poverty. They lacked the enthusiasm or motivation to think about their futures and were easily influenced by adults' invitations to be exploited as beggars (Moses, 2019). Furthermore, their parents had not played important roles in their mental or psychological development, causing their status as street children to worsen. Concerning the social facts regarding the outreach socialization, the programmed skills training and coaching were not performed in one place but in social institutions under the South Sulawesi Province Social Service (Nerg, 2017). These divisions include the Work Training Center (BLK) and the Makkareso Youth Social Service Center (PPSBR), which are the province's social Service Office Technical Implementing Units (UPTD).

Supervision

The fact monitoring performed by the social workers was a form of empowerment for street children during their activities in several locations in Makassar City. This supervision was very intensively executed by the Social Service by forming a joint task force and involved social organizations, NGOs, and orphanages to identify the activities and characters of the children. The role of supervision through education and training to improve their productive skills was directly managed by the Social Service. This management included social services and coaching at PPSTPA Inang Matutu Makassar, alongside guidance at PPSBR Makkareso Maros and other organizations, such as NGOs and orphanages. This Social Service continues to provide innovations in preventing and handling street children's problems, which corresponds with the data from the FT informants as follows:

"The Social Service of South Sulawesi Province has a supervision and guidance network for street children, which has been performed dynamically without ceasing. Consequently, the official technical implementation unit functions to cover all types of problems based on the children's cases. Through the UPTD Social Service, a child's character is formed, as they get guidance and assistance from assigned social workers, and these nurtured children certainly produce fun and happiness for their parents and families"

The Technical Implementation Unit (UPTD) of the Social Service Center for Youth Development (PPSBR) Makkareso Maros is one of the institutions that conduct training for street children. This training is a process to gain knowledge or insight into the children's lives and provide independent skills. The mentoring performed by social workers in this practical training is a process to improve skills using various methods (Basnet, 2011). Guidance performed by these professionals, as companionship for the children, implies the growing and steadily increasing awareness of social responsibility to be integrated into normal people's lives and livelihoods (Susilowati et al., 2020). The mentoring was performed by the UPTD of the Makkareso Youth Development Social Service Center (PPSBR), which is a development area for street children, and the Inang Matutu Child Care Social Service Center (PPSTPA). These institutions perform their functions based on the child's case area to provide intensive and effective assistance and guidance.

Continued Development Series

The sustainable coaching program performed by the social workers is a role that involves making visits to various street corners, such as shelters, to understand and know their real conditions. Several approaches were used to conduct assessments, including persuasion to convince and coax, while the communicative approach was

employed during the interaction process. After the arrest, the next action performed by the professionals was conducting an assessment via a home visit to determine the subsequent suitable event. This step corresponds with the information conveyed by the US informants as follows:

> "*The steps taken by social workers on the children include conducting assessments, tracing their backgrounds by providing consultation, home visitations, and interventions. These actions expect reconstruction to occur on the street children, especially those related to their learning motivation. The reality is that they sometimes experience learning difficulties when in grades one and two. This situation occurs because besides coming from economically underprivileged families and getting less attention, the children spend much time on the streets almost daily, looking for a bit of fate to meet their needs.*

As follow-up agents of child development, social workers have stages and coaching processes. These processes include guidance in the mental-spiritual field, individual, social, and group character development, and the delivery of self-motivation to shape behavior and personality habits following applicable values, norms, and regulations (Abro, 2012, Ngaku, 2015). Also, the sharpening of children's religious values is performed by providing knowledge about religion (Zenu et al., 2019). Continued coaching of social workers positively impacts these children, as they form good behaviors if used to it. Therefore, cultivating discipline and independence from an early age will form individuals who have good social behaviors and are worthy role models when in society.

Prosperity through Skills.

The skills' guidance to children was performed after the outreach or patrol implementation, identification, and home visits had been realized by social workers (Kisirkoi and Mse, 2016, Mhizha and Muromo, 2013). This step is the peak series of the activities that directly involve street children, and the program undergoes significant changes based on the situation and condition of each activity. Therefore, social workers must keep up with ongoing technological innovations and developments (Alston and Bowles, 2019). Concerning the assessment results and home visits conducted by the social workers (Ferguson, 2018, Ennew, 2012), a skills training program was organized for the street children. The Social Service does not provide cash assistance to the children because there is no guarantee proper utilization according to their needs or the planned program. Assistance is directed at the UPTD and social institutions under the auspices of the Social Service to offset the cost of facilities. The area of social service development includes interrogation in stages of children that want to continue their education and are distracted by the economy. Here, the strategic step is to mediate the children and encourage them to continue their education even if it is through packages A, B, and C. If street children want to continue school and do not have the finance, the Social Service Office will endeavor to provide operational cost assistance. The Social Affairs and Education Offices collaborate to improve their education through programs, such as packages A, B, and C. These offices try to send the children to school by providing free government education forms when their parents have no money or cannot pay the fees.

Logging

The reality of data collection function is the process of data collection or data search. Data collection is done to gather various information related to the problem of abandoned children who must get protection. Where child protection data and information is a series of routine processes that are integrated for the collection, analysis and interpretation of data in the planning, implementation and evaluation of child protection programs. Data collection conducted by social workers. is the implementer in charge of carrying out social welfare efforts. Data collection is carried out by the Social Service in order to deal with abandoned children, so that the service program can be carried out properly. Because the social service program of displaced children is certainly divided into two forms, namely the form of institutional services and community services and it is certainly one of the attention of

the Social Service. The institutions in question such as Social Organizations or NGOs and organizations or institutions both religious, educational, community and so on. Meanwhile, community service is carried out by non-governmental groups (KSM), which has grown in the community and can also be done by various institutions outside the community as a supporter of social services carried out by the community. The social service program of displaced children both in the form of institutional and community services has been carried out by the Social Service in the form of depositing abandoned children into the LKSA because the institution is a child observation institution including abandoned children who cooperate with social services.

Thus the existence of the institution provides services for abandoned children. Services carried out by institutions are social services of abandoned children. The mechanism of work of the Social Service in carrying out data collection so that the organized program can access education that was previously very difficult for street children to feel.

The Social Workers' Roles in the Street Children's Welfare; Structural Functionalism Analysis

Several Technical Implementing Units (UPTD) and social workers, whether permanent, contract, volunteer staff, have roles in handling street children from the government, and are closely related to their development. The social order states that humans behave rationally, are free, and unregulated, and Talcott Parsons views the emphasis on causal relationships that can be observed in street children as too easy and an encouragement of limitless reductionism. They are a social group that must be reduced or cut off from the system for greater adaptation, as they disrupt pedestrians and cause traffic (Cree, 2012). The depth in Parsons' analysis of tradition that occurs in street children requires the government to take social action in several ways (Parsons, 2017). These actions include outreach for street children's development, which involves steps to reduce their number through structured coaching. The maintenance of latency patterns was a preventive reaction through the Saribattang Quick Reaction Team (TRC) activities with outreach patrols at all red-light points in Makassar City, and this inseparable system must be respected by the community. Second, a supervisory role should be assumed, as this function was shown to empower the street children by the facts acquired by the Social Service through their activities in several parts of the city. Supervision of the street children's activities, including toddlers, youngsters, adolescents, adults, and even the elderly, was intensively performed by the Service as a form of sustained pattern maintenance, according to Parson's view. The latency patterns that were structurally built from the social workers' roles include mental guidance, screen printing skills, automotive, make-up, and sewing, executed in the Technical Implementation Unit (UPTD) of the Social Service Center for Youth Development (PPSBR) Makkareso. Third, an advanced development series, which is a sustainable coaching program performed by social workers, was required so that adaptation is always applied as a role towards the street children. Fourth, welfare through skill provision is a social activity that involves a series of systems, and from Parsons's view, these patterns need to be well maintained through latency.

The goal attainment concerned the number of neglected children, while the mentoring and coaching implementation was based on the types of cases, supported by the available large or small budget, which are very valuable in handling these issues. Additionally, the motivation of social workers through the action system when performing the adaptation function by adjusting and changing the street children's external environment was a voluntary human action without seeing many operational funds. This situation means that the actions were based on encouragement or willingness regarding agreed values, ideals, and norms. Humans have the freedom to choose the means, tools, and goals to be achieved, and the environment or conditions influence their actions. Also, their choices are controlled by values and norms to complete tasks correctly. Therefore, Talcott Parsons' principle of thought, related to individual actions, is directed at social workers' goals and values, which allows street children to be nurtured and their issues to be properly resolved.

CONCLUSIONS AND RECOMMENDATIONS

Based on the description of the roles of the social workers in the Social Service of South Sulawesi Province towards the street children welfare, several conclusions have been made. These conclusions include performing regular and continuous outreaches for street children's development and conducting structured supervision on them. Also, a series of follow-up guidance should be executed so that the children obtain optimal services, they should be guided according to their skills, and their data should be collected. The conclusions were suggested to all concerned parties to support the Social Service program related to the social workers' role regarding the welfare of Makassar city's street children. This study produced findings on the role played by social workers on street children's welfare. Based on these results, the main advice submitted is input to policymakers, especially the Government of South Sulawesi. The facilities and infrastructure of street children are improved, and the number of social workers is still increasing.

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