

**SOCIAL SERVICES THROUGH EFFECTIVE COMMUNICATION FOR DIFABLES
(Disability Empowerment Studies through the "Creative Difable Center" Program)**

Tita Melia Milyane¹

Nunung Hastika²

Henny Setiani³

Yusef Wandy⁴

Langlangbuana University-Bandung-West Java-Indonesia

meliamilyanenane@gmail.com¹

nununghastika21@gmail.com³

setianihenny@gmail.com³

wandyusef@gmail.com

Abstract

Disabled groups are vulnerable to poverty. One of the contributing factors is the lack of independence persons with disabilities. There are still many disabled people who are displaced and experience obstacles in creativity and work. The efforts of the community and the government to protect the disabled are not just to give a certain amount of money, but to provide skills to the disabled so that they can create independence. One of the programs implemented to create diffable independence with effective communication through implementation of the creative center's diffable empowerment program. The aim of this study was to find out the implementation of empowerable creative center empowerment program, to find out the independence of diffables, and contribution of implementing a creative creative-enabled empowerment program to diffable independence. This study uses a case study method with a type of qualitative approach. The number of informants in this study were 26 people. Data collection techniques in the form of interviews, observation, and study documentation. The validity of the data is in the form of source triangulation and triangulation of data collection techniques. The results of the study indicate that the implementation of the empowerment program of creative centers contributes to the independence of diffables in form economic, social and spiritual aspects. The economic aspects are quite good although there are still some people with disabilities who do not get capital assistance in the form of sewing machines so they do not feel the contribution of this program. While the social aspects are quite good with the holding of the DCC workshop. The spiritual aspects of the diffable showed a change in the character of the disabled person.

Keywords: Empowerment, Disability, Independence Program.

1. Introduction

Diffable is a term to be self-limiting physically, mentally, cognitive, sensory, emotional or even a combination of these conditions. Disabled is defined as someone who has the ability to carry out different activities when compared to most people, and does not necessarily mean 'disabled' or disabled¹. At present, the diffable is a group that is vulnerable to various problems. One problem that often arises in this group is poverty.

The causes of poverty in the diffable group are because of the lack of independence of persons with disabilities, lack of attention from families, communities and the government, especially in facilitating them to access public facilities, employment and in seeking capital. There are still many disabled people who are displaced and experience obstacles in creativity or work. The difficulty of diffables in getting a job is one of the things that needs to be dealt with seriously because if not, then it will cause other social impacts such as unemployment. One of the things that can be done to respond to this is through employment opportunities.

Diffables should be a concern of various parties by not only looking at the disability experienced, then sympathy arises and fosters empathy, but must be able to protect the disabled. The efforts of the community and the government to protect the disabled are not just to give a certain amount of money, but to provide skills for disabled so that they can create independence. With independence, people with disabilities can live their lives with their own hard work and achieve a prosperous life.

Based on data from the Pusdatin of Ministry Social Affairs Republic of Indonesia in 2002-09 stated that the number of disabilities in poor households was recorded as follows:

¹ Wikipedia Indonesia

Table 1. Number of Disabilities in Poor Households

Year	Number of disabilities	Explanation
2002	2.256.182	Disabled children, people with disabilities and disabilities due to chronic diseases
2004	2.429.708	
2008	1.163.508	
2009	1.541.942	

At present, the Indonesian government has issued regulations in the form of legislation and government regulations. One of the laws issued by the government is the Law of the Republic Indonesia number 8 of 2016 concerning persons with disabilities. Children with disabilities, persons with disabilities and disabilities due to chronic diseases. Article 23 of Law Number 8 of 2018 states that the right to live independently for persons with disabilities includes the right of personal mobility by providing assistive devices and the ease of obtaining access; get the opportunity to live independently in the community; get training and assistance to live independently; self-determination or obtain assistance from the government and regional government to determine the place of residence and / or care of a family or substitute family; get access to a variety of services, whether given at home, and outside the community's house and get reasonable accommodation to participate.

However, government regulations in the form of laws must be manifested in groups of people with disabilities through effective communication. This is important considering that communication is the activity of delivering messages from the messenger (communicator) to the recipient of the message (communicant) by paying attention to the effects arising from the delivery of the message.

In Bandung City there are many special disability empowerment institutions, one of which is Daarut Tauhid Peduli. Daarut Tauhid Peduli has a training program for diffable groups as a form of effective communication in creating their independence. This

program is a program designed for people with disabilities to be economically independent through training on the Difable Creative Center (DCC) Program.

This study focuses on the Social services provided by Daarut Tauhid Peduli to Disabled Persons through the DCC Program, Difabel Independence, and the DCC Program Contribution to the Independence of Disabled. The purpose of this study was to determine implementation of DCC program carried out by Daarut Tauhid Peduli and to find out the contribution implementation of this program to the independence diffables.

2. Literature Review

2.1.Social Services

The concept of social services according to Romanyshyn quoted by Fahrudin (2011), mentioning that social services are an attempt to restore, maintain and improve the social functioning of individuals and families through: 1) supporting social sources; 2) processes to improve the ability individuals and families to deal with stress and the demands of social life. Romanyshin also stated that social services as an effort in an institutional context, where the program of this activity is closely related to efforts empower both individuals, groups, and communities.

Social services can be interpreted in an institutional context consisting of programs provided based on criteria to ensure fulfillment of basic needs (health-education-welfare), to facilitate access for services and institutions generally and to help those in trouble (Fahrudin, 2011).

Parsons in Suharto (2005), states that empowerment emphasizes how people acquire sufficient skills, knowledge and power to influence their lives and the lives of others who are of concern. Empowerment according to Parson is essentially done as a process to enable someone to be able to participate and be influential in his life. Based on this understanding it can be understood that empowerment shows the process by which a person gains strength, access to resources, and skills development. In empowerment there is guidance, mobilization, utilization and development of all the potential for independence that is owned by individuals, groups and communities to be efficient both from an economic, social and political perspective. Empowerment is an effort to build

power itself, by encouraging, motivating and raising awareness of its potential and trying to develop it. Furthermore, these efforts are followed by strengthening the potential or power possessed by the community itself. According to Munawwir quoted by Joppy Dan Aldjon (2007: 178-179), the indicator of the success of the program can be viewed from two sides, namely for the disabled themselves and for the community. For diffables, it is said to be successful if:

- a. The feeling of self-respect and self-confidence in disabled people has been restored.
- b. Have the willingness and ability to develop their potential through productive work skills
- c. In carrying out daily activities of people with disabilities can be done independently, and not too dependent on others
- d. Having a high awareness to participate in a variety of social and community life naturally in accordance with their abilities.

Difables are acronyms of different abilities, or different abilities of people, people with different abilities. The term diffable appears and is used in Indonesia around 1998 as a term used to refer individuals who experience physical abnormalities, or euphemisms from the term disabled, the term tersbut still deviates from stigma.²

2.2. Independence

Havighurst in Mu'tadin (2002 :) says that independence is an individual attitude that is obtained cumulatively during the development process, where individuals will continue to learn to be independent in facing various situations in the environment, so that individuals will eventually be able to think and act on their own. Soekanto (2002: 221), says that independence is an attitude that allows someone to do something free to push themselves for their own needs, pursue achievement full of perseverance and desire to do something without the help of others, able to think and act original, creative and full of initiative, able to influence the environment, have confidence in their own abilities, respect their own situation, and obtain satisfaction from their business. The aspects of independence according to Havigrust in Syamsu (2014: 81), are intellectual

² <https://mahadarmaworld.wordpress.com/2011/11/25/cacat-difabel-dan-disabilitas-di-mata-masyarakat/>

independence, emotional independence, economic independence, and social independence.

2.3. Effective Communication

Communication is a social process in which individuals convey symbols to balance and interpret meanings in their environment. The five keys to communication are social, process, symbol, meaning, and environment as in the following bar:

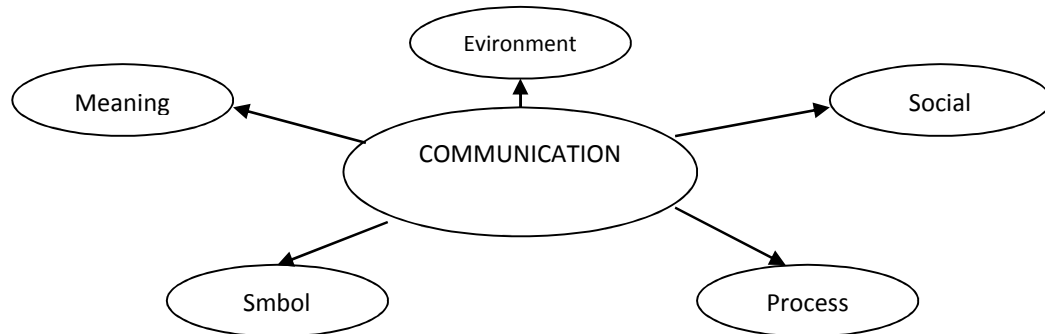


Figure 1. The Five keys in communication

First, we believe that communication is a social process. When we interpret communication as a social process, it involves a number of people in interaction. Minimum involves two people, the sender and recipient (message). This of course involves intensity, motivation and ability. This communication will always take place (without beginning) and without end so that communication is a matter that is complex, dynamic and changes continuously.

Second, we can see the natural process of communication, one from the beginning to the end of the conversation. In this process, individuals and cultures can change the effects of communication. Communication as a process is related to the nature of communication that cannot be repeated and returned to the position before communication takes place. Dance (1967) describes the communication process in a spiral or helix form. Dance states that communication experience is an accumulation and influenced by the past so that the communication process that takes place is not linear. Thus communication is a process that changes over time between participants (parties involved in the communication process referred to).

Third, communication is essentially a symbol. The intended symbol is a label or 'something' that can represent and be addressed to a phenomenon. There are two types of

symbols in the communication process, namely (1) concrete symbols that represent an object, and (2) abstract symbols that represent an idea or idea.

Fourth, the thing that links process and symbol is the meaning that is the center of defining communication. The meaning is what people want from the message.

Fifth, the environment is a situation / context where communication occurs. The intended environment includes a number of elements consisting of time, place, historical period, relationship and cultural background between the speaker and listener.

Effective communication is a concept that shows the success of a message received by the communicant, where it can occur in a variety of different forms, highly dependent on the communication situation, the form of communication, and the communicator. In this study, effective communication was a form of communication carried out by Daarut Tawhid Peduli through the Difable Creative Center (DCC) program.

3. Methodology

This study uses a descriptive qualitative approach with a case study method. The case study method was chosen because the researcher developed an in-depth analysis of the activities and processes of the Difable Creative Center empowerment program in Daarut Tauhid Peduli. The unit of analysis in this study was the diffable who had participated in the Difable Creative Center empowerment program at Daarut Tauhid Care in Bandung. Data analysis uses qualitative data analysis techniques, namely approaches that prioritize the quality of data that is deep and continuous from the data that was successfully obtained. The researcher used this method because he wanted to explore more deeply about the implementation of social services through the DCC program in diffable independence.

The informants in this study were as many as seven Difabel observer informants and three Difable Creative Center administrators. The total informants in this study were ten informants.

4. Result

The Creative Center Difabel Program was created since January 2016. The beneficiaries are currently 75 people who have worked independently so that they can open their own sewing practice or work as employees. In this year's DCC program, carried out to 26 diffables with activities in the form of physical and non-physical assistance as follows:

4.1. Physical assistance

Physical assistance carried out to the Difabel group was the provision of glasses, wheelchairs and sticks. This is done so that the diffable can carry out their routine / personal duties without relying on the help of others.

4.2. Non Physical Assistance.

Non-physical assistance includes training in sewing skills and providing religious knowledge in the form of dawah, talim and character building. Especially for sewing skills training, carried out for three months.

4.3. Supporting assistance. It is the assistance given to the diffable group in the form of a sewing machine. This is so that the disabled people after being trained in sewing, they can open a sewing business independently. This is very possible and in accordance with the objectives of the DCC program, so that diffable groups can be independent and have their own skills and business.

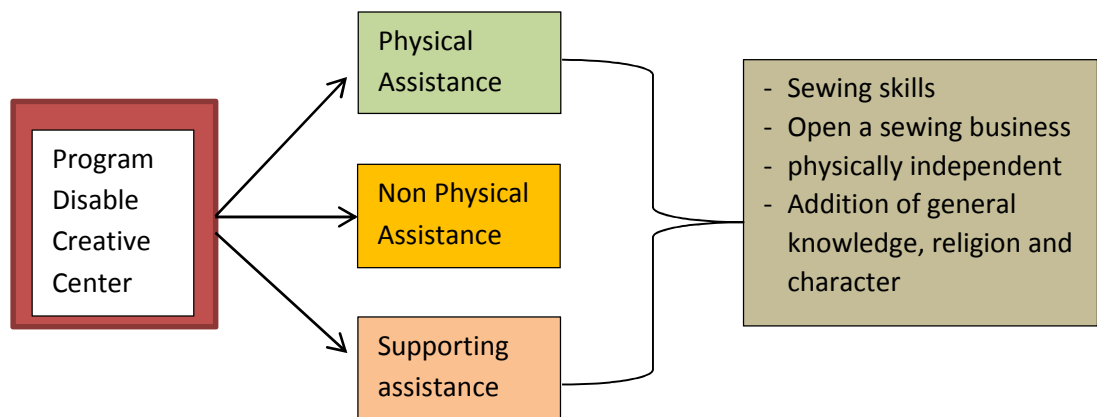


Figure 2. Implementation of the Creative Center Disable Program

The implementation of the empowerment program has been implemented but there are several programs that have not been realized such as providing uneven capital assistance, and advocacy assistance and access to outside scope work. The provision of sewing machine capital assistance provided is still minimal, of the 26 diffables who have participated in sewing training programs only 10 people have received sewing machine assistance.

The Creative Center Disable Program also makes access to jobs by opening a workshop. Through this workshop, diffables can work with the skills they have after

participating in sewing training, so that diffables have jobs, and income. Difables are no longer dependent on their families. In terms of other independence Daarut tauhiid instills religious values with diffables in the DCC program, namely by preaching activities or ta'lim, and knowledge about character building. The development of this character is intended so that in addition to being independent, diffables are also able to have good character and confidence. Therefore, disabled people here have high self-esteem, so that diffables can interact with people around them, whether they are disabled or not.

The program carried out by Daarut Tauhiid in empowering diffables from economic aspects can be said to be quite good even though there are still some people with disabilities who do not get sewing machine capital assistance so they do not feel the contribution of this program. In the social aspect, the effects of this program are quite good, through DCC workshops, people with disabilities have jobs and income. Although not yet absorbed by all, where there are still people with disabilities who are unemployed after joining the DCC program, at least this program can absorb 70% of disabled people to become independent. Whereas from the spiritual aspect, this program greatly contributes to building the character of the disabled who are inferior to the disabled who have self-confidence.

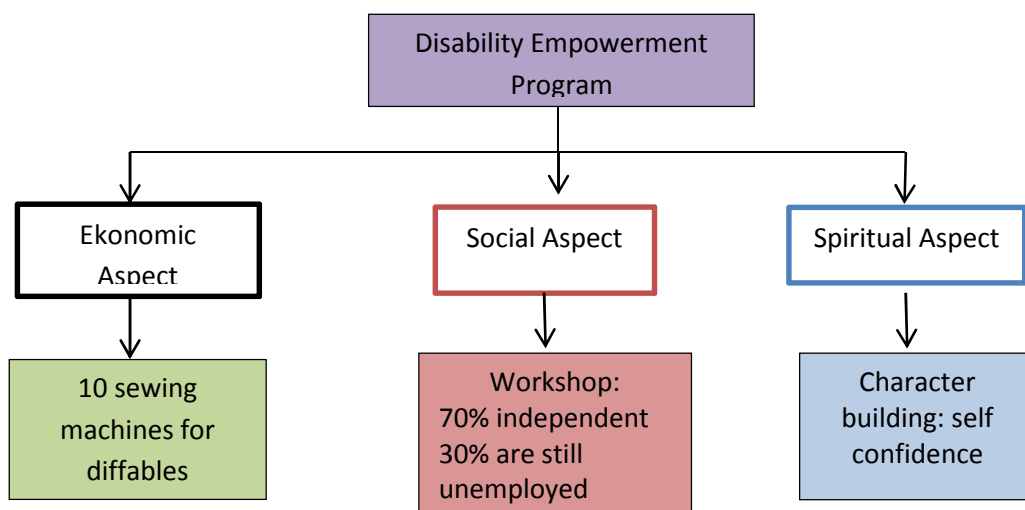


Figure 3. Implementation of Disability Empowerment Program

5. Conclusion

Disabled groups are groups that can be trained to be independent and live without depending on others even though they have physical limitations. Amid these limitations, diffable groups often feel marginalized and as if they do not have the opportunity to live properly. This condition makes disabled lose confidence. One form of effective communication to improve diffable self-confidence is through the DCC-Creative Center Disable program. The DCC program created by Daarut Tauhid Peduli basically can help disabled groups to live independently. Although it has not been maximized in its level of success, this program has a positive impact on the economic, social and spiritual aspects of the diffable group.

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Author Biography

We are lecturer at Langlangbuana University-Bandung-West Java-Indonesia. The author biography is:

Author 1:

Name : Tita Melia Milyane
Education : Strata 3-Doctor
Born : Bandung, 19 Pebruari 1974
Faculty : Social and Politic Science. Program Comunication Science
Skill : Mass Communication, Journalism, Public Speaking

Author 2:

Name : Nunung Hastika
Education : Strata 2-Magister Science
Born : Garut, 21 Januari 1966
Faculty : Social and Politic Science. Program Social Welfare
Skill : Community empowerment

Author 3:

Name : Henny Setiani
Educate : Strata 2-Magister Science
Born : Bandung, 16 September 1956
Faculty : Social and Politic Science. Program Social Welfare
Skill : Micro social worker

Author 4:

Name : Yusef Wandy
Educate : Strata 2-Magister Science
Born : Bandung, 27 Pebruari 1964
Faculty : Social and Politic Science. Program Social Welfare
Skill : Community empowerment