

Fulfilling the Rights of Social Workers: Aspects of Social Security in Indonesia

Utang Rosidin^{1*}, Ardika Nurfurkon², Dedy Pribadi Uang³

¹ UIN Sunan Gunung Djati, Bandung, Indonesia

^{2,3} Institut Pemerintahan Dalam Negeri, Jatinangor, Indonesia

*Corresponding Author Email: utangrosidin@uinsgd.ac.id

ABSTRACT

The purpose of this article is to describe the fulfillment of social work rights, analyzing the extent to which the government provides social security for social workers. This study uses a qualitative method with a normative juridical approach. The analysis in this study contributes to the fulfillment of social workers' rights in terms of social security and provides recommendations regarding social security regulations as a fulfillment of social workers' rights. The results show that three aspects must be considered in the rights of social workers to social security in Indonesia, namely (1) Fulfillment of Social Workers' Rights, (2) Anticipation of regulations against the risks of social workers, and (3) Social security for social workers in Indonesia. From these three aspects, there are several efforts made by the government in regulation that has issued Law Number 14 of 2019 concerning Social Workers, but the law only regulates the Rights and Obligations of Social Workers in Indonesia. The findings may also impact the lives of social workers, including improved financial well-being, job security, and professional satisfaction. Previous studies have not discussed the aspect of social security as a fulfillment of social workers' rights, so this research contributes to this void by paying attention to the analysis of the fulfillment of social workers' rights in terms of social security aspects.

Keywords: Fulfillment of social work rights, Protection for Social Workers, Social Workers, Social Security

ABSTRAK

Tujuan dari artikel ini adalah untuk mendeskripsikan pemenuhan hak pekerjaan sosial yang menganalisis sejauh mana pemerintahan memberikan jaminan sosial bagi pekerja sosial. Studi ini menggunakan metode kualitatif dengan pendekatan yuridis normatif, analisis dalam penelitian ini berkontribusi terhadap pemenuhan hak pekerja sosial ditinjau dari aspek jaminan sosial dan memberikan rekomendasi mengenai regulasi jaminan sosial sebagai pemenuhan hak pekerja sosial. Hasil penelitian menunjukkan bahwa tiga aspek yang harus diperhatikan dalam hak pekerja sosial terhadap jaminan sosial di Indonesia yaitu (1) Pemenuhan Hak Pekerja Sosial, (2) Antisipasi regulasi terhadap resiko pekerja sosial dan (3) Jaminan sosial bagi pekerja sosial di Indonesia. Dari ketiga aspek tersebut, terdapat beberapa upaya yang dilakukan pemerintah secara regulasi telah mengeluarkan Undang-Undang Nomor 14 Tahun 2019 tentang Pekerja Sosial, namun dalam undang undang tersebut hanya mengatur tentang Hak dan Kewajiban Pekerja Sosial di Indonesia. Temuan ini juga dapat memberikan dampak bagi kehidupan pekerja sosial, termasuk peningkatan kesejahteraan finansial, keamanan kerja, dan kepuasan profesional. Dari penelitian-penelitian sebelumnya belum membahas aspek jaminan sosial sebagai pemenuhan hak pekerja sosial, sehingga penelitian ini berkontribusi pada kekosongan tersebut dengan memperhatikan analisis terhadap pemenuhan hak pekerja sosial ditinjau dari aspek jaminan sosial.

Kata kunci: Jaminan Sosial, Pekerja Sosial, Pemenuhan hak-hak pekerja sosial, Perlindungan bagi Pekerja Sosial

INTRODUCTION

Social work not only has a role in strengthening human rights in the communities where they work but also plays a role in controlling the interests of the state. In other words, the role of social workers influences the interests of the government or society, which is the focus of services in social work (Mapp et al., 2019; Teater, 2014). Social work involves the ability to combine and apply social work knowledge, values, and skills in a purposeful, deliberate, and professional manner. It aims to improve human and community well-being in various practice situations (Taylor et al., 2016; Zelnick, 2020). Social work, as a key instrument in social policy, not only responds to the needs of individuals facing personal crises such as poverty, orphanhood, homelessness, and disability. But it also involves efforts to mitigate the impact of macro factors, including natural disasters and man-made situations (Cronin & Jones, 2015; Necel, 2023).

Other research that explains the problems in social workers is explained by Sulimani-Aidan & Feldman (2021), namely the various challenges faced by social workers consisting of limited skills and knowledge, limited working hours and workload, mismatching organizational expectations and support services, and political intervention at the macro level. In other research, social workers face more challenges than other similar professions, which can have a negative impact on the services provided to individuals and communities. This is due to high burnout and retention rates (Ravalier et al., 2022; Selçuk & Güzel, 2016; Zhou, 2022)

Another problem faced by social workers focused on Romania, which explains three problems as researched by Lazăr et al. (2019) as follows: 1. regulatory issues, 2. cooperation in social work, and 3. the relationship between social workers and objects that receive social work. In the context of Indonesia, (Adityo, 2022) research explains that one of the rights of social workers is legal protection guaranteed by law Number 14 of 2019 concerning social workers, but it has not met clear and concrete regulatory standards. As a result, values such as legal certainty, justice, and legal expediency have the potential to be difficult to access by social workers when they face legal problems.

The purpose of this article is to describe the fulfillment of social work rights and analyze the extent to which the government provides social security for social workers. The fulfillment of rights for social workers is very important because of the very high risk of work, such as safety issues to mental health (Ife, 2008; Reeser & Wertkin, 2001), where research that discusses the fulfillment of legal protection for social workers has not been found. Previous studies have not discussed the aspect of social security as a fulfillment of social workers' rights, so this research contributes to the void by paying attention to the analysis of the fulfillment of social workers' rights in terms of social security aspects. This research is expected to provide recommendations regarding regulating social security to fulfill social workers' rights.

RESEARCH METHOD

This research uses a qualitative method with a normative juridical approach (Symon et al., 2018), the existence of normative legal analysis to produce analysis in law 14 of 2019 concerning Social Work so that this research contributes to the void by paying attention to the analysis of the fulfillment of social workers' rights in terms of social security aspects and providing recommendations regarding social security regulations as the fulfillment of social workers' rights.

Normative legal research, also known as normative legal research, is conducted through several approaches, such as using legal rules or legislation, conceptual approaches with theories, comparative approaches, and historical approaches (Taekema, 2018). This research focuses on the study of law influenced by the doctrines of positivism and pure law. In general, this research is often referred to as desk research because most of the materials used as research tools are documents.

RESULTS AND DISCUSSION

Social Worker Risks

Social work is ranked as the occupation with the highest level of occupational risk in several aspects. For example, (Enosh & Tzafir, 2015) found that social workers are more vulnerable to violence from clients than other types of work. Furthermore, the unfavorable conditions experienced by workers in this sector have increased during the Covid-19 period where they are vulnerable to stress and fatigue due to high workloads (Ben-Ezra & Hamama-Raz, 2021; Peinado & Anderson, 2020; Ravalier et al., 2022; Zhou, 2022).

Social workers experience a number of risks in carrying out their professional duties, including the possibility of being secretly monitored by their clients (Regehr & Glancy, 2011), as well as high incidences of verbal harassment, threats, and even physical attacks in the work environment (Choi & Choi, 2015). Factors such as age, gender, and practice context influence the level of risk, with younger and male workers, especially those working in public institutions and non-profit organizations, tending to be at higher risk (Choi & Choi, 2015). The increasing emphasis on risk assessment and management in social work practice also brings with it a number of challenges, such as determining priorities between risks and needs, changing professional roles, and a culture of blame (Green, 2007).

Protection for Social Workers

Social protection is concerned with risks and vulnerabilities that can affect human development. As such, social protection involves a multidimensional approach aimed at protecting both individuals and community groups from the impact of shocks, stresses, and deprivation (Sabzi Khoshnami et al., 2021). This is done through various interventions aimed at improving livelihood security and stability, promoting social inclusion, and safeguarding human dignity (de Haan, 2014). Apart from that, (Tasnim, 2023) explained that many human rights violations occur for workers, especially female workers, due to socio-economic factors, so there must be protection for workers.

There are two main components to social protection. First, social assistance, which includes public actions, both governmental and non-governmental, intended to transfer resources to a group of people deemed eligible due to their deprived status. Second, social insurance is where individuals or households use insurance principles to protect themselves from risks by pooling their resources with others who face similar vulnerabilities (Devereux & Getu, 2013).

Work protection for social workers is part of social protection, which must provide workers with rights related to rest and working time (Lund, 2012; Wiryawan, 2022). The rights of social workers must be treated humanely as a form of recognition in the protection of social workers. This is a manifestation of the principle of humanity; protection for social workers is a form of recognition to pay attention to the physical, mental, and sense of comfort for social workers (Murdoch, 2011; Niemi, 2015; Sheafor et al., 2000).

Although social work is a job based on a calling, social workers must have protection, especially in the principle of obtaining welfare in carrying out work (Fink-Samnick, 2016; Mapp et al., 2019b). If a social worker experiences interference, threats, and other things that can harm them, then social workers also have the right to be given legal guarantees or protection.

Efforts to improve the welfare of social workers through compensation and benefits will result in job satisfaction for social workers and improved service to clients (Schweitzer et al., 2013). Welfare for social workers is inseparable from the existence of (1) fulfillment of rights for social workers (Walbam & Howard, 2022); (2) anticipation of regulations for social workers (McLaughlin, 2007); (3) social security for social workers (Wiryawan, 2022).

Fulfillment of Social Worker Rights

According to the Law of the Republic of Indonesia Number 11 of 2009 on Social Welfare, professional social workers are defined as individuals who work in government or private institutions. They have competence and profession in the field of social work and are concerned about social work, which is obtained through education, training, and/or practical experience in social work. The purpose of this qualification is to carry out service tasks and deal with social problems.

Law Number 14 of 2019 concerning Social Work outlines the Social Work Profession, which includes general provisions including the definition of social workers, social empowerment, social rehabilitation, social functioning, and other aspects related to social work. The principles of Social Work that must be applied include non-discrimination, justice, accountability, integration, partnership, accessibility, etc. Article 4 explains that this profession has a scope for applying its knowledge, including preventing social dysfunction, social protection, social rehabilitation, social empowerment, and social development. Another section explains the practice license, which must meet requirements such as coming from the scientific field of social work or social welfare and having certification obtained through a competency exam.

In this law, social workers have been given legitimacy as one of the bases for their existence. The law explains that a social worker is an individual who has three basic abilities. First is knowledge, where a social worker must understand various sciences and other knowledge to support their practice in the field. Second, skills, which involve several skills such as counseling, assessment, and various therapies that coordinate with other sciences. Third, values, where a social worker must adhere to a certain code of ethics and values to always be able to work professionally and responsibly in every practice.

In Law Number 14 of 2019 concerning Social Workers in Article 41 explains that Social Workers in carrying out Social Work Practice services are entitled to (1) obtain legal protection in carrying out tasks in accordance with Social Work Practice standards; (2) obtain correct, clear, and honest information from Clients, families, and/or other related parties; (3) improve competence through education, training, and professional development; (4) get promotions and/or awards in accordance with work performance; (5) have the freedom to associate in the Social Worker Organization; and (6) receive compensation for services that have been performed.

The fulfillment of the rights of social workers is inseparable from the rights obtained from the government for social workers. Every social worker has the right to receive self-care as an effort to protect against the risks of social work such as (Walbam & Howard, 2022) that self-care is proposed as a solution to reduce the impact of social workers' stress in the work environment in overcoming feelings of emotional exhaustion.

This is the input of this article regarding the fulfillment of rights for social workers that have not been discussed in the social worker law in Indonesia, especially in the rules governing the rights of social security aspects for social workers.

Regulatory Anticipation of Social Worker Risks

In the UK, a new professional body regulating social workers was established with the aim of reducing the risks for social workers who have more risks than other workers so that social workers can improve the quality of services and trust in the community (McLaughlin, 2007). In 2003, the New Zealand Labor government introduced a registration system for social work. Criticism of the profession arose in response to public concern over a number of child abuse tragedies, resulting in legislation to provide for limited registration (Connolly & Doolan, 2007).

In her comprehensive 2011 study of social work regulation across Europe, (Hussein, 2011) found 'extreme diversity' in the concept of social work, as well as the regulatory structures in which it is practiced. Hussein highlights that social work across Europe exists in various forms of

professional groupings, with some countries combining it under one entity while other countries have a variety of different professional groupings for social workers. This can be seen in the context of New Zealand, where the definition of social work and who manages it is an important current issue. In contrast, in the UK, legislative imperatives are less contentious but clearly centrally regulated.

Research by Juujärvi et al. (2020) explored ethical decision-making by social workers in terms of their well-being in an organizational environment undergoing restructuring in Finland. Social workers reported ethical dilemmas related to their work and efforts to resolve them. On the other hand, dilemmas related to the application of regulations and laws, which were most commonly faced by social workers, only used welfare-focused reasoning.

In Indonesia, there are various categories of social workers, including (1) general social workers who focus on treatment in the general community with general occupational expertise; (2) corrections social workers who are engaged in an educational approach to prisoners or ex-prisoners so that they can reintegrate into the community; (3) medical social workers; (4) industrial social workers who are responsible for helping run corporate CSR programs; and (5) clinical social workers associated with the recovery of individuals involved in drug use, violence against women, and disaster victims (Edi, 2011).

From several concepts regarding the risks of social workers, regulatory anticipation of the risks of social workers is by regulating social security for social workers, social security for social workers is a fulfillment right carried out by social workers in service to clients. In Indonesia, regarding social workers, there are 5 risks of social workers, namely the first factor, social workers can focus on complex and challenging issues or categories of issues (Sarnona Kusenin et al., 2021). The second factor that makes social work have various risks is that it often focuses on changes in the environment around the client, not just on the client himself (Rollins, 2020). At times, services may be unavailable or difficult to access, policies may be perceived as unfair, or people may be oppressed by others. Administrators and people in power do not always have the motivation or insight to initiate the necessary changes. Therefore, social workers must identify places where change is urgently needed beyond the individual and work with the environment to encourage such change.

A third factor that makes social work risky for diverse workers is related to the emphasis on the environment, namely that social workers often feel the need to defend their clients. This defense involves actively intervening to help clients meet their needs. In general, these interventions focus on "the relationship between the client and the unresponsive 'system'" (Grell et al., 2020). Clients have predetermined needs, and unresponsive social institutions and organizations must be encouraged to make changes to meet these needs.

The fourth factor that makes social work unique is the emphasis on and adherence to core professional values. The NASW Code of Ethics emphasizes the right of individuals to make free choices and achieve quality of life (NASW, 2022). Social workers do not try to impose a particular way of thinking or acting on individuals. Instead, they help individuals make their own decisions about how to think or act.

Social Security for Social Workers in Indonesia

In the Indonesian Constitution (UUD 1945), Article 27 (2) states that every citizen has the right to a decent job and livelihood in accordance with humanitarian norms. Article 28H Paragraph (3) affirms the right of every individual to social security that enables his or her full development as a human being with dignity. Article 34 Paragraph (2) indicates that the state should develop a social security system for all the people while empowering the weak and incapable with respect for human dignity.

Law No. 40 of 2004 on the National Social Security System notes in the consideration of letter a that everyone has the right to obtain social protection in order to fulfill the basic needs of a decent

life, and improve their dignity towards a prosperous, just and prosperous Indonesian society. Article 1 Paragraph (1) of the law explains that social security is a form of social protection that aims to ensure that all people can fulfill their basic needs in a decent manner.

Carrying out duties as a social worker is no small task. Social workers are faced with various social problems that can consume their energy. Not only that, they also face potential threats and violence from parties who feel disturbed by their presence. However, the aspect of wage protection has received less attention because there is a view that social workers carry out their duties on a sincere basis, so they do not need a salary (Schweitzer et al., 2013). (Ravalier et al., 2022) and (Ratliff et al., 2023) note that the role of social workers is significant in maintaining and improving the lives of the service users they assist. However, the role is often characterized by high levels of absenteeism due to stress-related health problems, desire to change jobs, low job satisfaction, and poor working conditions.

Social worker insurance guarantees workers' rights related to work norms, including working time and rest, by providing certainty. This protection effort reflects recognition of the rights of workers who need to be treated humanely, taking into account their physical limitations so that they are given adequate rest time (Ismail & Zainuddin, 2019). This is done to create balance in the lives of workers and as a sign of respect for human dignity, regardless of social strata, political status, ethnicity, religion, political beliefs, culture, race, class, and other factors, including gender. The protection of workers should be based on the principles of fair and civilized humanity (Mustari & Bakhtiar, 2020).

The government's role in providing protection to social workers is to support government programs by issuing regulations on the Social Security Provider Agency in the Employment Sector, which is supported by work accident insurance and death insurance (Midu, 2023). World organizations regarding social workers, such as the National Association of Social Workers (NASW, 2022), have programs to encourage social security for social workers around the world with programs (1) Social security disability insurance (SSDI), (2) retirement benefits (3) Supplemental Security Income (SSI) (4) Victim benefits/spouse benefits.

The Indonesian government has issued Law Number 14 of 2019 concerning Social Workers. The law regulates the rights and obligations of social workers in Indonesia. In the author's analysis, each right that is owned needs to be strengthened or added to the aspect of fulfilling social security as an effort to protect against risks in doing social work. The author describes what aspects are contained in social security for social workers in Indonesia in the table below:

Table 1. Aspects of Social Security Fulfillment for Social Workers and Their Regulations in Indonesia

No	Aspects that must be included in fulfilling social security	Regulation Law 14/2019	Information
1	Social security disability insurance for disabled social workers	In Law 14/2019 Article 41 paragraph a concerning the rights and obligations of social workers only explains legal protection	In social worker legislation there is no explanation regarding social security disability insurance.
2	Retirement benefits	In Law 14/2019 Article 41 paragraph f explains the compensation for services and services provided	Social worker legislation only regulates recipients of compensation for services and services provided to social workers.
3	Supplemental Security Income	-	There is no explanation in the legislation regarding

No	Aspects that must be included in fulfilling social security	Regulation Law 14/2019	Information
4	Victim's allowance/Spousal allowance	-	additional security income for social workers There is no explanation in the legislation regarding victim benefits or spousal benefits

Sources: managed by the author

Based on the aspects of social security for social workers above, the author describes what is contained in these aspects. (1) Disability insurance as a form of social security for social workers with disabilities is a financial protection effort provided to those who experience disability. The aim of the program is to provide financial support to such social workers to cope with the economic consequences that may arise due to the loss of their functional abilities; (2) Retirement benefits for social workers are a form of appreciation for their contribution to social work. Generally, this program involves the regular provision of benefits to retired social workers, with the amount adjusted based on various factors such as length of service, level of earnings during their career, and applicable pension plan provisions; (3) Extra income for social workers is an additional source of income received by them apart from the main income derived from their social work. These additional sources of income may come from various activities or projects undertaken in addition to their main duties as social workers. The character of the additional income may be periodic or project-based, depending on the type of activities undertaken; and (4) the provision of victim benefits or spousal benefits involves various forms of support, such as financial assistance, counseling, or psychosocial services. The purpose of such allowances is to help social workers and their spouses cope with the negative impacts that may arise from their work involving difficult or traumatic situations. The provision of such benefits reflects concern for the emotional and physical well-being of social workers and their spouses. This finding is supported by research (Graham & Shier, 2014) regarding the welfare of social workers can contribute to this profession to be able to demonstrate real practice and contribute significantly as a profession so to the importance of welfare for social workers.

CONCLUSION

This research found three aspects that must be considered in social workers' rights to social security in Indonesia, namely (1) Fulfillment of Social Workers' Rights, (2) Anticipation of regulations regarding social workers' risks, and (3) Social security for social workers. Law (UU) No. 14 of 2019 on Social Workers in Indonesia, there are several specific gaps that have a significant impact on social workers' rights and social security namely, social workers often face risks in carrying out their duties without adequate protection, which can prevent them from providing services safely and effectively and social workers, especially non-government workers, do not have full access to comprehensive social security, including health insurance, occupational safety, and pensions. This leaves them vulnerable to health risks, work accidents, and financial uncertainty in old age. To address these gaps, some key recommendations that can be acted upon by policymakers and stakeholders are strengthening legal protection and security for social workers through stricter regulations and effective oversight mechanisms and improving social security coverage and benefits for social workers, including comprehensive health insurance, occupational safety, and adequate pensions.

In the context of fulfilling social security in social workers in Indonesia, social security plays an important role in efforts to strengthen the fulfillment of rights for social workers as entities in a profession. Aspects such as disability insurance as a form of social security for social workers with

disabilities, pension benefits for social workers, additional security income, and victim benefits/spousal benefits fulfill the rights of social workers in providing recommendations regarding social security regulations in Indonesia. It is hoped that further research can conduct a comparative analysis regarding social security for social workers in various countries. Although this study has limitations, it is hoped that this research will make a significant contribution to the development of knowledge in the fields of policy and law, especially in the context of social policy related to fulfilling the rights of social workers.

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