

# Social Worker Staffing Process

Aprellia Anggraeni\*, Soni Akhmad Nulhaqim

Social Welfare  
Universitas Padjadjaran  
Bandung, Indonesia

\*aprellia19001@mail.unpad.ac.id, soni.nulhaqim@unpad.ac.id

**Abstract**—The aim of this research to describe the staffing process of social workers, given the importance of the staffing process to find competent individuals to achieve organizational goals. The research conducted at social field of DINSOSP2KBP3A Cimahi. The method used in this research is descriptive qualitative. Descriptive qualitative are methods that interpret data that has been collected to obtain a comprehensive description of the actual situation. The data collected by the interview with the head of social field and literature study. The data analyze by reducing and displaying until it can be concluded. The results show that the staffing process was complete and selective. The staffing process of social workers are recruitment, selection, appointment, orientation, appraisal, and termination.

**Keywords**—*staffing process; social worker*

## I. INTRODUCTION

Social office is one of the government agencies that carry out efforts to improve social welfare. The implementation of social welfare improvement in Cimahi City is carried out by the Social, Population and Family Planning Control, Women's Empowerment and Child Protection Office (DINSOSP2KBP3A). DINSOSP2KBP3A has three fields, namely the social field, the field of women's empowerment and child protection, and the field of family planning. Efforts to improve social welfare in Cimahi are more specifically carried out by the social field of DINSOSP2KBP3A in the form of social services.

Social services are a series of service activities aimed at helping individuals, families, groups, organizations and communities who need social services because of social problems [1]. Social services are also defined as an activity that aims to improve relations with their social environment [2]. The scope of social services is prevention, protection, empowerment, social services and rehabilitation. These efforts are carried out for development in order to overcome the problems faced and or meet the needs adequately so that they are able to carry out social functions [1]. Social services are carried out by social workers.

Social worker is someone who has competence in doing social work [3]. Social workers are social service providers in the social field of DINSOSP2KBP3A in Cimahi. Considering the important role played by a social worker in an agency or institution, DINSOSP2KBP3A as an office that provides social services should have been looking for the right social worker

for its institution. Finding the right social worker can be done with the right staffing process.

Staffing process is the management process in getting, maintaining and working with staff and terminating staff if needed [4]. Ployhart revealed that staffing is a process of attracting, selecting and retaining competent workers to achieve organizational goals [5]. The staffing process aims to realize the synergy of workers in accordance with their duties and obligations, realize work that is cooperative, effective and integrated, makes it easier for workers to complete their duties because it suits their respective fields of expertise, and encourages workers to provide a maximum effort and results for the organization [6]. The stages of the staffing process according to Skidmore consist seven stages, there are: 1) Recruitment, 2) Selection, 3) Appointment, 4) Orientation, 5) Promotion, 6) Appraisal, and 7) Termination [4].

Staffing process is considered as an important human resource management practice because the main objective in this process is to select individuals who have the best abilities, skills, experience, and training to fill the job vacancy that suits them. In addition, the staffing process allows them to meet their needs and ambitions [7,8]. This shows that the staffing process has an important role in an organization. Through the staffing process, competent workers will be able to achieve organizational goals.

Therefore, this article aims to describe the process of staffing social workers carried out by DINSOSP2KBP3A, given the importance of the staffing process to find competent individuals to achieve organizational goals.

## II. METHOD

The method used in this research is descriptive qualitative. The method used in this research is descriptive qualitative. Qualitative research is research that uses words to narrate a phenomenon or a symptom [9]. Descriptive qualitative research methods are methods that interpret data that has been collected to obtain a comprehensive description of the actual situation [10]. The type of data used in the research are primary and secondary data. Primary data was obtained from the informant, the head of social division of DINSOSP2KBP3A Cimahi, while secondary data was obtained from the web and other document. Data collection techniques in this study through interviews with the informant and literature studies. The data analyze by reducing and displaying until it can be concluded.

### III. RESULTS AND DISCUSSION

Staffing process of social worker include the stages:

#### A. Recruitment

The recruitment process aims to find competent staff, both in their abilities and social relations [11]. Recruitment needs to be done to get staff committed to their duties and functions within the organization [12]. The procedure in the recruitment process is advertising, written announcements, letters to the school of social work, and employment agencies, and personal contacts [4].

The process of recruiting social workers in Cimahi City is carried out once a year. The most recent admission takes place at the end of 2018. There are around 30-40 applicants with educational background as social workers and non-social workers. 15 social workers were hired to be placed in every village in Cimahi City this year. Announcement of the recruitment process is only done through official notice boards and personal contacts from one person to another. There is no open advertising in the media considering that not many formations are needed and the lack of available budget for the selection process.

#### B. Selection

Selection process has a different pattern in each agency. The selection process also involves many procedures. In the staff selection process, two things that are important are the needs and expectations of the institution and the desires of the people employed [4].

The selection process is usually carried out within one week. Social worker of selection process consists of administrative selection, written tests, and interviews. In the selection process, the concern matters are educational background and applicant domicile. Selection process of social workers consist of several stages, there are:

1) *Administrative selection*: Administration selection is the responsibility of the administrator in the social division. Applicants must submit a file in the form of:

- Curriculum vitae
- ID card
- SKCK (Criminal Record Certificate)
- Ijazah (Certificate of qualification)
- Social worker certification

In this process, applicants who fail are applicants who do not have a social worker education background. This is considered because the competency needed is social work. While applicants who pass at the administrative selection will then continue to the written selection.

2) *Written selection*: Written selection is the responsibility of the head of social affairs. In written selection, applicants are given questions in the form of essays. The question consists of three elements, knowledge, skills and ethics.

3) *Interview*: After written selection, the next process is an interview. The interview was conducted by the head of the social field. The interview questions include three elements, knowledge, skills and ethics. The element of knowledge is about basic knowledge of social work, assessment, and etc. The elements of skills are the skills of recording, reporting, observation, and other matters related to skills. While the elements of ethics are ethics with peers, ethics towards superiors, ethics towards institutions, and ethics towards clients.

In the selection process, the assessment is done objectively. There is no corruption, collusion and nepotism. There is additional value when applicants are domiciled in the city of Cimahi. Domicile becomes one of the priorities at the selection stage. If there are no applicants who lives in Cimahi, the social field then accepted other applicants in other domiciled. It is noted that the applicant who lived outside Cimahi should willing to come to Cimahi every day. Work hours are 8:00 AM to 4:00 PM from Monday through Friday.

#### C. Appointment

Appointment is another major part of employment process. It should be the best that can be offered in a position and salary. A new appointee should be told about the opportunities and possibilities of the position, also the specific duties and relevant information about the job, including salary, pay periods, working hours, etc. [4].

Candidates selected from the selection process will then be called to make an appointment. At the time of appointment, the discussion with the candidate are about placement and salary. Placement of social workers will be adjusted to the domicile of candidate. This is considered to make the work of social workers more effective. In addition, candidates can monitor homes as well as save expenses on food and transportation costs.

Work hour for social worker in Cimahi from Monday to Friday from 08.00 AM to 4:00 PM as explained in the interview selection. The social worker salary policy in Cimahi City is per day, but it's paid monthly. The income average received by social workers about 2.7 million, including the provision of *BPJS* employment facilities, *BPJS* health and old-age benefits. Additional outside salary can be received by social workers from other activities, for example in assisting *BPNT*, assisting the *BPJS* process, or being a human resource for street children's assistance and other activities. If the candidate agrees, then the status then changes to employee.

#### D. Orientation

Orientation process is the beginning step in becoming a worker. In this process, a new employee are introduced to an agency, its services, and the community [4].

Social workers who have been accepted must then attend orientation activities. Orientation activities carried out by gathering new social workers. This activity is carried out to provide guidance regarding the duties and responsibilities of the work of social workers. The main tasks of social workers are twofold. The first is verification and validation of data on

Persons with Social Welfare Problems (*PMKS*). Second, case handling or case response. All tasks are carried out through reporting notes and inputs in *Sistem Informasi Kesejahteraan Sosial* (*SIKS*). The input process at *SIKS* is carried out so that the head of the division can monitor the tasks and work of social workers.

#### E. Appraisal

Appraisal is needed to evaluate the work of social worker to developed a professionalism. Several purposes of appraisal to keeping informed on how they are doing, uncovering training needs, recognized the problem, identifying candidates for promoting, and discuss about the performance should be improved [13].

Appraisal of social workers is done through supervision. Supervision is carried out at least once a month by the head of social division. In addition, the assessment process is also carried out through monitoring at *SIKS*. Monitoring is carried out to see the activeness of social workers and monitor so that the specified performance targets are met. If there are social workers who are less than optimal, then the head of the social sector will ask about what obstacles are experienced relating to their performance. In addition, the social worker is also given motivation.

#### F. Termination

Termination may be different depend on individual circumstance. It may occur as a results of retirement, change of position, or being fired [4].

The social worker contract is valid for one year. If the contract expires, the social worker can apply for an extension. If the social worker does not want to extend the contract, then the social worker does not need to submit an application. If there are social workers who are unable to continue their work for one or another reason so that they want to resign, then the head of social division invited to do termination. In addition, the head of social division asked to find a replacement. Preferably who lives in the City of Cimahi, preferably living in the village where he works.

### IV. CONCLUSION

In general, the process of staffing social workers in Cimahi is divided into six stages:

- Recruitment. Recruitment is the process of finding staff who are competent in their abilities and skills. The recruitment procedure is carried out only through notice boards and personal contacts to one another.
- Selection. Selection process of social worker consist three stages, there are administrative selection, written selection, and interview. The point that matter in selection process are educational background and domiciled. Both written selection and interview test the applicant about knowledge, skills and ethics of social worker.

- Appointment. Appointment process of social worker discuss about placement and salary. The social workers are placed in their domicile. The salary is per day, but it's paid monthly.
- Orientation. Orientation process is carried out by gathering social workers to be given an introduction to the duties and responsibilities of their work.
- Appraisal. Appraisal process of social workers were done through supervision and monitoring at *SIKS*.
- Termination. Termination process can occur if the social worker does not renew his contract, and resigns. This termination process can be done with a note that resigning social workers must find someone to replace their position.

This article only discusses the process of staffing social workers in general. This research can be continued by examining specifically each stage of the social worker staffing process.

### REFERENCES

- [1] Departemen Sosial RI, *Buku Saku Pekerja Sosial*. Jakarta: Depsos, 2004.
- [2] B. Wibhawa, S. T. Raharjo, and M. Budiarti, *Dasar-dasar pekerjaan sosial: pengantar profesi pekerjaan sosial*. Widya Padjajaran, 2010.
- [3] C. N. W. Imani and Y. Riyanto, "Peran Pekerja Sosial dalam Mengelola Perilaku Menyimpang melalui Pola Komunikasi Antarpribadi di UPT PPSPA Bima Sakti Batu," *J. Pendidik. Untuk Semua*, 2019.
- [4] R. A. Skidmore, *Social work administration: Dynamic management and human relationships*. Allyn & Bacon, 1995.
- [5] R. E. Ployhart, "Staffing in the 21st Century: New challenges and strategic opportunities," *J. Manage.*, vol. 32, no. 6, pp. 868–897, 2006.
- [6] I. Nurmalasari and M. Syah, "Peran staffing dalam pemberdayaan sekolah di smp muslimin 5 kota bandung," *Al-Idarah J. Kependidikan Islam*, vol. 9, no. 1, 2019.
- [7] R. Al-bdareen, "Human resources staffing process and its impact on job involvement : Irbid District Electricity Company as a case study," *Probl. Perspect. Manag.*, vol. 17, no. 2, 2019.
- [8] C. Ban, "Reforming the staffing process in the European Union institutions: moving the sacred cow out of the road," *Int. Rev. Adm. Sci.*, vol. 76, no. 1, pp. 5–24, 2010.
- [9] J. W. Creswell, "Research Design: Qualitative, Quantitative, and Mixed Methods Approaches." SAGE Publication, United States of America, p. 296, 2009.
- [10] Y. P. Sari, I. Farida, and Hetika, "Model Pendampingan UMKM Pengolahan Hasil Laut dengan Metode Pendekatan Pendampingan Terintegrasi," *J. MONEX*, vol. 8, no. 1, pp. 293–302, 2019.
- [11] J. K. Grabara, S. Kot, and L. Pigon, "Recruitment process optimization : chosen fi ndings from practice in Poland," *J. Int. Stud.*, vol. 9, no. 3, pp. 217–228, 2016.
- [12] B. Harsono, "Analisis proses rekrutmen karyawan pada direktorat sumber daya manusia (sdm) informasi dan umum di fungsi hr operations pt pertamina (persero)," *Public Adm. J.*, vol. 2, no. 2, pp. 232–252, 2018.
- [13] H. M. Carlisle, *Management Essentials: Concept for Productivity and Innovation*. Chicago: Science Research Associates, 1987.