



Formulation of Indicators and Criteria for Termination of The UILS Program in DKI Jakarta Social Services

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Abstract. This study assesses the practical activities at the Social Information and Services Unit (UILS) of the Central Jakarta City Administration Social Service, which plays a key role in empowering people with mental disabilities. Launched in 2022, the UILS program aims to increase the participation of people with disabilities in various aspects of life—social, economic, and cultural—by fostering independence among beneficiaries. However, challenges such as a limited number of social assistants, the lack of systematic beneficiary development records, and the absence of professional social workers with specialized skills in mental disabilities have hindered the implementation of the program. As a result, beneficiaries who have achieved independence continue to receive the same services, preventing the effective execution of the termination process, which is crucial in the social service cycle. This qualitative study, using in-depth interviews and direct observations, evaluates the social service model at UILS. The findings highlight significant barriers to the termination process and emphasize the need for clear, objective, and measurable termination indicators and criteria. To improve service quality and facilitate beneficiaries' transition to independence, a more effective strategy is needed.

Keywords: UILS, mental disabilities, termination criteria, independence, social services.

1 Introduction

In some year lastly, attention to mental health is getting better increase along with height number prevalence mental disorders in various layer society. Mental health is not only impact on quality life individual, but also on well-being social and economic community in a way overall. The World Health Organization (WHO) stated that mental health is right basic fundamental human being, who plays a role important in support development individual and also community (WHO, 2022). This is make rehabilitation social as aspect crucial for help those who experience mental disorders to be able to undergo a better life independent and productive.

In Indonesia, one of the form effort rehabilitation social for sufferer mental disability is through programs organized by the Information and Services Unit Social (UILS), which aims for return function social sufferer mental disabilities. This program give

comprehensive service with hope can help recipient benefit in repair mental, emotional and social conditions them , so that can functioning more good in the community . However , the implementation of this program no escape from challenges . Some problems in the field , such as limited amount companion social , recording development recipient benefits that are not optimal, and no existence clear criteria regarding the termination process service , become obstacle significant in reach program objectives (Ministry of Social Affairs of the Republic of Indonesia, 2011).

In context service social , termination is stages important thing to mark end from intervention or mentoring social to clients who have reach level independence certain . Proper termination time and based criteria objectives are very important , because no only become sign success rehabilitation , but also provide chance to recipient benefit For truly independent and not depends on the service social . Unfortunately , at UILS, many recipient benefits that have been reach independence still accept the same service , as a result Not yet existence criteria clear and measurable termination . Conditions This hinder effectiveness services and reduce opportunity for candidate recipient other benefits that require help quick .

The purpose of article This is For formulate a formulation model indicators and criteria termination in the UILS program at the Central Jakarta City Administration Social Services Sub-dept . With existence clear indicators , the termination process is expected can done in a way right , so that service rehabilitation social can walk more effective and efficient . Research This try give contribution real in effort improvement quality service social , especially for sufferer mental disabilities , so that they can life more independent and empowered in society .

2 Literature Review

According to Undang-Undang Nomor 18 Tahun 2014, mental disability is conditions that affect thoughts , behaviors , and feelings individuals , such as schizophrenia , bipolar disorder , and depression heavy . Disturbance This often caused by factors biochemistry and structure in the brain , as well as triggered by stress environment or condition physiological certain . Handling condition This need intervention professional and support consistent social so that people with mental disability can increase quality life they .

In addition , the concept termination in work social , as explained by Zastrow (2016), is stage crucial that marks completion of the mentoring process for client . Termination usually done when objective intervention achieved or service No Again required , with criteria measured based on independence physical , psychological and social client . Proper termination process need objective indicators For ensure that client Ready continue his life without support intensive from worker social , as explained by Hepworth, Rooney, and Larsen (2013). This literature review underline importance clear criteria in termination , and role important service social in promote independence sufferer mental disabilities in society .

3 Method

The research used a qualitative method with a Social Group Work approach, employing the Focus Group Discussion (FGD) technique. According to Sheafar & Horejsi (2003), the focus group technique is a research method that involves a small group, usually consisting of 8 to 12 people, who share similar experiences or knowledge about a specific topic. During a session lasting one to two hours, the main goal of the focus group is to gain in-depth responses that can clarify points of agreement or disagreement among participants.

This approach was chosen to explore participants' views and experiences related to the formulation of indicators and criteria for termination in the Social Services Information and Services Unit (UILS) program. The FGD involved various stakeholders directly involved in the UILS program, including both internal and external parties. Internal parties included UILS managers, assistants, and P3S Social Workers, while external parties consisted of social extension workers and psychologists working alongside UILS.

The discussion group aimed to reach a consensus regarding the indicators to be used in evaluating beneficiaries before termination from the program. The FGD was conducted in a structured manner, with clear discussion rules, ensuring that every participant could interact and share their opinions constructively. Data collected during the FGD was analyzed to produce recommendations for formulating appropriate, relevant, and applicable termination criteria. The results of the FGD are expected to provide a comprehensive understanding of the beneficiaries' needs and serve as a foundation for making effective decisions in the termination process of services at UILS.

4 Discussion and Results

Rehabilitation program social organized by the Information and Services Unit Social Services (UILS) at the Central Jakarta City Administration Social Services Sub-dept . aims to For help sufferer mental disabilities in order to be able to undergo a better life independent . Although this program has give impact positive , a number of problem Still hinder effectiveness its implementation . One of the most prominent symptom is lack of source Power adequate human resources (HR) . Currently , the ratio One companion social for 20 recipients benefits are very less than ideal, which causes lack of optimal attention and support for every individual . Absence worker social professionals at UILS also have an impact on the lack of recording development recipient benefits , which result in eight recipient benefits that have been independent still recorded and received equivalent service with recipient benefits that have not been independent . This is create confusion and dissatisfaction among recipient benefits that are felt Already capable undergo life independent .

In addition , the UILS program has reach capacity maximum with 20 recipients benefits , so that candidate recipient benefit must wait on waiting list without certainty When they can join . Limitations amount companion social is also one of factors that slow down the termination process for recipient benefits that have been empowered or

not active . As a result , the recipient benefits that have been independent still depends on the UILS service , while candidate recipient benefits that require help No can quick get access to service This is . No only inhibits the termination process , but also reduces effectiveness of the program in general overall .

Problem main issues faced by the Information and Services Unit program Social (UILS) is found recipient benefits that have been independent or No active , but Still recorded and received service from the UILS program. The cause is Because No existence stage structured termination and stages advanced for recipient benefits that have been powerless . Cause main problem This is absence indicator or clear criteria For determine When a recipient benefit can ended of the program. In addition , the limited amount worker social professional and companion social to worsen UILS capabilities in monitor and evaluate progress recipient benefit in a way systematically . As a result , the recipient benefits that have been independent still recorded as recipient services , and those who have already Can doing activities in a way independent tend interesting self from group .

Delay in do termination impact on several aspect . Recipient benefits that have been empowered Still get same service with those who have not independent , which in the end Can create dependence to services and hinder development independence them . For example , two recipients benefits , “DA” and “FR ”, although Already independent in a way social , still come to UILS only For Eat afternoon . In addition , the delay this also results in candidate recipient benefits that require help must wait longer for get access service .

For overcome problem this , is done Focus Group Discussion (FGD) involving various stakeholders interests , including UILS manager , assistant social , extension worker social , and psychology from organization related . This FGD aiming For formulate indicators and criteria more termination measurable and objective , so that recipient benefits that have been independent can terminated appropriate time . Discussion results produce six indicator main ones include health and stability emotional , ability activity , interaction social , motivation recipient benefits , involvement society , and support family . Every indicator This designed For evaluate readiness recipient benefit in undergo life independent .

With existence criteria more termination clear , termination process expected can walk more transparent and effective . In addition , the FGD discussion also emphasized importance recording development recipient more benefits systematic as well as improvement capacity worker social and companion social . System good record keeping allow more monitoring accurate to development recipient benefits , so that decision termination can taken based on valid data.

In addition to internal improvements , FGD also recommends cooperation with service other mental health For ensure recipient benefits that require service advanced after termination still get the support they provide need . With steps This , it is hoped that the UILS program can walk more effective and sustainable , providing optimal benefits for sufferer mental disability that becomes recipient benefits of this program .

Based on Results of Focus Group Discussion (FGD) conducted by researchers with several related stakeholders , indicators and criteria termination for Beneficiaries (PM)

in the Information and Service Unit Program Social (UILS) has formulated in a way Details as following :

4.1 Indicator

Based on the results of the Focus Group Discussion (FGD), six main indicators were agreed upon and will be used to evaluate the readiness of beneficiaries (PM) for termination from the UILS program.

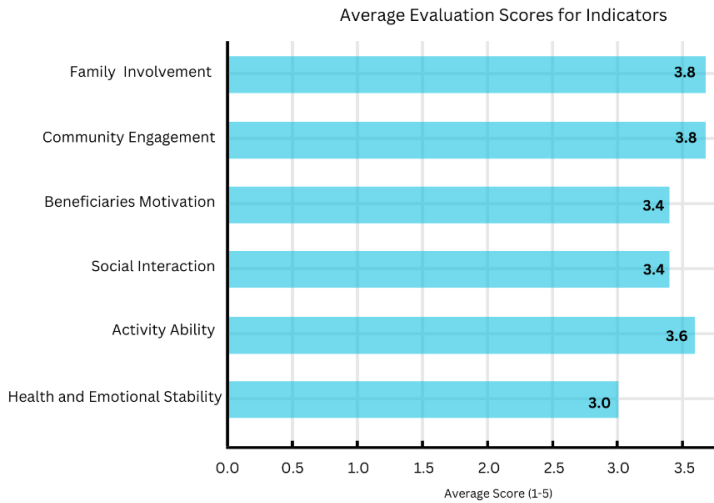


Fig. 1. Bar Chart of Average Evaluation Scores for Indicators

The bar chart above illustrates the average evaluation scores for these six indicators. Each indicator reflects a critical aspect in determining whether the beneficiaries are prepared for termination from the program.

Detail Explanation of the Results.

1. **Health and Emotional Stability (Average Score 3.0) :** This is indicator asses the beneficiary's overall physical and mental health stabilly. A score 3.0 suggest that while some recipients may be stable, further ecaluation and improvement are needed tp ensure full independence.
2. **Activy Ability (Average score 3.6) :** This indicators evaluates a beneficiary's independence in daily activities and self-care. A score of 3.6 indicates that a significant portion of recipients show adequate independence, though not fully independent yet.
3. **Social Interaction (Average Score: 3.4) :** This measures a beneficiary's ability to interact and build relationships within the program environment. A score of 3.4

suggests room for improvement in social skills, but many participants are progressing.

- 4. **Beneficiaries’ Motivation (Average Score: 3.4)** : This indicator gauges the internal drive and participation in the program. A score of 3.4 indicates moderate motivation among beneficiaries, with potential for increased engagement and participation.
- 5. **Community Engagement (Average Score: 3.8)** : This is one of the stronger indicators, showing that many beneficiaries have a high level of community participation. A score of 3.8 reflects solid engagement, with beneficiaries likely ready for reintegration into society.
- 6. **Family Involvement (Average Score: 3.8)** : The involvement of family members in the rehabilitation process is also a strong indicator, highlighting good support structures for beneficiaries. A score of 3.8 suggests families are actively engaged, supporting their loved ones through the rehabilitation and transition stages.

Interpretation:

The overall trend reveals that while there is significant progress in some areas, such as community engagement and family support, there are still areas, especially in health and emotional stability, where more attention is needed before beneficiaries can be terminated from the program. The scores indicate that while many beneficiaries are moving toward independence, structured support and clear criteria for termination are essential to ensure the program’s continued success.

4.2 Criteria

Criteria Evaluation For Every Indicator : Assessment score based on 5 points , with details as following :

Table 1. Criteria Evaluation for Every Indicator

Score	Information	Criteria
1	Very bad: No progress based on development reports.	No Progress
2	Bad: Some progress, but still not independent.	Some Progress
3	Enough: In sufficient condition, needs further help for full independence.	Sufficient Condition
4	Good: Significant progress, but some aspects still need attention.	Significant Progress
5	Very good: Fully independent and stable in all areas. Ready for termination, with continued guidance.	Full Independence

The Beneficiary (PM) will evaluated use scale 1 – 5 for every indicators , with formula calculation as following :

$$Average = \frac{Total\ Score}{Number\ of\ Indicators} \quad (1)$$

- If the average rating for an indicator is above 3.5, the beneficiary is considered ready for termination.
- If the average rating is below 3.5, further evaluation and intervention are needed.
- For beneficiaries who choose to resign, they will still be rated for documentation purposes and potential future reference.

This evaluation process ensures that beneficiaries are assessed holistically and are only terminated when they are truly ready to function independently.

5 Conclusion

Based on the study titled "Formulating Indicators and Criteria for Termination of the UILS Program in DKI Jakarta Social Services," the researcher successfully formulated six main indicators through Focus Group Discussions (FGD). These indicators include: Health and Emotional Stability, Activity Ability, Social Interaction, Beneficiaries' Motivation, Community Engagement, and Family Involvement. These indicators were detailed into sub-assessments for evaluating the development of beneficiaries, with an evaluation scale ranging from 1 to 5.

The formulation of these indicators and criteria is a crucial step to enhance the effectiveness of social rehabilitation programs for individuals with mental disabilities. Challenges such as the limited number of social assistants and the absence of clear termination guidelines hinder the success of the program. Therefore, adequate support and cross-sector cooperation are vital for ensuring the program's sustainability.

Future innovations should include the development of adaptive termination criteria and improved integration of mental health services to strengthen the support network for beneficiaries. With proper implementation, the UILS program has the potential to make a significant contribution to the welfare of individuals with mental disabilities in DKI Jakarta.

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