

The Role Of Social Workers In Low Vision Rehabilitation Services At The Worth Foundation

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Abstract: Low vision is a form of visual impairment that limits daily activities and cannot be corrected with glasses, contact lenses, medication, or surgery (Jennifer Hissett 2008, 1032-33). Social workers have unique abilities in carrying out their role as professional experts in implementing low vision services at LAYAK Foundation's. One of the social institutions in Jakarta that participates in the implementation of social welfare that raises the issue of low vision is Yayasan Pelayanan Anak dan Keluarga (LAYAK). So the researcher wants to see what role social workers can play in helping low vision disabilities overcome limitations through the LAYAK Foundation's rehabilitation services. Research using qualitative methods using observation techniques, interviews and also using documentation studies, researchers focus the problem on the role of social workers carried out in rehabilitation services at LAYAK Foundation. Based on Walter A Fridlander's theory, the role of social workers is divided into 7 roles, namely as a catalyst, informant, mediator, motivator, counselor, facilitator and educator. In the research findings, it can be concluded that the role of social workers in increasing client independence in rehabilitation services at the LAYAK Foundation has advantages and disadvantages.

Keywords: Role Social Worker; Rehabilitation; LAYAK Foundation.

Introduction

The eye is one of the important senses for humans that functions to see. Through the eyes, humans can absorb visual information that is used to perform various activities. However, visual impairment often occurs, ranging from mild impairment to severe impairment that can cause blindness (Data and Information Center of the Indonesian Ministry of Health 2014, 2). In Indonesian, visual impairment is translated into the term blindness. Actually, visual impairment itself is not only blind, but there is another term, partially sighted or better known as low vision. Low vision is defined as the condition of someone who has visual acuity of less than 20/200 but not more than 20/70 (Rana, 2020; Strömbäck et al., 2020).

People with low vision also experience obstacles in carrying out daily activities such as reading, writing, walking, watching television, driving a vehicle and even having difficulty recognizing someone's face (Choi, 2022; Saladino, 2020). The World Health Organization (WHO) presents estimated data related to visual impairment around the world by classifying visual impairment used based on sharp vision (Cieza, 2020; Wang,

2021). It is said to be low vision, if vision ranges from $<6/18 - \geq 3/60$ and is said to be blind, if the sharp vision is less than $3/60$. About 65% of people with visual impairment and 82% of people with blindness are aged 50 years or older (World Health Organization 2012(Brooks, 2018).

In accordance with Article 38 Paragraph 1 of Law Number 11 of 2009 concerning social welfare which states that the community has the widest possible opportunity to play a role in organizing social welfare(Reeves, 2017; Spigel, 2018). This role can be carried out by individuals, families, religious organizations, community social organizations, non-governmental organizations, professional organizations, business entities, social welfare institutions, and foreign social welfare institutions (Adi Fahrudin 2012, 131(Kinman, 2019). One of the social welfare providers is a social worker who is certainly based on science, skills and values in carrying out his role(Bruning, 2018; Heidenreich, 2022).

Social workers have skills, knowledge and also values in carrying out each of their roles while organizing social services, this is of course so that everything that the social work profession does can be in accordance with its role(Pennycook, 2019). According to Walter A. Friedlander (1961: 4) in his book entitled Introduction to Social Welfare defines social work as a professional service based on scientific knowledge and skills in human relations that help individuals, both individually and in groups to achieve social and personal satisfaction and happiness(Carmassi, 2020; Devlin, 2018). According to Enung H. (2014: 3-4) social work as a humanitarian aid profession has access and a role in providing social services to people with disabilities(Hemphill, 2015; Vogelmeier, 2017).

Social workers have unique abilities in carrying out their role as an expert profession in implementing low vision services at the LAYAK Foundation. So that the role of social workers is very important to encourage low vision disabilities not to depend on others and be able to do everything on their own and independently(Asrani, 2020; Donovan, 2018; Hogan, 2019). Therefore, researchers are interested in looking at the role of social workers in low vision rehabilitation services at the LAYAK Foundation.

Methodology

Researchers use descriptive qualitative research. Qualitative research according to Anggito (2018: 8-9) is "research that collects data in a natural condition by interpreting events that occur where the researcher is the key instrument and emphasizes meaning over generalization". In this case, researchers collected data by conducting observations, interviews, and documentation studies.

This research was conducted at Yayasan layak which is located at Jl. Nangka Raya Blok Gunuk No.1, RT.6/RW.5, Tj. Bar., Kec. Jagakarsa, South Jakarta City, Special Capital Region of Jakarta 12530 Jl. Nangka Raya Blok Gunuk No.1, RT.6/RW.5, Tj. Bar, Kec. Jagakarsa, South Jakarta City, Special Capital Region of Jakarta 12530. In this study, the informants were 3 LAYAK Foundation social workers as the main informants and 2 low vision disabilities as supporting informants.

According to (Sugiyono, 2014) triangulation in credibility testing is defined as checking data from various sources in various ways and various times. Triangulation technique is done by checking data to the same source with different techniques. Data met by interviews will be checked by observation and documentation of the role of social workers in low vision rehabilitation services at the LAYAK Foundation.

Result and Discussion

In this study, researchers used qualitative methods by conducting interviews, observations and also documentation studies so that the results of this study consisted of: (1) Low vision services. (2) The role of social workers. (3) Inhibiting factors.

Stages of Rehabilitation Services

The stages of low vision rehabilitation services: (1) Clinical assessment is a visual acuity test for clients. Sharp vision is obtained from the results of clinical measurements taken by an ophthalmologist or refractionist optician (expert in measuring refractive errors). (2) Functional assessment to determine the client's vision ability by reading and writing, after which getting optical aids. (3) At this stage, the intervention must be adjusted according to the results of clinical and functional assessments, for example, training in optical and non-optical aids. (4) Monitoring & Evaluation is to ensure that clients get services from the LAYAK Foundation then after ensuring that their progress will be evaluated regularly.

The series of examination stages above is an intervention by LAYAK Foundation's Low Vision Center for clients as a planned change effort so that the assistance provided can be evaluated and measured for success (Mäkikangas, 2018; Soeters, 2018).

The Role of Social Workers in Rehabilitation Services

Researchers conducted research on social workers and also people with low vision found at the LAYAK Foundation. The following are the results: (1) Catalyst Role; Clients with low vision disabilities during this low vision rehabilitation service are free to ask questions or consult about the problems they are facing related to their eyes. (2) Informator Role; Social workers provide information related to the eye, then also provide a lot of information related to activities that can be participated in for capacity building to increase client knowledge. (3) Mediator Role; Social workers connect clients with the access they need, especially in viewing aids in maximizing client vision, social workers also become a companion by connecting clients to the services needed at the intervention stage. (4) Facilitator Role; Social workers in the intervention stage as a client companion in helping clients find client eye aids and also in handling the client's rehabilitation service process, while also encouraging clients to create social support groups. (5) Motivator Role; Social workers will provide motivation when client interventions are carried out, with the aim of increasing client enthusiasm and so that clients do not give up because of their limitations. (6) The Counselor's Role; assisting clients in solving their problems to.

Inhibiting Factors in the Role of Social Workers in Low Vision Rehabilitation Services

In implementing the role of social workers at the LAYAK Foundation, especially in this low vision rehabilitation program, there are several inhibiting factors. Indeed, not all roles have inhibiting factors, but several other roles have inhibiting factors found by researchers: (1) The lack of availability of low vision aids is due to the scarcity of these tools, especially in Indonesia, then these low vision aids are very expensive in Indonesia. (2) The next inhibiting factor is the rejection of the client, the client does not want to access the rehabilitation services of the LAYAK Foundation because he feels resigned to the client's condition. (3) Public ignorance about low vision. The community has an important role in supporting low vision disabilities. Community concern and knowledge will indirectly help low vision get more attention and know how to behave towards what low vision disabilities need (Al-rawashdeh, 2022; Bassi, 2021; Wahezi, 2020).

Discussion

The theory used is the theory of the role of social workers according to Walter.A.Friendlander which states that in carrying out the functions, duties, and activities of social workers in providing social assistance, they can carry out roles which include catalyst, informant, mediator, facilitator, motivator, counselor, and educator. The following is a discussion of the research results based on the results of observations, interviews and documentation studies conducted: (1) Social worker counseling for low vision disabilities. This role as a catalyst can be found at the counseling stage where social workers will be a place for clients to tell stories, complain, even about what low vision clients want to express. This is in line with what is conveyed by clients with low vision disabilities that social workers are friends or even their own parents so that there are no restrictions in terms of telling about complaints (2) Become a source of information that clients need. This role as an informant is found at every stage of low vision rehabilitation services. Social workers act as an information center for clients to ask questions or convey what clients need related to eye conditions or others. (3) Social workers as a middle person in handling client problems. The role of social workers in low vision rehabilitation services at the LAYAK Foundation is a middle person in the client's problems, environment, and eye services. Social workers as mediators are carried out in low vision rehabilitation services so that this is in line with Walter.A. Friendlander's theory of the role of social workers (Hedley, 2018). (4) Facilitating clients to create social support groups and activities. The role of social workers is to encourage clients to have peer social support groups, then social workers also make parent meetings with the aim of exchanging experiences, helping one another, and creating mutually supportive groups. So that this role as a facilitator social workers can prepare clients to be able to handle situational or transitional pressure in the problems they face later. (5) Encourage clients to be empowered and independent. In the role as a motivator, it was found that this role was carried out and found at the intervention stage of rehabilitation services at the LAYAK Foundation. Social workers will convince clients to make dynamic changes to themselves in order to create new breakthroughs tailored by each

client. (6) Assist in solving the problem of client eye limitations. The role of social workers as counselors is indeed carried out in low vision rehabilitation services at the LAYAK Foundation as a first step to problem solving using social worker methods with the aim of solving the problems that clients have. (7) Providing knowledge about low vision. This role as an educator is found in one of the programs owned by the LAYAK Foundation in its rehabilitation services and this role is carried out more to external clients by conducting socialization to several stakeholders with the aim of disseminating information about low vision (Zúñiga, 2015).

Conclusion

Based on qualitative method research using observation techniques, interviews and also using this documentation study, the researcher focuses on the role of social workers in rehabilitation services at the LAYAK Foundation. Then after finding the role of social workers who refer to Walter A Fridlander's theory, the researcher then finds that the role of social workers as catalysts, informants, mediators, motivators, counselors, facilitators and educators is well implemented in rehabilitation services at the LAYAK Foundation by social workers. However, each role carried out by social workers certainly has its own advantages and disadvantages.

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