

# Social Service Methods based on Social Change: Qualitative Literature Research

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**Abstract:** *System source found in societies' values that used to fulfill the community needs and solve the problems. It was because system source in society give social services that required by community. System source include power, funds, goods, services, opportunities, and information. The more system source in community, will give more social services that could use by a community. The use of social services based system source is therefore more accessible because it's located in community, so in embroidery community. Social services could be delivered by institutions in society or by relationships in the comm Research methodology is descriptive with a qualitative approach. Data in this research was primary data obtained from in-depth interviews and observation. While secondary data obtained from written records, pictures, charts, of news paper clippings, recording, and information from electronic media. The research results show that social services in embroidery communities divided into three categories. First social services based on formal systems, that place special organizations where community to be its members. Second, social services based on informal system that emphasize the relationship between members of the community. Third, social services based on societal system that focused on services that are provided for all members of the community. Social services model also show on the scope and continuity of the social services provider.*

**Keywords:** source system, social service, social service model

## 1. Introduction

This journal discusses two concepts, namely social service models and social change of local residents or local communities. According to Farley (1990: 626) in Sztompka (2004: 5) social change is a change in behavior patterns, social relations, institutions, and social structures at a certain time. This shows that in society there is a change in interaction between one another when they take action and act on what is done. Correspondingly, according to Gillin and Gillin in Leibo (1986: 53), said that social change is a change that occurs in accepted human life, oriented to changes in geographical, cultural, material, population composition, ideology, and diffusion in discovery discovery of new things. In addition, Adam Smith also stated that changes would occur related to the economy of the community experiencing a change (Midgley, 2005: 62).

Social changes that occur in society are caused by factors that encourage both outside the community and internal factors that encourage action or action. The study of social change is a study that will never be finished to be debated on issues that develop in people's lives. It is related that the study of social change will discuss three dimensions, namely time that is different from the terms of the past, present and future or future. Social problems that occur or develop in society are a consequence of social changes that occur, because the community is dynamic not static. Even not only can be seen from one side, but almost all social problems and environmental problems that occur can not be separated from social change or related to issues of social change. This means that social change has extensive studies even in other social sciences indirectly tell and expand studies to analyze and deepen comparative or comparative studies. Thus, a social change in society is not only studied in one social science discipline but there are tools in other social sciences and currently developing widely or scientifically, can be proven empirically.

This study tries to analyze the social services provided by the existing source system in the community. These social

services are in the border craft industry community. An interest in studying social services in social changes that occur in the midst of society. The author deliberately did not take examples of literature in certain areas as is mostly done in writing scientific papers with similar themes, with the abstraction of this theme is expected to broaden thinking about social service models of social change .

## 2. Literature Study

To further deepen this study, the authors focus on one discourse that is to what extent social change-based social service methods are able to change social order with significant results.

### The definition and Theory of Social Service Methods

Social services are activities that aim to improve relations with their social environment. Social services are also called social welfare services. According to Walter Friedlander, social welfare is an organized system of social endeavors and social institutions aimed at helping individuals and groups achieve individual and social relationships that can enable them to develop their abilities fully, and enhance welfare in line with the needs family and community (Wibhawa et al, 2010: 24).

From the definition above, it can be explained that:

- 1) The concept of social welfare as a system or "organized system" which consists of institutions and social services.
- 2) The purpose of the system is to achieve a level of prosperous life in the short sense of basic needs such as clothing, food, shelter and health, and also social relations with the environment.

These goals can be achieved by increasing "individual ability" both in solving problems and in meeting their needs.

According to Law Number 11 Year 2009 regarding Social Welfare, Social Welfare is a condition of fulfilling the material, spiritual and social needs of citizens to be able to

live properly and be able to develop themselves, so that they can carry out their social functions. Social welfare as a condition can be seen from the formulation of Law of the Republic of Indonesia number 6 of 1974 concerning Basic Social Welfare Provisions article 2 paragraph 1: "Social Welfare is a material and spiritual life and social life which is covered by a sense of safety, morality, and physical and spiritual tranquility, which makes it possible for every citizen to make an effort to meet the physical, spiritual, social, best needs for himself, his family and society by upholding human rights and human obligations in accordance with Pancasila "(Muhidin 1992: 5).

The scope of understanding of social welfare is actually very broad and encompasses various aspects of life. In social welfare there are also social welfare businesses, where social services are also included in one of them. Social services are defined in two types, namely:

- a) Social services in the broadest sense are social services that include development functions including social services in the fields of education, health, housing, labor and so on.
- b) Social services in the narrow sense or also called social welfare services include assistance and protection programs for disadvantaged groups such as social services for neglected children, poor families, disabled, social tuna and so on (Muhidin, 1992: 41).

In its activities there are several stages in social service, namely:

- 1) The initial approach stage (engagement, intake, contact, and contract), is a process of initial assessment, consultation with related parties; service program socialization, identification of prospective service recipients, providing motivation, selection, formulation of agreements, and placement of prospective service recipients; and identification of service facilities and infrastructure.
- 2) Disclosure and understanding of the problem (assessment), is a process of collecting and analyzing data to reveal and understand the problems, needs, and source systems of service recipients.
- 3) The preparation of a problem solving plan (planning), is a process of formulating goals and problem solving activities, as well as the determination of various resources (human, cost, methods, equipment, infrastructure, and time) needed to achieve these goals.
- 4) Implementation of problem solving (intervention), is a process of implementing problem solving plans that have been formulated. The problem solving activities carried out are conducting maintenance, providing motivation, and assisting recipients of services in physical guidance, skills guidance, psychosocial guidance, social guidance, community development, resocialization, and advocacy.
- 5) Evaluation, termination and referral, evaluation of problem solving is a process of activities to determine the effectiveness and efficiency of achieving the goals of problem solving and or indicators of the success of problem solving; termination is a process of terminating the service / aid relationship between the institution and the service recipient; referral is an activity of designing,

implementing, supervising, evaluating, and compiling a referral activity report on recipients of social welfare services programs (<http://dokumen.tips/documents/buku-saku-pyek-socialdocx.html> accessed on October 22, 2015 at 22.30).

### The Function of Social Service

Social services are classified in various ways, depending on the purpose of classification. The United Nations (UN) put forward the function of social services as follows:

- 1) Improvement of community living conditions
- 2) Development of human resources
- 3) Community orientation towards social changes and social adjustment
- 4) Mobilization and creation of community resources for development purposes
- 5) Provision and implementation of institutional structures for the purpose of making organized services work.

### The Definition and Theory of Social Chnaging

Every human being during life must experience changes. Changes can be either limited or wide-ranging, slow changes and fast-moving changes. Change can be about social values and norms, patterns of organizational behavior, the composition of social institutions, layers of society, power and authority, social interaction and so on. Changes that occur in society are normal symptoms. Its influence can spread quickly to other parts of the world thanks to modern communication (Soerjono Soekanto, 2009: 259).

Definisi perubahan sosial menurut beberapa ahli sosiologi: Soerjono Soekanto (2009:262-263):

#### a) Kingsley Davis

Interpreting "social change as changes that occur in the structure and function of society"

#### b) Maclver

State about "social changes are as changes in social relationships or as changes in the equilibrium of social relations

#### c) JI Gillin dan JP Gillin

State about "social changes as a variation of ways of life that have been accepted, both due to changes in geographical conditions, material culture, population composition, ideology and because of diffusion or new discoveries in society"

#### d) Selo Sumarjan

The formula is "all changes in social institutions in a society, which affect the social system, including the values, attitudes and behavior patterns among groups in society"

From the above definition it can be concluded that social change is a change that occurs in the structure of society that can affect the pattern of social interaction in something that can build human character toward a better process or even vice versa.

Social change has several characteristics, namely:

- a) The great influence of the elements of material culture on immaterial elements.
- b) Changes that occur in the structure and function of society.
- c) Changes in social relationships or as changes to the equilibrium of social relations.
- d) A variation of ways of life that have been accepted, both because of changes in geographical conditions, material culture, population composition, ideology and because of diffusion or new discoveries in society.
- e) Modifications that occur in the patterns of human life
- f) All forms of changes in social institutions in a society, which affect the social system, including the values, attitudes and behavior patterns among groups in society.

Soerjono Soekanto (2009: 275-282) In general, the causes of socio-cultural change are divided into two major groups, namely: Changes originating from the community itself and Changes originating from outside the community. It will clearly be explained below:

#### a) Change That Comes from the Community

##### 1) Changes in population

Is the cause of social change, such as the increase or decrease in population in a particular area. Increasing population in an area can result in changes in the structure of society, especially regarding social institutions. While in other areas there were vacancies as a result of population movements earlier.

##### 2) The New Discoveries

New discoveries as a result of the development of science both in the form of technology and in the form of ideas spread to the community, known, recognized, and subsequently accepted as well as causing social change.

#### b) Changes originating from outside the community

1) Causes that originate from the physical natural environment that is around humans. According to Soerjono Soekanto because it originates from the physical natural environment which is sometimes caused by the actions of the community members themselves. For example, illegal logging by a group of community members allows for landslides, floods and so on.\

2) Warfare that occurs in one community with another community has a variety of negative impacts that are very powerful because the war equipment is very sophisticated

### 3. The Previous Research

To the author's knowledge, there are several previous studies relating to this journal research including:

- 1) Journal with the title "Digitization of Traditional Markets: A Perspective of Social Change written by Nur Indah Ariani and Okta Nurcahyon
- 2) Journal with the title of Social Change in the development of Tourism in Cibodas Village, Lembang District, written by Hilman Nugraha, Dasyim Budimansyah and Mirna Nuralia
- 3) Thesis with the title Social Change in Local Communities Due to Community Development in Wakka Hamlet, Pinrang Regency

From the three previous research sources obtained by the writer, it can be concluded that social changes that occur in the middle of society are a result of changes in the concept of existing social service methods and also social infrastructure.

### 4. Result and Discussion

#### The Beginning Research

Social changes that occur in society will produce social problems (Horton and Hunt, 1990). One social change is a change in livelihood. Changes in livelihoods lead to mobility both geographically and socially. Thus problems will occur in society due to social change. Problems that arise due to social change in society must get social services. What social services will be provided must be tailored to the needs of the community itself. If referring to problems in the problems that exist within the family and between members of the community, then social services revolve around the service of children and families in the home and social services that can bridge the relationships between members of the community.

The results of the Research Center for Social Welfare Problems (2005) recommend that social services provided must be comprehensive. Social services are not only focused on solving problems that are momentary

Thus to provide a more comprehensive social service, it is necessary to identify the problems faced, the types of social services that already exist, and the needs of other social services that are needed (Sutaat, 2008). If all of that has been identified, it will bring up more comprehensive social services so that families who experience social change will not fall into social problems that can interfere with the social functioning of the family and family members in the community.

#### The Research in The field

To apply the theory that the author has explained above, the writer will take a sample that has been carried out by himself in the Information Acquisition of Village Assistance Benefits Results from the Seminar / Full Day in the Compilation of Data and Information on the Benefits of Village Funds in West Kutai Regency namely (KAMPUNG SUMBER SARI AND LINGGANG BIGUNG) which will be explained with a preliminary statement that the Village Area is the place where most of the poor population lives. So here, the availability of data and measurements in this context is needed, especially in the development of policy interventions that are able to answer the basic issues of development and empowerment of rural communities. Achieving equitable distribution of justice is an important issue in national development, and certainly also in rural development. Expected economic growth is inclusive growth, where the management of the economic potential of villages and rural areas is not only able to include as many as possible the workforce of elementary / junior high school graduates, but is also friendly to poor families, able to eemparball equity and reduce inequality. Special attention to microenterprise in the village must be prioritized which indeed needs support in terms of strengthening

environmentally friendly technology, marketing, capital and market access.

ADD Direct Aid is a Direct Assistance fund allocated to the Village Government which is used for community empowerment and community development activities with the aim of improving the village community service facilities, institutions and infrastructure needed and prioritized by the community, the utilization and administration of its management carried out and accounted for by the Village Head.

Besides that, developing villages are faced with the challenge of being able to expand the rural economy and develop the agricultural sector. Agricultural production of poor farmers, capture fisheries and aquaculture must not only be protected, but must be empowered with the support of the availability of infrastructure and facilities for rural and rural economy, access to financial credit and capital sources, research and technology and the provision of information.

Development of Village Index Development must be able to reach all dimensions of village life, namely the social, economic and ecological or environmental dimensions that give way to sustainable village development that is closely related to the values, culture and characteristics of the village. Based on the information on the Building Village Index, the West Kutai region represents further research.

Before discussing the two villages it is worth paying attention to the following two expert comments:

The usage of Village Funds intended for Village Development and Community Empowerment Mr udin also Explained Why the use of Village funds has not shown a change in the Status of the Village because this is due to the Factor of Weak human resources in the Kampung, the Kampung Lazy Apparatus with things that complicate the SPJ process so that the Funds 93 Percent still leads to the development of Physical and Road Infrastructure, semenisasi, on the other hand Village Facilitators who as directors and assistants in guarding the use of villages are still not optimal because of 1 Companion of the Village Merging 3-4 Villages, with Geographical Conditions and the distance from Kampung to Kampung in the Regency West Kutai far apart, the route must cross the river and there is a road but the conditions do not allow because the road is damaged this complicates the assistance process, and to achieve optimal assistance requires additional costs While other experts inform the existence of good regulatory policy regulations at the t and in the Regions confuse village assistants, the latest information sometimes does not reach Field facilitators because the Internet and Telephone Networks in the village are not all good even there are areas where there is no Cellular Telephone network this is a limiting factor in the village development process that leads on changing the status of the village. It is hoped that in the future the IDM assessment standard needs to be aligned with areas that are lagging behind the assessment process, not to be equal.

From the opinion of the two experts that village development by utilizing village funds still dominates the

physical development of road infrastructure and the basic needs of the village area because rural conditions in West Kutai Regency support road infrastructure facilities are a priority, so that all rural development activities can be carried out. Support for environmental resilience in terms of geography is still experiencing difficulties in socializing from village to other villages so that the accompanying activities in carrying out their functions are still experiencing obstacles that require consideration in formulating future policies so as to determine the development index of the village cannot be aligned with the village other villages where geographical conditions are easier do not experience difficulties in relations between villages and their districts. Furthermore, it was informed that Village Facilitator's Economic Assistant still had limited human resources, so that it was difficult to allocate Village Funds to productive businesses due to unclear market access, doubtfulness, SIA bumdes which was the center of business information but until now there was no launching, other obstacles community interest to try is quite high but limited by capital, village funds that can help but in the RPJM are still focused on Physical Development and Not Leading on Empowerment Activities. Then furthermore the existence of Village funds social conditions have changed by showing the enthusiasm of the community to participate directly in the village development process the community is free to propose activities but when scoring the priority scale of village funds is still prioritized to Physical development so that the conclusion of village funds has not given effect IDM changes, especially in Changes in the Economic Resilience Index. IDM has not changed on the other hand due to the assumption that if IDM Kampung Naik, the Village funds in Kurangi are even eliminated so that the Highest Scores score gives a low score.

In this case the writer intentionally took a sample of 2 villages namely KAMPUNG SUMBER SARI AND LINGGANG BIGUNG with their respective conclusions as follows:

### 1. Sumber Sari Village

The existence of village funds Has changed the social conditions of the change is shown by the enthusiasm of the community to directly participate in the village development process the community is free to propose activities but when scoring the priority scale of village funds is still prioritized to Physical development so that the conclusion of village funds has not been given the effect of changes IDM especially on Changes in the Economic Resilience Index. In 2015 IDM status was Behind and in 2018 Developed even though if seen from the conditions the source sari village should have IDM Advanced status, the name of the access center was deact at the source of juice. then the Village funds in Kurangi were even eliminated so that the Highest Scores Rating gave Scor a low score. Ali Triatno (Village Infrastructure Technical Assistance) In the future Student Activities can assist village assistants in assisting villages.

The existence of the company has an impact on changing the number of population where the surrounding population is closer to the company so that the population is reduced, and to increase the number of residents in the region, there needs

to be a Trans-Migration Activity. bring up the product: superior and competitive.

That the status of the village has not changed, triggered by the statement that the existing funds cannot be used to connect the pivot road from village to other villages due to the policy and authority of the work responsibility of the Public Works Agency. It is hoped that there will be an increase in the capacity of village facilitators, policy settings on village partnerships and BUMK so that each village is able to produce superior and competitive products.

## **2. Linggang Bigung Village**

The problem in the Linggang Bigung village is that the Village Owned Enterprises have not gone well even though it has been formed since 2017, with existing investment capital but only focused on digital printing, and still weak human resources and management. So in need of training and technical guidance and promotion. To develop the existing potential, community participation is needed in adding more capital. Another problem the community is still faced with is Trauma Past, namely cooperatives that are not running.

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The resource person team suggested and provided a solution namely village funds used for community economic development in collaboration with looking at business opportunities in the village, looking for productive business ventures in the village so that the community would increase. HR improvement, needs to be improved. With Training and Technical Guidance.