

Outreach Study and Social Work Practice Assistance for Covid-19 Victims in Jakarta and Singapore City

R. Enkeu Agiati¹, Bambang Rustanto², Abas Basuni³

^{1), 2), 3)}Politeknik Kesejahteraan Sosial, Bandung, Indonesia
Email: agiatienkeu@yahoo.co.id

Abstract

This study aims to obtain an empirical description of the Outreach Study and Social Work Practice Assistance for Covid-19 Victims in the City of Jakarta and Singapore City. This research method uses a combination research type (Mixed-Method) with an ex post facto approach. Data collection techniques are questionnaires, interviews, documentation studies, and focused discussions. The sources of data used are primary and secondary data sources. A concentrated conversation complements this research. The side-drawing technique used is multi-cluster sampling. Furthermore, the research results were analyzed using quantitative and qualitative analysis techniques. The results showed that the practice of social work in handling Covid-19 victims started with outreach to local governments and community administrators, collaborating with other professions, and providing psychosocial therapy services with counseling. Managing Covid-19 Victims in Jakarta with Batam and Singapore shows the difference; in Jakarta and Batam, the government and the public are directly involved in dealing with Covid-19 victims. Meanwhile, in Singapore, the handling of Covid-19 is through NGOs.

Keywords: Outreach, Mentoring, Social Work Practice, Covid-19.

A. INTRODUCTION

Currently, the international world is shocked by the emergence of a new type of virus, SARS-CoV-2, with the name Coronavirus disease 2019 (Covid-19). This pandemic was first discovered in China's Hubei Province, showing that 66% of patients contracted the disease due to an unhealthy and unclean lifestyle in the Seafood Market (Israilov et al., 2020; Abbaspur et al., 2022); finally, the disease was transmitted through physical contact. Researchers from the Indonesian Institute of Sciences (LIPI) responded that this virus was proliferating due to climate change. This shows that there is a link between the natural environment and social activities that also support the rate of development of the virus regardless of national boundaries.

The World Health Organization (WHO) has declared a dangerous status since the development of patients confirmed positive for Covid-19 jumped significantly and was accompanied by a death rate in December 2019. WHO has recorded Covid-19 cases worldwide as of August 31, 2020 (Kompas.com). increased to a positive case

of 64,500,000 people, confirmed recovery, 41,500,000 people and 1,490,000 deaths spread across the region of 159 countries. This means that there is an imbalance between the number of deaths and patients who are still tested positive, and the development of the virus continues to increase (Nundy et al., 2021).

Countries in the Asia Pacific, such as Indonesia and Singapore, have the highest positive confirmed numbers in Southeast Asia. The epicenter of the spread of the virus includes two major cities, namely Jakarta and Singapore City. In Indonesia, according to the Indonesian Ministry of Health, it first appeared on March 2, 2020, with two patients who tested positive. Hence, the rate of increase of patients confirmed positive until August 31, 2020, was 550,000 people, while in the City of Jakarta, there were 139,000 positive cases, 126.00 recovered, and 126.00 people recovered. Two thousand seven hundred six people died. As for Singapore City, as of August 31, 2020, which was confirmed positive, 58,239 people recovered, 58,144 people and 29 died.

The peak of this increase in patients was analyzed using the Mathematical Model approach by ITB researchers; the rapid development will last until mid-April 2021 with controlled social and physical contact by not doing activities outside the home. If the condition of the community is not controlled, it will affect the rate that is getting longer, which is twice the original state (Nuning Nuraini et al., 2020). The distribution of Covid-19 sufferers is still unknown because someone infected with the virus does not show and feel no symptoms of illness (Iacus et al., 2020). Based on the research results of

Mofijur et al. (2021) and Hu (2020), this situation can be called a hidden population, which means that a person infected with Covid-19 is still active without realizing it or knowingly being in the community and, predictably, the population will exceed the actual situation. Based on research conducted by IPSOS on the perception of society at large and their expectations about the government that should prioritize a better environment for recovery in the social and economic fields, it was found that India, Mexico, and Brazil gave a positive response as shown in the following figure:

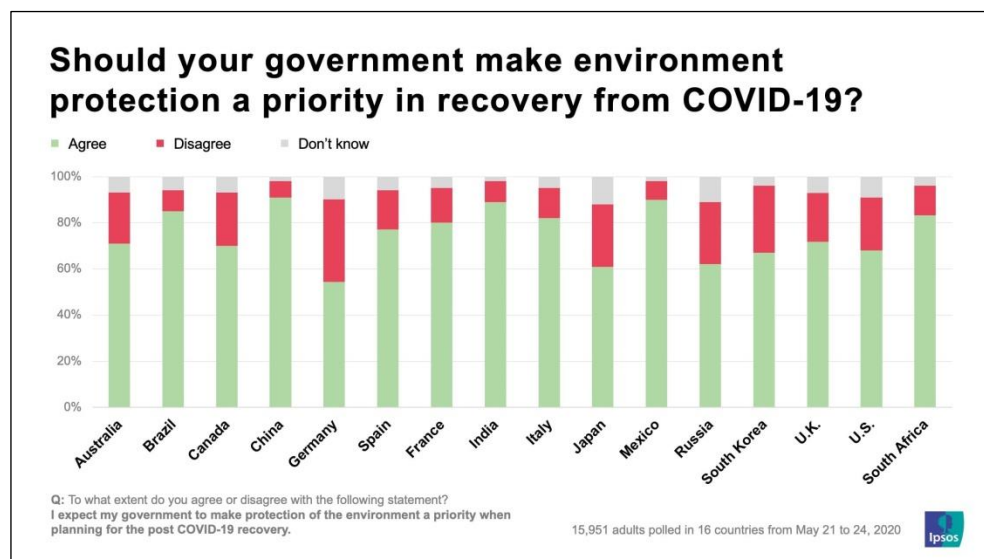


Figure 1. Public perception of the government's performance in dealing with the pandemic
Source: Ipsos (2020)

Efforts made by the Medical Team with Social Workers in countries such as Indonesia and Malaysia are to provide outreach and mentoring services for Covid-19 victims to obtain a source system for handling them. Outreach can be understood as a strategy to reach various marginalized groups in society (Dar et al., 2020; Chan & Saqib, 2021).

The Chinese government's experience in this pandemic case formed a Multidisciplinary Professional Team, including the critical role of Social Workers in assisting patients who were confirmed positive for Covid-19. It is known that social workers are faced with extraordinary events, not the first time. Similar viruses are SARS (Severe Acute Respiratory Syndrome) which occurred in 2002, and Middle East Respiratory Syndrome (MERS) in 2012

(Labanca et al., 2020; Golar et al., 2020). Multidisciplinary collaboration will support the acceleration of handling Covid-19 patients through integrated services. This can be seen from the excellent development felt by the Chinese community, namely positive confirmed patients decreasing daily. Contact Tracing Technic conducted by Social Workers will obtain accurate and in-depth data. Competence in tracing social and physical contacts greatly influences the service process provided so that a map of the distribution of people positively affected by Covid-19 can be identified and handled quickly by the Medical Team (Yong et al., 2020; Siriwardhana et al., 2021). This is also confirmed and strengthened by the results of research conducted to analyze the positive consequences and social predictions after the

pandemic. The results of the study are presented as follows:

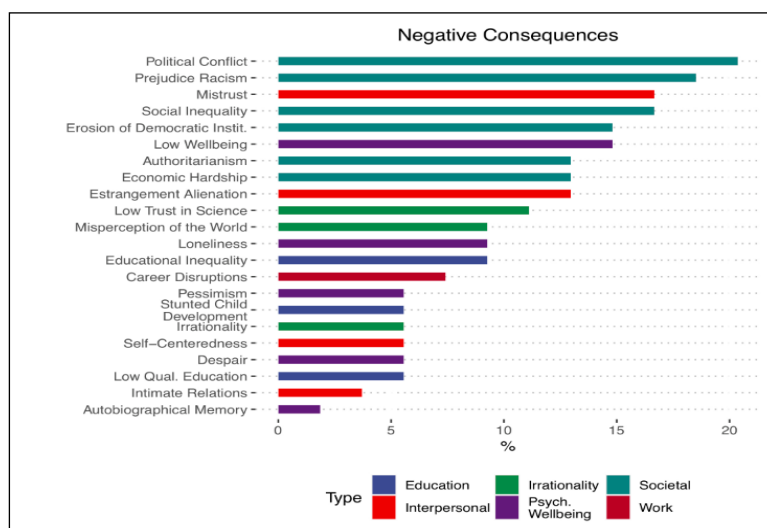


Figure 2. Negative consequences after covid in the perspective of social society

It considered the WHO Protocol on handling Covid-19 positioning Microlevel by Social Workers role to be an essential part of integrated services. It is known that the pre-service stage is the most critical mapping of the spread of the virus in the context of fast handling by the Medical Team (Viero et al., 2021). The relationship between the field of professional practice and the Covid-19 emergency is very relevant to the development of Social Workers who are faced with increasingly complex and dynamic social problems. The practice of social work in an emergency like this is a serious matter; if it is not handled immediately, it will impact social problems that are getting out of control (Piquero et al., 2021; Rabow et al., 2021). Therefore, handling Covid-19 patients by Social Workers requires more in-depth exploration to develop the Social Work Profession Science and Technology that will support the future.

This research takes the First Case Study in the Province of Jakarta involving Social Workers. They are assigned to the Social Service Unit (Satpelsos), which was formed by the Jakarta Provincial Government in the Regional-based Covid-19 Handling Task Force to assist Outreach and Assistance for Covid 19 Victims in the Kelurahan of the Jakarta Administrative City. At the same time, the Second Case Study in Singapore involved Social Workers on the Social Worker Help Desk Team appointed by the

Singapore Government in the Residence State-based Covid-19 Handling Task Force which involved Ngo Home International to assist Outreach and Assistance for Covid 19 Victims for Permanent Residence with the status of Migrant Workers in Singapore. Singapore State. So based on the background of the problem, this research is intended to draw on "Outreach and Assistance in Social Work Practices for Covid-19 Victims in the City of Jakarta and Singapore City".

B. LITERATURE REVIEW
Outreach in Social Work Practice

In the practice of Social Workers in handling Covid-19 in the City of Jakarta and Singapore City, they have two tasks: carrying out outreach and assisting patients and families affected by Covid-19. In carrying out outreach tasks, namely searching for contracts and assessments in an accessible social service.

On the task of mentoring, the social worker performs psychosocial support services for clients and looks for a source system for strengthening client assistance. Chan (2018) and Formica et al. (2018) stated that social workers have duties and responsibilities in a pandemic and cooperate with health professionals to care for people. It is defined primarily in terms of medical care and necessity. However, there is also social care needed – to keep families and

communities together despite social distancing and to continue with the social care services already provided, including conducting needs assessments, facilitating access to home help or special services, and looking after children and people adults, unite families, and mobilize communities around social issues (Samerski, 2019; Hampton & Adams, 2018).

Various scientific studies that have been carried out by various countries and supported by the World Health Organization mention that professional practice by Social Workers in handling Coronavirus (Covid-19) is included in the Health Care Setting. Fields et al. (2020) state that the Social Worker profession is a vital workforce to improve the health and well-being of individuals, families, and communities. According to Revindran et al. (2020), Social work is a professional service based on scientific knowledge and skills in human relations, which helps individuals, alone or in groups, to gain social and personal satisfaction and independence.

Social work is one of the largest groups of trained professionals capable of providing evidence-based behavioral health care. The profession is growing in its expertise in integrated behavioral health (Holmelin, 2019; Jensen et al., 2018). Social Work Profession and an integrated model of care to help improve health outcomes (Langabeer et al., 2020). As part of an interprofessional team, Social Workers are well suited to serve as leaders for intervention implementation in a multifaceted health system. The core values of social work support the role of social workers in integrated care teams to become advocates for patients.

The role of social work in epidemic emergencies is increasingly complex and highly dependent on the readiness and capacity of social workers in a highly hazardous environment. The role of Social Workers, according to Chen et al. (2022), in the context of handling infectious viruses is as follows: 1) At Macrolevel, social workers can play a leading role in providing information and education to foreigners regarding the epidemic and its impact on their daily lives in the host community. These educational services can be provided through television media, newspapers, and social

media web pages. Social Workers also play a role in reducing social stress among residents related to feelings of panic, anxiety, anger, loneliness, and other psychological and emotional stresses; and 2) At the Microlevel, social workers can work to identify infected foreigners and assist them and their families in the treatment or quarantine process. Social workers must use an active and holistic approach to working with residents.

Assistance in Social Practice

Mentoring is work by facilitators or community assistants in various program activities. Facilitators are also often called community facilitators (CF) because their duties are more of a driver, motivator, catalyst, and motivator for the community. At the same time, the actors and managers of activities are the community itself. Oldeide et al. (2020) explained that mentoring is a strategy that will determine the success of community empowerment programs; he further said in the quote Law et al. (2019) that mentoring is a strategy that prioritizes "making the best of the client's resources." Community involvement as a human resource to empower themselves is a potential to achieve community goals, namely from the community, by the community, and for the community.

Assistance is sought to foster empowerment and self-reliance so that the assisted community can live independently (Moreira & da Costa, 2020; Grunau et al., 2020). However, in a study conducted by Shi (2020), which is also supported by research conducted by Cano et al. (2020), mentoring is an activity to help individuals and groups that depart from the needs and abilities of groups that are accompanied by developing processes of interaction and communication from, by, and for members, as well as developing solidarity and group solidarity in order to develop awareness as a whole human being, playing a role in people's lives according to their abilities.

Psychological assistance Required for Covid-19 Victims is needed to restore their condition during treatment until recovery. This assistance service is needed to help them escape the condition when they were victims of Covid-19 (Campbell, 2020; Slim & Veziant, 2020). According to him, the psychological condition of Covid-19 patients

needs to be considered by the family, community, and news in the mass media. This is to ensure they can make a good recovery from their illness and psychology. Support from the closest family is necessary, including in the medical treatment. Attention and treatment from the closest family and the surrounding community are significant for Covid-19 victims (Gulati & Kelly, 2020).

Based on the results of research conducted by Elsayed (2021), which is supported by research by Kimber et al. (2021), state that in the process of social assistance, there are central principles in assisting, namely: 1) Can access the service source system; 2) Controlling the quality and control of services and sources of social assistance; 3) Linking between service and assistance systems; 4) Provide convenience (access) for those being assisted in carrying out activities in self-development, and 5) Become a role model in carrying out performance in mentoring.

Thus the facilitator must make the one being accompanied be strong and survive in conditions that allow them to achieve their goals with the various shocks that exist when they reach their goals. Likewise, companions in assisting Covid-19 victims must be reinforced or be able to increase strength (reinforcement strength) for Covid-19 victims and their families.

The Role of a Companion for the Victims of Covid-19

Based on this, the role of Companion for Covid-19 victims is presented as follows:

1) Facilitator

The facilitator's role as the facilitator has the responsibility for helping the client become able to handle situational or traditional pressures. Strategies to achieve these goals include providing hope, reducing resistance and ambivalence, recognizing and regulating feelings, identifying and encouraging personal strengths and social assets, sorting the problem into parts so that they are easier to solve, and maintaining a focus on goals and means of achieving them.

2) Motivator

The role of the motivator, which is a companion based on the experience of appreciating and motivating Covid-19 victims, can always recover and carry out

activities as usual without any prolonged anxiety and suffering. Covid-19 victims are also motivated by social workers; assistants are expected to be able to provide motives to clients to raise hopes and goals for obtaining the best service and achieving goals to recover and function socially.

3) Broker

The broker's role as a companion broker can provide confidence that the Covid-19 victim is recovering and can gather with his family and as a broker trying to maximize the benefits of the services provided so that clients can get the greatest possible profit. When a client hires a broker, the client believes that the broker has knowledge of handling Covid-19, and the knowledge gained is mainly based on his daily experience.

4) Educator

Educators, in this case, assistants, play an active role as agents who provide positive input and directives based on their knowledge and experience and exchange ideas with knowledge and experience of the Covid-19 pandemic they are accompanying. Raising awareness, conveying information, and conducting confrontation, are some of the tasks related to the role of educators. All information exchange (sharing) related to Covid-19. It is a form of education as a function of social assistance; education refers more to a process of activity rather than as a result of an activity. Education is closely related to preventing various conditions that can solve problems.

In essence, mentoring is a process that is carried out continuously with the community and with the community so that the community is genuinely independent. However, the mentoring process carried out for the community is only armed for a short time, with a short time, the mentor armed with confidence in mentoring the mentoring community is carried out (Singh et al., 2021; Chakraborty et al., 2020).

Based on the research results of Nicola et al. (2020), there are several things as companion notes regarding the experience gained in the mentoring process in the community. This mentoring process has its convenience experienced by the companion. Good cooperation between the facilitator, the

assisted team, and other teams on duty can help make the community mentoring process easier. There is a common language or concept in carrying out Covid-19 assistance, which greatly facilitates communication with the community and the local community. The assistant who is an academic also realizes that in society, one should not be selfish, meaning that the academic nature of the mentor needs to be put aside for the time being, both in terms of language, appearance, behavior, and so on. Companions must adapt to the circumstances and capacities of Covid-19 victims and their families so they can usually accompany, which is the key that providing convenience in mentoring (Aldrhawi et al., 2020; Mishra et al., 2020).

C. METHOD

This research uses mixed-method research. This research approach uses an ex post facto approach or is often defined as research using independent variables. This research referred to the first case study of the Jakarta Government who worked as a social worker in a social service unit in the Covid-19 task force in Jakarta and was involved in handling Covid-19 patients, who were in West Jakarta, South Jakarta, and East Jakarta. For the second case study, the Singapore Government in the task force for handling Covid-19 appointed Ngo Home as a social work service for the Help Desk Team for Migrant Workers affected by Covid 19 in Singapore. The target population in this study were all social workers in Jakarta and Singapore who helped treat patients who were confirmed positive for Covid-19. The sampling technique used is multi-stage sampling.

The sampling process is based on the work area and position of the social worker concerned. Sources of data used in this study include primary data and secondary data. Qualitative data were obtained through interviews with Social Workers handling Covid-19 victims. The research data is supported by observation, documentation, and triangulation results. The analytical technique used in this study is divided into two, namely qualitative analysis techniques and quantitative analysis techniques. The quantitative test consists of validity, reliability, and inferential statistical analysis using the Confirmatory Factor Analysis

(CFA) model, while qualitative data analysis consists of two stages. The two stages include data analysis techniques and testing the validity of the data in this study's data analysis technique, starting from data reduction, data display, and verification and conclusion.

D. RESULT AND DISCUSSION

Jakarta Government's Covid Handling Policy

The first and foremost policy of the Jakarta Government was carried out in response to the Covid 19 pandemic; the Jakarta Government has carried out the task of the National Task Force to enforce Large-Scale Social Restrictions (PSBB). Jakarta Provincial Government has taken. The Large-Scale Social Restriction (PSBB) and Work From Home (WFH) policies are an effort to suppress the spread of the Covid-19 pandemic. The government is trying to reduce the movement of residents by diverting school and office activities to their respective homes. Overall, the rate of movement of people in Jakarta has shown a decline after the policy.

The policy regarding information disclosure where the Jakarta Government creates a Covid 19 information site belonging to the Jakarta Provincial Government continues to pass updates with additional features. Intelligent citizens discussed the latest menu, Data Visualization, which contains various dashboards or additional visualizations to support the primary Covid-19 data from the Jakarta Health Office. Thus, in overcoming the problems that arise in Jakarta, the Jakarta Provincial Government always tries to make decisions and make the right policies. Careful consideration through data and facts obtained from various points of view. No exception when Jakarta was affected by the spread of the Covid-19 pandemic (Coronavirus Disease, 2019).

Another important policy for the Jakarta government is to distribute cash social assistance (BST) of 600 thousand rupiahs to those affected by covid 19, especially the poor and vulnerable, until December 2020. The budget for the distribution of social assistance for 1 million 200 people is allocated as much as IDR. 5.3 trillion. This assistance follows the policy of the Central Government, which was

previously only from April to June 2020, but has now been extended to December 2020. To avoid any overlap in receiving this social assistance, the Jakarta Government has re-collected data outside of the DTKS data owned by the Ministry of Social Affairs by conducting community-based village-based data with the Jak. online application.

In addition, the Jakarta Government also made a breakthrough in suppressing cases of transmission of Covid-19 cases in the Capital City by forming a Regional-based Covid19 Handling Task Force through Jakarta Governor Instructions No. Social Services (Satpelsos) with offices at the sub-district level in the administration area of Jakarta. The community cadres involved in the regional task force include Neighborhood Units/Citizens Association cadres, Family Welfare Empowerment Cadres, Dasa Wisma Cadres, Karang Taruna Cadres, and Individual Other Service Provision Cadres and Village Officials.

The regional task force has a role in the health, economic and social fields in handling Covid-19 as follows: 1) Role in the Health Sector. Regional task force cadres are tasked with monitoring and limiting the mobility of residents, registering and monitoring residents at risk through the WhatsApp application by distributing medical aid, food and vitamins, and Personal Protective Equipment for residents who are victims of Covid-19 in their areas. In addition, he urges residents to follow health protocols by washing their hands, wearing masks, and keeping a distance; 2) Role in the Economy. Regional task force cadres are tasked with collecting data and disseminating essential services to support the fulfillment of citizens' basic needs and educating residents to shop online and distribute goods/shopping from house to house. Also providing volunteers to deliver assistance from the Jakarta government, whether medicine or other basic needs, in stages until they are in the hands of Covid-19 victims in the area concerned; and 3) Roles in the Social Sector, cadres of the regional task force are tasked with registering and monitoring the victims and affected by Covid-19 who need assistance and distribution of drug aid and other essential materials following the Jakarta Government mechanism. Assist residents/families who are self-isolating by

reporting and distributing all basic needs as well as advocates and access to health facilities provided by the Jakarta Government.

Singapore Government's Covid 19 Handling Policy

The Singapore government's policy amid the recession due to the impact of Covid-19 has prepared a cash social assistance fund of 570 million Singapore dollars, or more than 5.7 trillion rupiah, allocated to its 1.4 million citizens. By determining which residents will receive a GST shopping voucher (good service and tax) of 300 Singapore dollars (3.1 million rupiahs per person based on the estimated house they live in). This social assistance is given to citizens aged 21 to 60 with a maximum income of 28 thousand Singapore dollars or 287 million rupiahs annually.

The Singapore government will carry out two schemes, namely cash assistance and delivery in the form of cash checks to the recipient's address in its citizens' apartment or residential area. In addition, elderly Singaporeans will receive an additional 450 Singapore dollars (IDR 4.6 million).

Other policies The Singapore government has contact tracing technology that can detect the case history of each patient, and they work closely with the police and security services at the Resident State level in every apartment or residential area. The control of Covid-19 violates individual freedom, but the people of Singapore obey orders and rules from the government for the health of their citizens and nation. For tracing people exposed to covid, the Singaporean government only takes 2 hours to reveal details about how the patient can get the covid 19 virus from other people in the following ways: 1) Do they travel out of town and or abroad experiencing a pandemic; 2) Do they have links to identified cluster groups within Singapore; and 3) Any friends or family they meet while working, traveling, eating, drinking and their companions in worship.

Above are the policies implemented by the Singapore Government for its citizens. Besides that, the Singapore Government also provides Resident State-based social assistance for those Permanent Residents who have a residence permit in Singapore as

Migram Workers, especially domestic workers who work for the families of Singaporean citizens. The Singapore government cooperates with the NGO Home International. The assistance is in the form of a Dormitory, Education and Skills Training, Health Care, Social Advocacy, and Help Desk Services. In this Home service, social workers consist of Frontliner Social Workers, Outreach Social Workers, Clinical Social Workers, Case Workers, and Case Managers who provide both online and offline services.

Assistance in Social Work Practices for Covid-19 Victims in the City of Jakarta and Singapore

Handling the Covid-19 that is being infected at this time requires serious attention from all elements, both from the central government element, local government elements, community management elements, and various professions such as health/medical and social work. Assistance in the practice of Social Work for Covid-19 victims in Jakarta and Singapore shows the results of research related to assistance in providing psychosocial therapy, assistance in finding the access needed for Covid-19 victims, and assistance in social mobilization.

Assistance in Providing Psychosocial Therapy

Respondents assisting Covid-19 victims, whether the respondent provided psychosocial therapy or not, were also asked in this study. The study results indicate that respondents in assisting social work practices in providing psychosocial therapy are shown by providing counseling and providing motivation to clients and families.

The results show that most (53.00%) of respondents from Jakarta and respondents from Home-Singapore (67.00%) do psychosocial therapy assistance by providing counseling. Respondents give counseling to reduce the client's pressure or anxiety about the Covid-19 problem he is suffering from, and respondents give counseling based on the initial assessment results. Respondents doing counseling is one of the solutions for Covid-19 victims in dealing with Covid-19, especially with anxiety problems and getting stigmatized by the community because of the rejection of themselves and their families.

Respondents perform psychosocial therapy by providing counseling to reduce the client's pressure or anxiety about the Covid-19 problem. Furthermore, in the aim of providing home counseling between Jakarta and Singapore, it can be seen that the majority of respondents from Jakarta (67.00%) and (67.00%) from Home-Singapore provide counseling to victims of Covid-19 to reduce client pressure or anxiety about Covid-19 problems. 19 and provide this counseling based on a prior assessment. Assessment is the process or result of understanding the problem in the social work assistance stage, where the results are analyzed, and relief actions will be given to the client. The assessment is also a psychosocial diagnosis that focuses on client and family problems. The assessment's purpose is to decide on the steps to be taken in handling the problem or change effort. For Covid-19 Victims, assistance by providing counseling is also an effort so that Covid-19 victims and their families can take steps to change the problems and needs of clients and families and avoid the stigma of the community about Covid-19 they are experiencing.

Respondents in the assistance provided counseling not only for the victims of Covid-19 but also for the families. This is done so that families are also affected by stigma and rejection from the community about their existence, causing the family to be stressed and in uncomfortable conditions, thus requiring counseling. Respondents (96.00%) provide counseling based on assessment. The assessment is one of the stages of exploring and revealing client problems related to the victims of the Covid-19 pandemic and their families who need assistance and services for social workers.

Assistance in Finding Necessary Access

Respondents also assist in finding the required access; assistance in seeking such access is mainly related to the need for costs/funds, facilities, or infrastructure.

Based on the results, it is shown that Jakarta respondents (67.00%) and Home-Singapore respondents (72.00%) in assistance seek access to costs/funds needed in handling Covid-19, especially access to the local Social Service or Provincial Social services. Singaporean respondents access funds in

addition to the government and NGOs seeking funds/costs. It is also attempted by inviting the public to care for the victims of Covid-19 and their families by providing and buying daily necessities because the victims of Covid-19 are not working. Their families have problems meeting their needs daily. Likewise, respondents in assistance also seek access to facilities or infrastructure, especially to meet the daily life requirements of Covid-19 victims and their families for independent isolation.

In terms of health insurance for facilities or infrastructure between Jakarta and Singapore, Jakarta respondents (53.00%) and Home-Singapore respondents (69.00%) assistance need facilities/facilities and infrastructure in handling and assisting Covid-19 victims and their families, especially Personal Protective Equipment (PPE), masks, gloves, and sanitizers or disinfectants. Specifically, rapid tests are carried out on companions to visit and

provide food, vitamins, and medical assistance to people who are self-isolating. This is to prevent transmission and protect yourself from Covid-19.

Assistance in Social Mobilization

Most of the respondents from Jakarta (63.00%) and Home-Singapore respondents (64.00%) assisted access to resource mobilization. This resource mobilization is essential in expanding resources and increasing skills, knowledge, and capacity in managing community resources. Resource mobilization is an effort to ensure adequate community resources in the development, implementation, and sustainability of achieving the goals of mentoring companions in handling Covid-19 victims and their families. The following is a presentation of assistance in the practice of social workers for Covid-19 victims, which is presented in the table:

Table 1. Assistance in Social Work Practices for Covid-19 Victims

Number	Accompaniment	Jakarta	Singapore
1	In Providing Psychosocial Therapy	Often provides psychosocial therapy assistance by providing counseling	Always provide psychosocial therapy assistance by providing counseling
2	In search of the necessary access	Seek access to costs to local and provincial social services, as well as fulfill access to facilities and infrastructure in handling and assisting victims	Seeking access to costs other than the government also invites the public to care for the victims of Covid
3	In Social Mobilization	Frequently assisting access to resource mobilization.	Frequently assisting access to resource mobilization

Source: data proceed

Facilitators in mobilizing resources can benefit mainly from 1) building diversity (diversification) and expanding resources and 2) helping formulate an independent budget. This must be done to change the community's dependence on certain social assistance, 3) reduce dependence on other parties (government, local government, and community administrators), 4) maximize the use of local skills and costs, and 6) increase the depth of relationships with stakeholders and communities in outreach and mentoring.

Social Work in providing assistance or intervention always cooperates with other professions, especially with the health

professions (medical), public health, psychologists, and even the Indonesian National Army and the Civil Service Police Unit. Professional Social Workers are considered necessary in handling Covid-19 because social workers can play a role in helping people who experience anxiety or anxiety due to the situation, provide information and education on safe service practices, as well as encourage community or community participation through empowerment so that we can support each other in breaking the chain of the spread of the coronavirus.

Research Discussion

In the practice of Social Workers in handling Covid-19 in the City of Jakarta and Singapore City, they have two tasks: carrying out outreach and assisting patients and families affected by Covid-19. In carrying out the outreach task, they search for contracts and assessments in an accessible social service.

Dore et al. (2019) stated that social workers have duties and responsibilities in a pandemic and work closely with health professionals assigned to care for people. It is defined primarily in terms of medical care and necessity. However, there is also social care needed – to keep families and communities together despite social distancing and to continue with the social care services already provided, including conducting needs assessments, facilitating access to home help or special services, and looking after children and people. Adults unite Families and mobilize communities around social issues.

Various scientific studies that have been carried out by various countries and supported by the World Health Organization mention that professional practice by Social Workers in handling Coronavirus (Covid-19) is included in the Health Care Setting. Malik et al. (2021) state that the Social Worker profession is a vital workforce to improve the health and well-being of individuals, families, and communities.

Social facilitators in mobilizing resources can benefit mainly from 1) building diversity (diversification) and expanding resources and 2) helping formulate an independent budget. This must be done to change the community's dependence on certain social assistance, 3) reduce dependence on other parties (government, local government, and community administrators), 4) maximize the use of local skills and costs, and 6) increase the depth of relationships with stakeholders and communities. In outreach and assistance for Covid-19.

Outreach Social Workers for Covid-19 Victims

Outreach, whether carried out by social workers at the Social Service Unit in Jakarta and social workers at the help desk team at Home Singapore, assists victims and their

families in reaching health facilities, local government services, and community administrators.

For this outreach activity, respondents indicated that the majority of respondents (57.00%) from Jakarta respondents stated that they sometimes reach health facilities because respondents obtain information from health facilities from the Puskesmas that they are a victim of Covid-19. In comparison, most respondents (59.00%) said they often access health facilities. Therefore, based on information from the Puskesmas (health facilities), the respondent immediately provided assistance to deal with the needs of the community who were victims of Covid-19. Thus, most Jakarta respondents (76.00%) and 64 (%) of Home-Singaporean respondents stated that they often had easy access to health facilities.

For outreach with the local government/sub-district government in handling Covid-19 in practice, social workers/Satpel/assistants receive support from the Local Government, where this support is in the form of data and information about people exposed to Covid19 or services that have and have not been accepted by the community. Most Home-Singaporean respondents always reach out to local governments to assist and provide services to Covid-19 victims. This situation shows that 83% of the local government officials in Jakarta and 67.00% in Home-Singapore support respondents in carrying out outreach and handling people exposed to or victims of Covid-19.

For outreach, the community administrator explained that in Jakarta, most of the respondents (55.00%) and Home-Singapore (53%) stated that community administrators (Rukun Tetangga/Rukun Warga) where Covid-19 victims live can provide support and can be invited to work. The same also coordinates with Social Workers in the Social Service Unit and assistants in handling Covid-19 victims. Furthermore, by conducting outreach to the community administrators of the Social Service Units, the assistants can work well and safely, and obstacles can be overcome quickly so that handling Covid-19 is easy to implement.

Working with Multidisciplinary in Handling Covid-19 Victims

Social workers at the Social Service Unit in Jakarta and Social Workers on the help desk team at Home Singapore always coordinate with multidisciplinary and also advocate for multidisciplinary and when there are obstacles in handling Covid-19 victims.

Working with multiple disciplines shows that most Jakarta respondents (87.00%) and Home-Singapore respondents (69.00%) coordinate with other professions when handling or providing services to victims of Covid-19. This is because the social work profession in handling the Covid-19 pandemic is a service in the secondary setting and the primary setting is the medical team (doctors and nurses), so it requires coordination with other professions. The presence of the social work profession is a partner of another profession (medical team) that provides health services and responds to people exposed to Covid-19 by providing services to them and their families affected by the Covid-19 pandemic. Therefore, by continuing to uphold the basic principles of each profession, provide services and support to Covid-19 victims and their families.

Advocacy for social workers showed that 73% of respondents from Jakarta and Home-Singapore (67.00%) stated that in outreach and assistance to Covid-19 victims and their families, it is beneficial to work together (coordinate, advocate) with other professions, thus making work more accessible and lighter. Therefore, the goal to help Covid-19 victims and their families can be achieved, and make work providing instructions on the advantages of social work with other professions and advocacy can be carried out because persuasive communication uses accurate and appropriate information related to the Covid-19 pandemic.

E. CONCLUSION

Based on the results of the analysis, it can be concluded that the outreach carried out by social workers at the Social Service Unit in Jakarta and Social Workers at the help desk team at Home Singapore assists victims and their families in reaching health facilities, reaching local government services and in reaching community administrators.

Social assistance, provided by social workers at the Social Service Unit in Jakarta and social workers at the help desk team at Home Singapore, assists victims and their families in providing psychosocial therapy and seeking needed access and assistance in social mobilization. Social workers at the Social Service Unit in Jakarta and Social Workers on the help desk team at Home Singapore always coordinate with multidisciplinary and also advocate for multidisciplinary and when there are obstacles in handling Covid-19 victims.

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