



Handling Juvenile Delinquency: The Role of the Social Welfare Service in Handling Cases in Samarinda City

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Abstract

The purpose of this research is to examine the prevention of juvenile delinquency by the Department of Social Welfare in handling cases in Samarinda City. This type of qualitative descriptive research focuses on the empowerment and obstacles faced by the Office of Social Welfare. This research has been carried out from October to January 2022. The primary data sources are the head of the service, the head of the rehabilitation section for children and the elderly, social workers and counseling. Data collection techniques through observation, interviews, and documentation. Data analysis techniques through reduction, display and conclusion. The validity of the data using data triangulation. The results of the study, adolescent empowerment will have implications in developing the mindset of youth independence so that they have the ability to work and gain experience. Barriers: on the financial aspect, human resources, shelter, the role of parents and public awareness. The practical implication is that this research can be piloted in a youth development social home in handling delinquency cases delegated from the Samarinda Class II Child Special Guidance Institute in Tenggarong.

Keywords: Juvenile Delinquency, Capacity, Management, Empowerment

INTRODUCTION

Teenagers are the next generation who will build the nation towards a better direction. Teenagers have a vision and mission that can benefit themselves, their families and the environment. Therefore, adolescents become affirmative to form quality future leaders (Anjaswarni et al., 2019). The role of the people around them can be a model in shaping the character of teenagers. Based on article 93 of Law Number 11 of 2012 in terms of the community can participate in the protection of children ranging from prevention to social reintegration of children by submitting reports of violations of children's rights, and contributing to the rehabilitation and social reintegration of children, child victims or child witnesses through community organization.

Children are the basic capital of national development and the successor to the ideals of the nation's struggle who are expected to be able to carry out their duties and responsibilities for the preservation of the nation and state (Liu & Miller, 2020). Planning



for the future without taking into account the child variable is an immoral and historical thought because it does not place humans as the determining factor in societal change (Rhoades et al., 2016). If that happens, then in the process it will be easy to forget the interests of the child and prefer to obey the egoism of adults who think only for a moment (Semenza, 2018). Children because of the inability to depend and immaturity, both physically, mentally, and intellectually, need to be protected, cared for, and guided by their parents. Parenting, nurturing, and educating children is a religious and humanitarian obligation that must be carried out starting from the family, society, and the State (Burgess, 1916; Griffiths, 2017; Pardini, 2016; Rekker et al., 2015).

Adolescence is often a lot of new things that happen, because the new things they experience are signs towards adulthood. From the problems that arise as a result of these associations, curiosity about romance and sex, to problems that rub against the law and social order that applies around teenagers (Shoemaker, 2017; Thompson & Bynum, 2016). All of this usually happens because of many factors, but one of the main factors is the high sense of solidarity between friends, group recognition, or an opportunity to show one's identity. So from these factors problems will arise when teenagers choose the wrong direction in groups.

The environment is one of the reasons why teenagers' relationships are good or deviant, because teenagers spend a lot of their time playing after school, so they automatically interact more socially with the general environment. Most school-age adolescents still tend to be unstable or tend to follow developments around them and tend to influence their moral changes. The nature of non-formal education is one of the efforts to increase knowledge, attitudes, skills, and abilities that enable people to live independently. Law of the Republic of Indonesia No. 20 of 2003 concerning the National Education System in article 26 paragraph 3 non-formal education includes life skills education, early childhood education, youth education or youth organizations, skills and work skills education, equality education, social guidance, and other education aimed at developing students' abilities. The types of education mentioned above can be provided through non-formal education units such as course institutions, training institutions, study groups, Community Learning Activity Centers, ta'lim councils, and similar educational units.

Social guidance is a form of education outside of school. Social guidance is formed to provide psychological and mental assistance to children dealing with the law or children having personal problems that require guidance so that the child can solve the problem (Moh Bahzar, 2020). This social guidance can be in the form of personal guidance and group guidance. Social guidance aimed at overcoming emotional problems is very interesting in adolescence because emotion is a phenomenon that is owned by every human being and has a very large influence on aspects of life such as attitudes, behavior, personal adjustments, and social adjustments (Muhammad Bahzar & Kusuma, 2013). They also tend to see their life the way they want it, so they don't see themselves as they are. Because not all of their aspirations and ambitions can be achieved, because they often fail, it is easier for the teenager to experience emotional problems, such as anger, disappointment, and other negative emotions which will also have an impact on juvenile delinquency.

In addition, according to Moh. Bahzar, (2014) regarding adolescent problems in the context of social skills, several points need to be known, such as awareness in



positioning oneself in the social environment, establishing good relationships in the family, school, and community environment, as well as understanding the values, norms, and rules that exist in society. in social life. Lack of understanding of social skills at a young age can result in individuals experiencing obstacles and problems in the social environment. Therefore, adolescents who experience social problems need to be given an understanding of the importance of social skills through social guidance activities. So that the teenager can make adjustments and social control so that he can overcome all problems that arise as a result of interaction with the social environment and be able to present himself by the rules and norms that apply in society.

Most of the teenage years are very synonymous with problems, especially the status of those who are neglected teenagers dropping out of school. Lack of attention from parents and loved ones makes them insecure and feel confused when they are having problems. This then provokes problems towards social relations in the social environment. For this reason, it is necessary to have social guidance activities within the institution to help them develop and improve social skills that are useful for the future. The Department of Social Welfare in collaboration with the Technical Implementation Unit of the Social Development Institution for Youth Development in Samarinda has special attention in terms of developing social skills for these adolescents. This is important to reduce social problems in adolescents, such as communication and relationships that are less harmonious between adolescents. This is because of teenagers who come from various regions in East Kalimantan. Some of them still choose between one friend and another, which results in a lack of concern and solidarity for every teenager in the Wisma Technical Implementation Unit of the Samarinda Panti Sosial Bina Remaja to help each other considering that they live in the same location. Thus the importance of social guidance activities to improve social skills can be said as a basic need to be able to reduce or reshape the antisocial character of adolescents and also as a good start to create the next generation that can implement good norms for the nation and state.

The attitude of the youth shown before entering the Technical Implementation Unit of the Samarinda Social Institution for Youth Development was unkempt, disrespectful, spoke dirty, acted arbitrarily, had no self-confidence, was quiet, was shy to socialize, did not have friends and easily gave up, but while in This Technical Implementation Unit, adolescents are given guidance, direction, motivation, and social knowledge that can improve social skills in adolescents. The lack of social skills in adolescents is caused because they feel insecure, are not appreciated by society, are considered useless people, and other people are afraid of the behavior given by teenagers.

After the issuance of Law Number 11 of 2012 Article 21 (paragraph 1), if a child under 12 (twelve) years of age commits or is suspected of committing a crime, investigators, community advisors, and professional social workers decide to hand it back to other people. parent/guardian or involve him/her in the educational program of coaching and mentoring in government agencies in agencies dealing with social welfare, both at the central and regional levels, for a maximum of 6 (six) months.

Social welfare is a condition of fulfilling the needs of a decent life for the community so that they can develop themselves and can carry out their social functions that can be carried out by the government, regional governments, and the community in the form of social services which include social rehabilitation, social security, social empowerment, and social protection. (Law Number 11 the Year 2009 articles 1 and 2).



Social welfare development is an inseparable part of national development where social welfare development plays an active role in improving the quality of life of the Indonesian people (Warman, 2021). This is because in principle the construction of social welfare development consists of a series of activities that are planned to advance the conditions of human life through coordination and integration between the government, regional governments, and the community to implement social welfare in overcoming Persons with Social Welfare Problems into a complete, comprehensive, and comprehensive framework of activities. sustainable and synergized, so that the social welfare of the community can gradually increase (Jawatir Pardosi. Rudi Agung Nugroho, Rita Mariati, 2021).

Persons with Social Welfare Problems are individuals, families, or community groups who, due to an obstacle, difficulty or disturbance, are unable to carry out their social functions, so that their needs (physical, spiritual, and social) cannot be adequately and reasonably met. In the period January–October 2017, there were 320 children exposed to criminal activities. The cause of the exposure is quite trivial, namely because children do not get enough attention from their parents. It then became the gateway to juvenile delinquency. To prevent this potential, parents must improve communication patterns with children. Not only using the parent-child position, but you can also use the position as peers. Some members of the surrounding community are tired of reprimanding even the advice of parents is not obeyed by teenagers. Such actions are acts that violate the rules, applicable norms and are considered as factors causing juvenile delinquency which are rejected based on moral and material losses.

The above problems are increasingly prevalent in Samarinda because it is suspected:

- 1) Lack of socialization of the social welfare service in dealing with juvenile delinquency in the city of Samarinda.
- 2) the weak role of parents in dealing with naughty teenagers.

Juvenile delinquency needs to be addressed immediately, various parties take responsibility for this problem, such as educational groups in the school environment, social department, community, and family roles. The Office of Social Welfare with the functions of monitoring, evaluating, and reporting on the implementation of policies in the social sector covering social rehabilitation, social protection and security, social empowerment, and handling the poor is expected to contribute to overcoming juvenile delinquency. The Department of Social Welfare as an institutional institution in the Greater City of Samarinda is also responsible for handling juvenile delinquency because juvenile delinquency cases are increasingly spreading in Samarinda City, this can be seen from the involvement of teenagers in narcotics and illegal drugs problems, brawls between students, etc.

METHOD

The type of research used is the descriptive qualitative research method. Using data collection techniques carried out by triangulation aims to explain the role of social welfare services. Through research data collection techniques, all data are recorded objectively and as they are by the results of observations and interviews in the field, namely recording the data needed for various types of data and various forms of data in



the field and recording in the field. field. There is also data taken such as photos, data obtained from the Social Service of Samarinda City.

RESULTS AND DISCUSSION

Results

A. Empowerment

Of Adolescents who violate the law or commit criminal acts are strongly influenced by several other factors outside of the child. To protect children from the influence of the formal process of the criminal justice system, human thought arises or legal and humanitarian experts to make formal rules for removing a child who has violated the law or committed a crime from the criminal justice process by providing alternatives. others that are considered better for the child. Based on this thought, the concept of diversion was born, which in Indonesian terms is called diversion.

In his book *Juvenile Delinquency a Sociological Approach* states "Diversion is an attempt to divert, or channel out, youthful offender from the juvenile justice system. 22 The definition of diversion is also contained in the United Nations Standard Minimum Rules for the Administration of Juvenile Justice (The Beijing Rules) points 6 and 11 contain a statement regarding diversion, namely as a process of delegating children in conflict with the law from the criminal justice system to an informal process. such as returning to social institutions, both government and non-government. Diversion seeks to provide justice for cases of children who have already committed criminal acts to law enforcement officers as law enforcement parties.

In the opinion of [Peter C. Kratcoski](#), there are three types of implementation of diversion programs that can be implemented, namely:

1) Implementation of social control (social control orientation), namely law enforcement officials hand over the perpetrators in the responsibility of supervision or observation of the community, with obedience to approvals or warnings. which is given. The perpetrator accepts responsibility for his actions and is not expected by the community to give the perpetrator a second chance.

2) Social services by the community to actors (social service orientation), namely carrying out functions to supervise, interfere, improve and provide services to perpetrators and their families. The community can interfere with the perpetrator's family to provide repairs or services.

3) Towards a process of restorative justice or negotiation (balanced or restorative justice orientation), namely protecting the community, allowing the perpetrator to be directly responsible to the victim and the community, and making a mutual agreement between the victim, the perpetrator, and the community.

In practice, all relevant parties are brought together to reach an agreement on actions for the perpetrators. One of the guidelines that can be used by Polri investigators in applying the concept of diversion in dealing with children in conflict with the law is TR Kabareskrim Police of the Republic of Indonesia Number. Police.: TR/1124/XI/2006 which provides instructions and rules regarding diversion techniques that can be carried out against children in conflict with the law. TR Kabareskrim Police of the Republic of Indonesia guided by Article 18 of Law No. 2 of 2002 concerning the Republic of Indonesia National Police.



Teenagers need to be empowered so that at a young age they are equipped with the right skills and thinking. Skills empowerment for adolescents is an effort carried out in this youth development social institution carried out in collaboration between the orphanage and the social welfare office. From the implementation of skills training that was carried out previously, it can be seen that the skills possessed by each individual are to be given stimulants in the form of providing work equipment to develop their skills. . Being released means not being released just like that, but being facilitated and returned to his family or environment to develop his skills in the form of a business. Meanwhile, the strategy of capital ability is shown in children dealing with the law who have dropped out of school and are no longer at an age that allows them to continue their education. Through this strategy, children dealing with the law are given skills and capital, both individually and in groups.

Based on the results of the study, it is known that in empowering children in conflict with the law, the Social Welfare Service of the city of Samarinda cooperates with the social institution for youth development. Where in carrying out the empowerment which is filled with welding, automotive, sewing, salon, and make-up skills which are divided by each class. In carrying out the empowerment carried out by the social welfare service of the city of Samarinda and collaborating in the youth development social home, it has followed the stages and procedures that have been set by the social welfare office of the city of Samarinda and the youth development social home.

b. Barriers to the Department of Social Welfare in Dealing with Juvenile Delinquency in Samarinda City.

A government organization, both private and agency, the government has things that hinder the implementation of an activity, activity, or work being carried out. Inhibiting factors are factors that hinder or have a negative influence on the role of the social welfare service in dealing with juvenile delinquency in the city of Samarinda. Several factors have a negative impact, including financial, shelter, number of human resources, the role of parents, and public awareness.

a. Internal

1) Finance

Barriers from the social welfare service, one of which is finance in carrying out coaching, are also constrained by funding so that the coaching process is not optimal, the amount of the budget currently budgeted cannot be fully approved by the Samarinda City Government. Even though we know that with a very minimal budget, we cannot fund the various work programs of the Social Service in nurturing children in conflict with the law in Samarinda City.

2) Shelters

The inhibiting factor for the role of the Social Service in dealing with juvenile delinquency in Samarinda City is that the shelter and facilities at the youth development social home are very minimal. The maximum quota for children dealing with the law themselves is 15 people. And the case of children dealing with the law itself cannot determine how many cases of children conflict with the law, we only receive a decision letter from the court. We can reject the court's decision if the shelter in the social care institution for youth development is overcapacity so that children who conflict with the law are handed over to temporary juvenile prisons.

3) Number of human resources



The inhibiting factor for the role of the Social Service in dealing with juvenile delinquency in Samarinda City is human resources, including the obstacles experienced by the social welfare service and youth development social institutions in dealing with children in conflict with the law. The human resources in the youth development social home are currently lacking and inadequate so the programs that have been carried out can be hampered due to the lack of volunteers.

b. External

1) Role of Parents

The inhibiting factor for the role of the Social Service in dealing with juvenile delinquency in Samarinda City is the role of parents also having an important role in the success of the youth development social home in dealing with children in conflict with the law. Because children face the law when the sentence is over, they no longer live in the dormitory and are returned to their parents or family to be able to live life like teenagers of their age. If the parents or family do not want to accept the child when we return it because they are more comfortable at home if the child is not there then the child becomes closed and indifferent because they think their family no longer accepts it.

2) Community Awareness

The inhibiting factor for the role of the Social Service in dealing with juvenile delinquency in Samarinda City is that public awareness has decreased from year to year due to the development of the times because nowadays there are gadgets, so people are now less likely to gather like they used to. So people are now indifferent, what is important is not disturbing their family, so it's up to what the surrounding community does. Unless someone screams, then the community gathers to help or report what happened.

Discussion

Conducted by the Social Welfare Office of Samarinda City is an activity that aims to form children's mental independence in dealing with the law so that they can channel their talents and hobbies. This activity is carried out by the youth development social institution. This activity is in the form of skills training, to explore the potential of children dealing with the law so that it can be used as an experience to find decent work for their welfare. The empowerment activities carried out by the Social Welfare Office of Samarinda City which the authors examined were sewing skills training and automotive skills training. Furthermore, children with the law who have undergone coaching and skills training will be given money or for business capital, namely Proactive Economic Business Capital, even those who need large business capital support will be facilitated by credit loans at banks.

This is in line with the opinion (Binik et al., 2019) "empowerment is an activity that is sustainable, dynamic, synergistically encourages the involvement of all existing potentials evolutionarily with the involvement of all potentials". This is also stated in the Regional Regulation of the Province of East Kalimantan No. 03 of 2016 concerning Handling and Empowerment of Persons with Social Welfare Problems in article 22 paragraph (1), namely:

- 1) Social empowerment is intended to:
 - a. Empower Persons with Social Welfare Problems to be able to meet their needs independently; and



b. Increasing the participation of individuals and/or institutions as potential resources in the implementation of social welfare. Through this training program, it is hoped that children who conflict with the law with the skills and business capital can have the income to meet their own needs, families and even benefit others by opening up jobs. Activities like this will bring about change for children in conflict with the law.

According to Doelman et al., (2021), stating that juvenile delinquency is the act of some teenagers who are contrary to law, religion, and societal norms so that the consequences can harm others, disturb public peace, and also damage themselves. Likewise, Ahmed & Murtaza (2016) stated that juvenile delinquency is an anti-social act committed by a teenager which, if committed by an adult, is qualified as a crime. Juvenile delinquency is the behavior of teenagers who are still in school to take actions that violate the rules both at school and outside of school which can result in loss and damage to both themselves and others.

the factors that cause juvenile delinquency are grouped or divided into four parts, namely:

- a. The factors that exist within the child itself.
 1. Predisposing factors.
 2. Weak self-defense.
 3. Lack of adaptability.
 4. Lack of the basics of faith in adolescents.
- b. Factors from the family environment.
 1. Children do not get the love and attention of their parents.
 2. Weak economic conditions of parents in the villages, have made them unable to meet the needs of their children.
 3. Family life is not harmonious.
- c. Factors from the community environment.
 1. Lack of consistent implementation of religious teachings.
 2. People who lack education.
 3. Lack of supervision of youth.
 4. The influence of new norms from outside.
- d. School factors.
 1. Teacher factor.
 2. Factors of educational facilities.
 3. Educational norms and teacher cohesiveness.
 4. Lack of teachers.

According to Nurochman & Setiawan, (2019), five provisions must be met to tackle juvenile delinquency, namely:

a. Trust. The teenager must believe in people who want to help him (parents, teachers, psychologists, scholars, and so on), he must believe that this helper will not lie to him and that the words of this helper are true.

b. Purity of heart. The teenager must feel that the helper wants to help him unconditionally.



c. The ability to understand and appreciate the feelings of teenagers. In different positions between children and adults (differences in age, status differences, different ways of thinking, etc.) it is difficult for adults (especially those who are not trained) to tend to see all matters from their point of view and base their judgments and reactions on their views. itself it.

d. Honesty. Adolescents expect their helpers to convey what they are, including less pleasant things. What is wrong is said to be wrong, what is right is said to be right. What is unacceptable is if there are things that he blames, but on other people or his parents are considered right.

e. Prioritizing the youth's perception.

As stated above, as with everyone else, teenagers will see things from their point of view. Regardless of the reality or the views of others, for the teenager, it is his view that is reality and he reacts to it.

Based on the results of research that the author did in the field regarding the empowerment of Persons with Social Health Problems against children dealing with the law by the Office of Social Welfare, it was quite good. Empowerment is carried out to support the future of children in conflict with the law.

Barriers to the role of the social welfare service in dealing with juvenile delinquency in the city of Samarinda

Government and private organizations, as well as government agencies, have things that hinder the implementation of an activity, activity, or work being carried out. The obstacles faced must have hurt the role of the Social Welfare Service in providing guidance and empowerment of people with social health problems to children in conflict with the law in the city of Samarinda.

Based on the results of the study, it is known that the obstacles that occur during the guidance and empowerment of Persons with Social Health Problems in children conflict with the law by the Social Welfare Service as follows:

a. Internal

1) Source of funds

Apart from poverty, which is a factor that hinders the Social Welfare Service in carrying out coaching, it also has problems in funding so that the coaching process is not optimal. The current budgeted amount cannot be fully approved by the Samarinda City Government. Even though we know that with a very minimal budget, it is not possible to fund the various work programs of the Social Welfare Service in carrying out child development in conflict with the law in Samarinda City.

2) Shelters or Shelters

The inhibiting factor for the role of the Social Welfare Service in fostering children dealing with the law in Samarinda City is that the Social Welfare Service has very minimal capacity. For now, the orphanage which is managed by the Social Welfare Service accepts 15 people for children in conflict with the law. It is hoped that the government will ensure that the facilities and infrastructure in the orphanage can meet the needs of the children in conflict with the law and the Welfare Service itself.

3) Human resources

Human resources are the only resources that have a sense of feeling, desire, skill, knowledge, drive, power, and work (ratio, taste, and intention). All the potential of



Human Resources affects the organization's efforts in achieving its goals. No matter how advanced technology, the development of information, the availability of capital, and adequate materials, without human resources it is difficult for the organization to achieve its goals. We must understand that human resources must be interpreted as a source of strength that comes from humans that can be utilized by the organization.

By adhering to this understanding, the term human resources is human resources and is a strength. This opinion is relevant in the framework of thinking that in order to become a strength, human resources must be improved in quality and competence.

Human resources are an inhibiting factor in dealing with children in conflict with the law in the city of Samarinda. Furthermore, the existing human resources in the youth development social home are now very lacking and inadequate so that the programs that have been carried out are hampered due to the lack of human resources.

b. External

1) Role of parents

The role of parents, which is the primary and most important means of learning for children, has a major role in shaping the personality and behavior of children. It is from parents that children get the main example in behavior. According to Social Learning theory, children will carry out the process of modeling behavior from their parents. As the saying goes, "The fruit doesn't fall far from the tree". If parents set an example of polite, warm, and other good behavior, it is likely that their children will also have the same behavior. Likewise, if parents have rude behavior, like to yell, are lazy, and other bad behavior, it is likely that the child will imitate the bad behavior. When a child is involved in a crime and is in conflict with the law, parents must still be able to provide moral support to the child and not give him a negative label. To provide moral support for children in conflict with the law, one of the direct efforts parents can take is to communicate and interact at every opportunity in everyday life.

Parents who have warm communication and interaction with their children also provide benefits for parents to be able to build open communication and detect early on if their children take actions that violate societal norms. Warm communication is also effective for providing education on true values that apply in society so that children are not confused about what society demands of themselves as individuals. In addition to establishing communication, parental supervision of children also plays an important role in keeping children's behavior within normal norms. If the supervision of parents and families towards children is weak, then this can be one of the causes of children committing criminal acts, so that it will result in high crime rates in children.

2) Public Awareness

The next inhibiting factor is public awareness from year to year which is very low because of the times because nowadays there are gadgets so people are now less likely to gather like they used to. So people are now indifferent, what is important is not disturbing their family, so it's up to what the surrounding community does. Unless someone screams, then the community gathers to help or report what happened.

So it can be concluded that the various obstacles in fostering children dealing with the law carried out by the Social Welfare Service of Samarinda City are sources of funds, shelter, human resources, the role of parents and public awareness. It is hoped that in this case the Samarinda City Social Welfare Service can minimize all obstacles and the coaching program for children dealing with the law can run effectively.



CONCLUSION

Youth empowerment will have implications in developing the mindset of youth independence so that they have the ability to work and gain experience. Barriers: on the financial aspect, human resources, shelter, the role of parents and public awareness. The practical implication is that this research can be piloted in a youth development social home in handling delinquency cases delegated from the Samarinda Class II Child Special Guidance Institute in Tenggara.

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