

## Caregiver Efforts in Providing Social Support to Adolescents at the Bandung City Children's Social Care Center (PSAA)

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### ABSTRACT

This research is motivated by the importance of social support from caregivers to young men and women at the Children's Social Orphanage (PSAA) so that their psychological needs are well met. The purpose of the study was to determine the efforts of caregivers in providing social support in PSAA Bandung City which includes emotional, informational, instrumental, and appreciation support. The method used was descriptive with a qualitative approach through questionnaires. The results showed that emotional support was provided through understanding about bullying, tutoring, assistance when facing problems, and discussion of learning goals. Informational support includes advice on maintaining reproductive hygiene during menstruation, consumption of healthy foods, and education about puberty. Instrumental support includes the provision of nutritious food, religious activities, sports, and technological media. Appreciation support is provided through praise, involvement in deliberations, and respect for children's opinions.

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## 1. INTRODUCTION

In every life, humans always try to fulfill their needs. Needs are something that is needed by humans to be able to achieve prosperity, so that if these needs are not or have not been met then surely humans will feel less prosperous (Sada, 2017). According to Abraham Maslow (1984), basic human needs are divided into five levels, namely physiological needs, safety needs, social needs, self-esteem needs, and self-actualization needs.

Social support to is a form of attention, appreciation, comfort, or other forms of assistance, both physical and psychological assistance received by individuals from other people or groups. According to haber that this social support has several components in the form of providing empathy that can provide a sense of comfort and provide advice or feedback that can help individuals solve or overcome the problems faced.

### 1.1. Forms of Social Support

- (i) Emotional support is support that is realized in the form of attachment, warmth, care, and expressions of empathy so that there is confidence that the individual concerned is loved and cared for.
- (ii) Informational support is support that functions as a collector of information about everything that is used to reveal a problem.
- (iii) Appreciative support occurs when the supporter expresses positive regard, encouragement to progress, approval of the individual's ideas or feelings, and makes positive comparisons, between the individual and others.
- (iv) Instrumental support is support that focuses on the family as a source of practical and concrete help in the form of direct assistance in the form of material objects or services, for example borrowing money, giving a ride, or helping to complete work.

Adolescents are those aged 12 - 21 years by dividing the phase into three stages, namely early adolescence from 12 to 15 years, middle adolescence from 15 to 18 years, and late adolescence from 18 to 21 years.

### 1.2. Adolescent Developmental Tasks

The tasks of adolescent development according to Havighurst (Marslihah, 2011) are as follows:

- (i) Form more mature relationships with friends of both genders.
- (ii) Achieving masculine or feminine social roles according to their gender.
- (iii) Accept their physical condition and use it effectively.
- (iv) Achieving emotional maturity from parents or other adult figures.
- (v) Preparing for marriage and family life.
- (vi) Preparing for career and economy.
- (vii) Recognizing values and ethical systems that govern behavior.
- (viii) Form socially responsible desires and behaviors.
- (ix) To develop intellectual skills and concepts necessary for life as a member of society and citizen.

Orphanage is an institution for social welfare efforts in neglected children by providing substitute services for parents or families for children who are responsible for meeting the physical, mental and social needs of foster children and providing broad opportunities for the development of their personality as expected as part of the next generation of national ideals and develop naturally.

That parenting is often referred to as childrearing, namely the experience, skills, qualities, and responsibilities as a parent in educating and caring for children (Hastoety, Sihadi, Sari, & Kusumawardani, 2017).

The role of the caregiver is to foster orphanage children from various things, especially morals and behavior so that children become better, train their independence so that they can easily interact in the community environment. The role referred to here is the participation, activeness, and involvement of the orphanage parties in an activity in fostering morals towards children so that religious values are embedded in orphanage children, which in turn can give birth to good behavior and noble character (Afrella & Amri, 2018).

Based on preliminary studies by conducting interviews with managers and caregivers, information was obtained that in general, adolescents living in orphanages are orphans, orphans, orphans, and also from poor and abandoned families.

From this description, the researcher needs to conduct research on how the caregiver's efforts to provide social support to adolescents at the Bandung City Children's Social Orphanage (PSAA).

## 2. METHODS

The method used in this research is a descriptive method aimed at describing existing phenomena. The approach used in this research is a quantitative approach that emphasizes objective phenomena and is studied quantitatively.

### 2.1. Research Respondents

The respondents of this study were caregivers at the Bandung City Children's Social Orphanage (PSAA), totaling 40 people.

### 2.2. Research Instruments

The instrument used in this study was a questionnaire. The questionnaire used in this study is a closed questionnaire. In a closed questionnaire, respondents just have to choose the answers that have been provided, the form is the same as a multiple choice questionnaire.

### 2.3. Data Analysis Technique

The data analysis used in this study is the percentage of each answer to the questions that have been filled in by respondents with the following data processing:

#### 2.3.1. Data verification

The collected questionnaires were then checked for completeness of respondents' answers to each question item in accordance with the filling guidelines.

#### 2.3.2. Data tabulation

Data tabulation aims to predict answers regarding the frequency of each option item in each item, so that it is clear the frequency of respondents' answers.

#### 2.3.3. Percentage data

Percentage data is a calculation used to see the size of the frequency of research instruments given by respondents, because the number of respondents' answers is different.

The formula used to achieve the percentage refers to the opinion of Arikunto (2010) as follows:

$$P = \frac{f}{n} \times 100\%$$

Description:

- P : Percentage (number of percentages sought)  
 f : Frequency of respondent's answer  
 n : Number of respondents  
 100% : Absolute number

### 2.3.4. Data Interpretation

Data interpretation is used to obtain a clear picture of the answers to the questions posed. The criteria for interpreting the data in this study are guided by the limitations put forward by Ali (2002) as follows:

- 100% = All of it
- 76%-99% = Mostly
- 51%-75% = More than half
- 50% = Half
- 26%-49% = Less than half
- 1%-25% = A small percentage
- 0% = No one

## 3. RESULTS AND DISCUSSION

### 3.1. Parent Identity

The data in 1 reveals that the caregivers who were respondents at the Bandung City Children's Social Orphanage (PSAA) consisted of 40 caregivers. The following is the management of the research results discussed in detail can be seen in **Table 1**.

**Table 1.** Caregiver Identity

Characteristics	<i>F</i>	%
<b>Gender</b>		
Male	28	70%
Women	12	30%
<b>Age</b>		
21 – 30	10	25%
31 – 40	9	22,5%
41 – 50	12	30%
51 - 60	4	10%
61 – 70	4	12,5%
<b>Last Education</b>		
SD	0	0
SMP	2	5%
SMA/SMK	18	45%
Perguruan Tinggi	20	50%
<b>Length of Service</b>		
1 - 10	31	77,5%
11 – 20	6	15%
21 - 30	3	7,5%
<b>Past Training</b>		
Social Workes	14	35%

<i>Parenting</i>	4	10%
Parenting Child	9	22,5%
Child & family empowerment	7	17,5%
Parenting Standards	6	15%

**Table 1.** shows that most of the caregivers who provide social support to adolescents at the Bandung City Children's Social Care Center (PSAA) are more than half (70%) male, and less than half (30%) female.

The age of caregivers was less than half (30%) aged 41-50 and a small proportion each (25%) aged 21-30 years, (22.5%) aged 31-40 years, (12.5%) aged 61-70 years, and (10%) aged 51-60 years. Most of the ages of caregivers who provide social support to children in Bandung City are 41-50 years old. This age is classified as middle age, which is quite a lot of experience in educating and caring for children.

The latest education taken by caregivers in PSAA is mostly (50%) college, less than half (45%) are SMA / SMK, and a small portion (5%) is junior high school. High education will affect the amount of attention in caring for and educating children.

Then the length of work undertaken by caregivers while at PSAA is mostly (77.5%) 1-10 years, and a small portion (15%) 11-20 years, and (7.5%) 21-30 years. The training that has been attended by caregivers is less than half (35%), namely social workers and a small portion each, (22.5%) namely child parenting, (17.5%) namely strengthening children and families, (15%) namely parenting standards, and (10%) namely parenting.

parenting.

Most of the caregivers have worked as caregivers at the orphanage for 1-10 years and most of the caregivers have participated in social worker training. Education and training can be factors that influence how social support is provided to adolescents in institutions.

From the explanation above, it can be concluded that from a relatively middle age, high education, length of work as a caregiver for 1-10 years, and training that has been attended, all of that can be the basis for how caregivers care for and guide children. The knowledge and experience that caregivers have will make them better at providing social support to children in institutions. The majority of caregivers explained the need to give children empathy, love and care. By the caregiver showing care to them at all times, the caregiver is meeting their needs. Thus they will get closer, they will obey, they will tell the caregiver everything. But when the caregiver does not show love, they will avoid, will not tell anything, and they will not listen to the caregiver (Bettmann *et al.*, 2015).

### 3.2. Emotional Support for Adolescents

**Table 2.** Emotional Support

No	Alternative answer	Answer	
		<i>f</i>	%
1	Provide an understanding of bullying	33	82,5
2	Guiding children to repeat lessons	30	75
3	Accompanying children to solve problems	29	72,5
4	Giving advice with gentle language	20	50

5	Reminding the child with a gentle tone	20	50
6	Discussing the child's learning target or goal	17	42,5
7	Telling the child to avoid vulnerable areas	15	37,5

Can be seen in **Table 2.** shows that the emotional support provided to adolescents in orphanages is discussing the target or goal of learning. The importance of setting learning goals, in order to improve achievement, provides opportunities and responsibilities to control their own achievements, so that children feel important and need what caregivers recommend (Mahrus, 2013).

Then the caregiver guides the child to repeat lessons when the child will face school exams. In this case, caregivers must always provide continuous guidance, so that the child's learning process is supported and can achieve achievement (Umar, 2015).

In addition, caregivers also assist children to solve their problems. Conflicts always arise such as misunderstandings or lack of emotional stability in interactions. Someone who acts as a trusted person who can help the problem with informative advice. This also makes children feel safe because of the concern of someone who helps solve their problems (Dewi Angraini & Hijriyati Cucuani, 2014).

Then the caregiver gives advice with gentle language when the child is telling a story and reminds the child in a gentle tone when he is lazy to do his obligations at the orphanage. This is done to teach children to be polite by not getting used to speaking in a high tone, because children will follow the habits of adults (Setiardi, 2017).

In addition, caregivers provide an understanding of bullying to prevent bullying in children. This is in line with what was stated by (Fatmala & Nursalim, 2019), namely bullying behavior carried out by adolescents due to their low understanding of bullying and its effects. Adolescents are given an understanding of bullying behavior so that they can prevent and reduce bullying behavior at school.

### 3.3. Informational Support

**Table 3.** Informational Support

No	Alternative answer	Answer	
		f	%
1	Advise to reduce fatty foods	22	55
2	Talking about how to maintain reproductive hygiene during menstruation	21	52,5
3	Providing guidance in choosing a social environment	21	52,5
4	Making sure to dry towels after use	20	50
5	Paying attention that children consume fruits and vegetable	19	47,5
6	Directing children to change their underwear twice a day	18	45
7	Explaining that puberty will happen to all children	16	40
8	Teaching to find the positive side of oneself	14	35

Can see **Table 3.** shows that the informational support provided to adolescents at the orphanage is to explain that puberty will occur in all children. Adolescents who have entered puberty experience rapid changes in body parts such as shoulders, arms, waist, fat, and accumulate fat in the stomach, so that adolescents lack confidence. This is due to the lack of information from teachers and parents about changes that occur during puberty (Lilis Suryani, 2013).

Then the caregiver also talked about how to maintain hygiene during menstruation, directing children to change underwear twice a day, and making sure to dry towels after use.

The location of reproductive organs in closed and folded areas makes them easier to sweat and moist. This condition makes it easier for fungi and bacteria to grow, resulting in infectious diseases of the reproductive organs.

Therefore, the importance of reproductive organ hygiene behavior in order to avoid reproductive organ problems. Drying towels after use is also very important. Many teenagers sometimes do not pay attention to how important it is to dry towels in the sun. This needs to be done so that the towel is not damp and smelly. Towels that are not dried after use can cause bacteria to grow, which can cause disease.

The caregiver also suggested reducing fatty foods. Overweight is the result of more food energy intake than the energy the body needs for various activities. It is estimated that excess energy intake comes from foods and drinks that are high in energy, fat, and sugar have a higher risk of obesity (Hastoety, Sihadi, Sari, & Kusumawardani, 2017).

Therefore, it is important to pay attention to children to consume fruits and vegetables as an effort to maintain a good diet. Vegetables and fruits contain many vitamins, minerals, and other nutrients needed by humans, so that they can maintain a good diet for children (Putri & Maemunah, 2017).

In addition, caregivers also provide direction in choosing a social environment. In dealing with the problem of promiscuity, parents should provide sexual and moral education guidance openly, patiently, and wisely to adolescents. Thus adolescents will more easily determine their attitude in socializing.

Then the caregiver also teaches to find the positive side of oneself. How to help find the advantages of oneself is to develop interests, not compare with others, and recognize hobbies. Caregivers do this in order to increase children's self-confidence so that they can accept themselves and get satisfaction from their efforts (Meilinda, 2013).

### 3.4. Instrumental Support

**Table 4.** Instrumental Support

No	Alternative answer	Answer	
		f	%
1	Advise to reduce fatty foods	22	55
2	Talking about how to maintain reproductive hygiene during menstruation	21	52,5
3	Providing guidance in choosing a social environment	21	52,5
4	Making sure to dry towels after use	20	50
5	Paying attention that children consume fruits and vegetable	19	47,5
6	Directing children to change their underwear twice a day	18	45
7	Explaining that puberty will happen to all children	16	40

Can see **Table 4.** shows that the instrumental support provided to the teenagers in the orphanage includes supplying technological media such as computers, laptops, and the internet. By providing technological media, it is hoped that it will make it easier for children to complete their school assignments. The use of technology media among teenagers can be utilized as a tool or medium for learning and also influences the level of achievement attained by children.

Then, the caregiver also discussed school needs as an effort to manage pocket money. This is important to discuss so that the money given is used according to the child's needs. This is done so that the child becomes responsible in managing money and learns to save (Sina, 2014).

In addition, caregivers also choose menus that contain healthy and balanced nutrition as an effort to plan healthy meals. During adolescence, they often face many health and

nutrition issues, as teenagers are a group vulnerable to nutritional problems. Balanced nutritional needs are very important for the development or growth of children.

The caregiver's effort in instilling religious values is by inviting the child to recite the Quran together. Most children often forget to perform prayers and recite the Quran. The role of caregivers is to teach children in religious education so that they understand religious knowledge and can use it for their future in the hereafter.

Then the caregiver provides activities as an effort to develop interests and talents. The development of a child's potential in order to nurture talents and interests can be done by participating in talent shows or other activities. Caregivers need to give children the opportunity to do things on their own, to foster independence, self-confidence, and a sense of responsibility (Nihayah, 2015).

In filling the children's holiday time, the caregiver engages in activities together by exercising at the orphanage. Awareness of the importance of exercise is still considered lacking, especially in the productive age group, due to their busy schedules. In addition, the benefits of exercise can protect against high blood pressure, obesity, back pain, reduce stress, and maintain body stamina.

In addition, the caregiver also prepares food that contains vitamins and minerals when the child's condition is deteriorating. A deficiency of vitamins and minerals can pose a problem for human health, leading to various diseases in the body. Vitamins and minerals are nutrients or substances that play a very important role in the body and are one of the indicators of health in the human body (Labellapansa & Timur Boyz, 2016).

### 3.5 Support for Awards

**Tabel 5.** Support for Award

No	Alternative answer	Answer	
		f	%
1	Giving awards in the form of praise	27	67,5
2	Involving children in discussions	26	65
3	Involving children in determining sanctions when they misbehave	23	57,5
4	Not interrupting the child's opinion	20	50

Can see **Table 5.** shows that the support and appreciation given to the adolescents in the shelter involve engaging the children in discussions, not interrupting their opinions, and involving them in determining sanctions when they violate rules. The importance of involving children in discussions so that they comply with the rules and accept the penalties when they violate them. Children's participation is essentially the foundation and stepping stone that ensures they will enjoy the results or benefit from decisions related to them (Rizki, Sulastri, & Irfan, 2015).

Then, the caregiver also gives rewards in the form of praise when the child does something to be proud of, because this is considered very important to motivate the child to always strive. Reward is viewed as a positive reinforcement to elicit positive behavior and as a form of appreciation for a positive action that has been performed. The influence of rewards on children's behavior is also expected to enhance their character to be more disciplined, responsible, honest, kind, respectful, and so on (Afifah, 2017).

The influence of rewards on children's behavior is also expected to enhance their character to be more disciplined, responsible, honest, kind, respectful, and so on (Afifah, 2017).

#### 4. CONCLUSION

Based on the research conducted at the Child Social Welfare Institution (PSAA) in Bandung City regarding the caregivers' efforts in providing social support to adolescents, the following conclusion can be drawn:

- (i) The caregivers' efforts in providing emotional support for teenagers at PSAA include inviting discussions, giving advice, providing understanding, guiding, reminding, accompanying teenagers during study sessions, and resolving issues using gentle language and tone.
- (ii) The caregiver's efforts in providing informational support for adolescents at PSAA include explaining that puberty will occur in all children, discussing, guiding, and ensuring that children maintain the cleanliness of their reproductive organs, advising and paying attention to a good diet for a healthy lifestyle, directing efforts to prevent juvenile delinquency, and teaching children to find the positive aspects of themselves.
- (iii) The caregivers' efforts in providing instrumental support for adolescents at PSAA include providing and discussing children's needs to support learning facilities, selecting and preparing meals that contain balanced nutrition for healthy menus, inviting them to study religious texts to instill religious values, offering activities to develop interests and talents, and filling their free time.
- (iv) The caregiver's efforts in providing appreciation support for teenagers at PSAA include involving children in discussions to build their confidence and discipline, not interrupting children's opinions during discussions, and giving praise when children do something to be proud of.

#### AUTHORS' NOTE

The authors declare that there is no conflict of interest regarding the publication of this article. Authors confirmed that the paper was free of plagiarism.

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