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CAPACITY BUILDING OF SOCIAL SERVICES DEPARTEMENT ON DISABILITIES DEVELOPMENT IN MAKASSAR CITY

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Abstract

This study aims to find out how the resources owned by social services are seen from the aspects of staffing, infrastructure, technology and financial capabilities in developing disability capacity and how the implementation of management is applied by social services in Makassar city from the aspects of leadership, work programs and networking/linkages. The type of research used is a type of qualitative research, which is intended to find out and clarify a phenomenon and social reality, by describing data and facts relating to the problem under study. This study aims to provide a clear picture of the capacity building of social services in fostering people with disabilities in Makassar city. The results of this study indicate that the capacity building of the Makassar city social services still needs to be improved and improved so that they can provide their best performance in the context of fostering disabilities in makassar city. Several aspects need attention, such as increasing the ability and skills of employees in dealing with disabilities, improving disability accessibility infrastructure, using technology in dealing with disabilities in communication, preparing programs that are appropriate and needed by disabilities and carrying out intra-organizational collaboration so that they can carry out the coaching process even better.

Keywords: *Capacity Building, Social Service Departement, development, Disability.*

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1. Introduction

Indonesia is still in the problem of Disability Development. Disability itself is any person who has limitations both sensory and intellectual so that they experience obstacles in carrying out their activities (Kennedy, et al; 2013; Siregar & Nur, 2020; Aulia & Apsari, 2020). Views about the limitations and barriers to disability cause them to experience discrimination in the social environment. This situation is exacerbated by the opinion that persons with disabilities should not hold positions or positions like people with perfect bodies, so that the situation in the community with disabilities is increasingly isolated. Even though people with disabilities have the same rights and obligations as other people in social processes. Especially if you look at the number of people with disabilities in Indonesia, which is quite high, it needs special attention from the government (Banur et al., 2022).

Based on 2020 current data from the Central Bureau of Statistics (BPS), the number of people with disabilities in Indonesia reaches 22.5 million or around five percent of Indonesia's population (Ministry of Social Affairs, 2020). The number of people with disabilities has increased by 660,000 thousand people from the statement issued by Bappenas in 2018 where the number of people with disabilities is 21.84 million people spread throughout Indonesia (Bappenas.go.id, 2018).

As many as 22.5 million people with disabilities according to Deputy V of the Presidential Staff Office Jaleswari Pramodhawardani, there are 17 million people with disabilities of productive age collected from the Central Statistics Agency for 2022, but only around 7.6 million people can be independent by having both formal and informal jobs. the lack of independent disability is due to the lack of abilities and skills for disabilities in Indonesia, both in terms of soft skills and hard skills. This can be seen from the data on the educational level of persons with disabilities by the Ministry of National Development Planning/Bappenas 2021 as follows.

Based on data from Bappenas, the highest rate of disability education was among graduates of elementary schools equal to 29.61% and the next highest rate was 27.74% indicating that most of persons with disabilities did not even

finish elementary school. Only 24.51% of those who were able to complete junior and senior high school education. This figure is even smaller by 5.12% for persons with disabilities with tertiary education levels. This data shows that the majority of persons with disabilities do not get the opportunity to develop themselves through formal educational institutions which results in them experiencing difficulties in matters such as job acceptance rates, skill development and independence that are useful for disabilities in the future to escape poverty.

Similar to the national disability problem, Makassar City, which is one of the largest cities in eastern Indonesia, also faces the same problem. based on data provided by the Makassar City Social Service there were 2,082 people with disabilities who live in Makassar City. Even though the number of persons with disabilities in Makassar City is quite large, the majority of persons with disabilities still live in poverty, experiencing difficulties in achieving independence in developing skills as well as difficulties in meeting their primary needs. The main factor in disability problems in Makassar City is the lack of training and attention to disability and low access to self-development for people with disabilities (Salim, 2015). this ultimately causes people with disabilities to remain trapped in poverty and are forced to exploit their disabilities to fulfill their welfare.

The number of persons with disabilities and the reality of the problems faced by disabilities are quite high, demanding that the Makassar City government, especially the Makassar City social services, improve the ability of each of its organizational elements to carry out coaching for persons with disabilities. According to Makassar Mayor Regulation Number 89 of 2016 concerning Position, Organizational Structure, Duties and Functions and Governance of the Makassar City Social Service has the task of assisting the Mayor in carrying out Government Affairs in the Social Sector which are the authority of the Region and Assistance Tasks assigned to the Region. These tasks and functions also cover the development of disabilities so that people with disabilities are able to achieve their independence.

Some of these tasks are carried out by the Makassar City social service through the social rehabilitation unit which is explained in section

four of the social rehabilitation sector article 13, namely the Social Rehabilitation Sector has the task of carrying out social rehabilitation for people with disabilities, rehabilitation for social disabilities and coaching street children, homeless people, beggars and buskers, victims of violence by migrant workers. specifically for persons with disabilities it is explained again in article 14 that the Section for the Rehabilitation of Persons with Disabilities has the task of carrying out the restoration and development of the social welfare of persons with disabilities. As for some of the tasks of the social rehabilitation section for persons with disabilities in dealing with disabilities described in paragraph (3) of the article such as creating and compiling social welfare development programs for disabilities, preparing material for the formulation of technical policies for the implementation of coordination and control of rehabilitation services for persons with disabilities: physical disabilities (bodily disabled, blind, speech impaired, former chronic disease/ex-leprosy), mental disabilities (ex psychotic, mentally retarded, epilepsy) and multiple disabilities (physical and mental disabilities), conducting guidance and skills training for people with disabilities (disabilities) and former leprosy, carry out services and provide empowerment assistance to persons with disabilities in the form of Productive Economic Enterprises (UEP) and Joint Business Groups (KUBE).

Departing from the existing problems and related regulations, the capacity building of Makassar City social service organizations is very much needed in the context of fostering and improving disability welfare. As an indicator of the success of developing the capacity of social services, it can be observed in the form of coaching by taking into account the readiness of the organization, especially in terms of resources and management. Resources cover the basics that are considered key capacities, such as infrastructure, technology, finance, and staff members. Organizational resources include personnel, facilities, vehicles, equipment, and available funding. This shows that there is a great need for the development of these resources in many organizations. In developing disability capacity, there are examples of how related elements can provide competent staff members in the disability development process, provide infrastructure

such as accessibility and supporting tools to facilitate the disability development process, provide coaching based on the latest technology and provide adequate budgets in the coaching process.

Management is concerned with creating the conditions in which appropriate goals are set and achieved. Managerial activities include planning, setting goals, assigning responsibilities, leading, allocating resources, motivating and supervising staff members, and maintaining relationships with stakeholders. In developing the organizational capacity of social services related indicators in management that need to be considered such as how leadership in the organization run by the head of the service can protect and be effective in fostering disabilities, forming programs that are in accordance with the needs of improving human resources for people with disabilities, and building relationships with related elements in the framework of disability development. In addition to the Makassar mayor's regulation number 89 of 2016, there are other regulations issued by both the central and city governments which serve as a reference for capacity building carried out by the Makassar City social services in the context of fostering disabilities as follows. Firstly, the Government of the Republic of Indonesia drafted a policy in the form of a law in 2016 namely, Law of the Republic of Indonesia Number 8 of 2016 Concerning Persons with Disabilities to become a national core legal basis for fulfilling the rights of persons with disabilities, several sections in the law discuss in detail the development of disabilities and also the fulfillment of rights for persons with disabilities so that they are able to achieve independence. As in article 11 which discusses the right to employment, entrepreneurship, and cooperatives for persons with disabilities including the rights to: (h) promote businesses to have their own jobs, self-employment, develop cooperatives, and start their own businesses. Then in Article 53 paragraphs 1 and 2, the government then determines the number of the workforce for government and private institutions (Law, 2016).

Law No. 8 of 2016 also explains the form of guidance that must be carried out by the government for disabilities which is detailed in Article 94 paragraphs 1 and 2. In paragraph 1 it states that empowerment or coaching is carried

out by the government and local governments through, increasing will and ability, exploring potential and resources, extracting basic values, providing access and business capital. Then in paragraph 2 it further explains that social Capacity Building is provided in the form of diagnosis and providing motivation, training and mentoring, providing stimulants, increasing access to marketing of business results, strengthening institutions and partnerships and further guidance.

The regional government of Makassar City has also issued a regional regulation (Perda) since 2013 which has become a supporting rule in the success of disability development in Makassar City, namely Regional Regulation Number 6 of 2013 concerning Fulfillment of the Rights of Persons with Disabilities. Similar to previous policies, Regional Regulation Number 6 of 2013 contains various aspects related to the development and development of disabilities in Makassar City so that persons with disabilities can achieve their independence (Regional Regulation, 2013). In the seventh part of article 21 regional regulation no 6 of 2013 the City Government of Makassar discusses businesses/businesses carried out by the city government, with the aim of facilitating persons with disabilities who have the skills and/or expertise to run their own businesses or through joint business groups so that they can be given venture capital assistance such as funding/capital, facilities and infrastructure, business information, business permits, business opportunities, promotion and marketing.

In article 35 regarding habilitation and rehabilitation, it is explained regarding the provision of guidance through business opportunities in the context of fostering disability independence. Habilitation and Rehabilitation of persons with disabilities is carried out to re-function and develop the physical, mental and social abilities of persons with disabilities so that they can carry out social functions properly according to their talents, abilities, education and experience. Article 39 then also explains other forms of guidance in terms of maintaining the level of social welfare where disabilities are given welfare guarantees such as grants in order to guarantee the standard of living and welfare of disabilities so that they do not exploit their disability.

From the explanation above, it can be seen that there have been so many regulations or policies that support the government to increase its organizational capacity in fostering disability, especially in Makassar City social services which play a role in dealing with social problems of marginalized communities in Makassar City. However, there is still a gap between the government's expectations and the reality of the difficulties faced by disabilities, especially in the Capacity Building process by strengthening the potential of human resources for people with disabilities. From the descriptions above, the researcher is then interested in seeing how the internal capacity building process is carried out by social services within their organization so that they are not only able to become independent from potential disabilities but are also able to improve the performance of social service organizations in the City of Makassar.

2. Methods

The type of research used is descriptive qualitative research, which is intended for exploration and clarification of a phenomenon or social reality, by describing data and facts relating to the problem and unit under study. This study aims to provide a clear picture of the Capacity Building of the Social Service in the Development of Disabilities in the City of Makassar. In this study, researchers took research locations in the Makassar City area which were focused and located at the Makassar City Social Service Jl. Arif Rahman Hakim No. 50 new viewpoints. The informants in this study are; (1) Head of the Social Rehabilitation Division of the Makassar City Social Service; (2) Social Worker Functional Position; (3) Social Problem Handling Extension; (4) Social Rehabilitation Assistant; (5) Management of Disability Organizations; (6) People with Disabilities. Data collection techniques in this study are Observation and Interview.

3. Results and Discussion

Aspects of Resources in Capacity Building

Staffing

In dealing with disability in the Makassar City social service, Ms. SH explained that the handling of disability in the Makassar City social service was carried out by the social

rehabilitation sector which plays a single role in the implementation of disability guidance and welfare. All social service employees who are in the field of social rehabilitation are responsible for the disability development process. as explained by SH's mother as follows:

"In the social service itself there are no units but fields, to be precise in the field of social rehabilitation in which one of them deals with disability issues. For other fields in the Makassar City social service, each has its own duties" (Informant SH, Interview 20 March 2023)

Meanwhile, in terms of employee skills, the skills of social service employees in handling disabilities are described as trying to be carried out optimally by social services by providing assistance to people with disabilities. However, in terms of the skills of social service employees in communicating directly with people with disabilities, they are still lacking, especially the ability to communicate with the deaf, social service employees are still unable to use sign language in communication. conveyed by Mrs. SH below:

"For our readiness at the social service, we have tried to carry it out to the fullest, and are trying to continue to carry out improvements by carrying out assistance programs in order to improve the standard of living of persons with disabilities" (Informant SH, Interview 20 March 2023)

Ms. HN also added that:

"For the ability to communicate and interact with social service employees with people with disabilities, they are still lacking, especially the sign language skills of employees at social services, there are no employees who can use sign language" (Informant HN, Interview, 24 March 2023)

In addition to this, according to Ms. SH, the Head of the social rehabilitation department for the Makassar City social service, social service employees, especially in the field of social

rehabilitation, should master the use of sign language and understand how to approach people with disabilities. However, until now these requirements have not been implemented in the recruitment of employees. Mrs SH expressed her opinion as follows:

"Indeed, communication skills such as sign language should be important for social service employees. But until now there have been no requirements included in the recruitment of employees in social services. (Informant SH, Interview 20 March 2023)

In addition, Ms. HN explained that in 2023 the social services government has created an internal work program by holding training/training for employees in terms of learning sign language for the deaf. This is based on maximizing the coaching and communication process with the disabled community, apart from that there are frequent requests from courts and other agencies to social services to assist people with disabilities who have problems or affairs in other agencies, but cannot be fulfilled by social services due to their limited communication skills with persons with disabilities.

"For now, the first step to improve communication skills with disabilities, we plan to hold training for employees here to be able to speak sign language. The training plan has been budgeted for the work program in 2023. This training will be carried out because there are also many requests from other agencies, especially courts to accompany people with hearing impairments" (Informant HN, Interview 24 March 2023)

Infrastructure

Based on the results of an interview with Mrs. SH, there is a lack of infrastructure in the Makassar City social service both in terms of disability accessibility at the social service office, equipment for handling disabilities and minimal direct communication skills for social service employees. The statement is explained as follows:

"So far it has been recognized that there are still deficiencies in access to disabilities, especially in offices, there are no special roads for disabilities in terms of pick-up and accompanying vehicles so far there are none" (Informant SH, Interview 24 March 2023)

These deficiencies then become an obstacle for people with disabilities in expressing their aspirations and receiving guidance from social services. This is recognized by YG with the following Netra disabilities:

"Indeed, it is admitted that we still don't have access to social services, especially in previous years. Besides my management, several friends often go there to express their aspirations. They also feel the same if there is no accessibility for Braille Block at the Social Services office, so access is still not disability-friendly" (YG informant, Interview 4 April 2023)

Technology

Until now there has been no application of technology such as applications and other things that have been implemented by social services either to make it easier for people with disabilities or social service employees themselves. The process of fostering and improving living standards is carried out directly through the relationship between social services and the disabled community.

"Until now there is no technology that is used to foster disabilities that we use at the city social services (Informant SH, Interview 20 March 2023)

Mrs DP also added that matters such as disability data collection and other disability complaint facilities were still being carried out directly by the Social Rehabilitation Department of the City of Makassar together with collaboration and information from several related parties such as Social Rehabilitation Facilitators (Rehsos) in each sub-district, reporting communities, disability organizations and BPS. Mrs DP explained this as follows:

"For data collection matters, our data is still manually collected and reported by several parties such as Rehsos, reporting communities, disability organizations such as Pertuni and BPS data. so there is no need to apply related technologies such as applications as well as for applications to accommodate suggestions or complaints about disability, we are still carrying it out directly or the related parties directly chat privately on WhatsApp, telephone numbers" (Informant Ms. DP, Interview 3 April 2023)

From this explanation it can be seen that the application of technology in disability coaching has not yet been implemented in the disability development process within the Makassar City social service environment.

Financial ability

Regarding the financial capacity of the Makassar City social service, he explained, there has been a budget set by the social service every year, especially in terms of disability assistance which is also used in other coaching processes such as fostering street children and neglected elderly people. Mrs SH explained this as follows:

"For that budget we have been given to foster disabled, community or neglected elderly and street children. but again we here have to be wise in managing the budget so that each program can run" (Informant SH, Interview 20 March 2023).

On the other hand, Mrs. SH, the budget that is set and given in the context of fostering a standard of living, such as providing assistance with tools for disabilities, groceries and cash assistance is deemed sufficient to make the program successful as well as adjusting the existing budget.

"The budget allocated for improving the standard of living, such as providing groceries and supporting tools for disabilities, is sufficient and

we are trying to make it sufficient according to the existing budget"

Mrs. HN added that related to the budget in fostering disability skills, it is still lacking. Because since the last 2020 Makassar City social services, the budget has been allocated in the context of fostering disability skills. In recent years the social service has always proposed additional funds in order to foster disability skills, but the programs proposed have always been cut by the city government.

"If the budget for the funds can I say still not enough deck. Because we at the social service should continue to carry out skills development programs as well as not only coaching for the welfare of disabled people but constrained by insufficient funding, we will finally implement it in 2020"

Meanwhile, regarding salaries and other incentives for social service employees in dealing with disabilities, they tend to be the same as the budget set by the government for civil servants, there are no more incentives to deal with disabilities in the Makassar City social services.

"Regarding salary or incentives, it all depends on the position. There is no extra budget given to us in the field of social rehabilitation" (DP Informant, Interview 3 April 2023).

Aspects of Resources in Capacity Building

resources (Resources) can be interpreted as a series of components contained within the organization that aims to expedite organizational performance. Meanwhile, according to Capron & Hulland (1999) and Tanny & Putri (2017) explains the organization as a number of knowledge, physical assets, humans, and tangible and intangible factors that are owned or controlled by the organization. The resources in this study cover things that are normatively considered as the main components in increasing organizational capacity, such as infrastructure, technology, finance/financial capacity, and staffing/employee members. Organizational resources include personnel, facilities, vehicles,

equipment, and available funding. This shows that there is a great need for the development of these resources within the organizational capacity.

as a form of developing the capacity of the Makassar City social services in disability development, researchers tried to conduct observations and interviews to see several aspects such as how related elements can provide capable staff members, provide infrastructure such as accessibility as well as support tools for disability development, provide technology-based coaching and provide sufficient budget in the coaching process. The research results based on these resource aspects can then be broken down into several points as follows:

Staffing

Aspects of staffing or staff in resources include the ability, readiness and current state of employees in dealing with disability development. The more capable and skilled the employees are, the easier it will be for the organization to carry out work programs or disability coaching activities. In this study staffing includes every individual employee in the Social Service of the City of Makassar who directly deals with problems and has direct contact with running disability coaching programs.

In order to find out whether the capacity building in the staffing aspect within the social service scope of the City of Makassar has been carried out properly, the researchers carried out observations and compiled several research questions which are expected to provide answers regarding the current state of the Social Service staff of the City of Makassar. The results and findings of the researchers are then arranged as follows.

First, regarding who (field, position, or unit) is responsible for dealing with disabilities in the social services of the City of Makassar. according to the narrative of Mrs. SH as the head of the social rehabilitation sector for the Social Service of Makassar City, in dealing with disabilities the field of social rehabilitation plays a sole role as the implementation of social development and social welfare for disabilities

within the line of social service agencies for the City of Makassar.

All employees in the field of social rehabilitation are responsible for implementing disability assistance and development programs in Makassar City. Meanwhile, other fields within the Makassar City social service have their respective duties and responsibilities in social affairs in Makassar City. This can show that the Makassar City social service has tried to form a special unit which includes discussing disability so that matters of assistance and guidance can be carried out in a focused manner.

Furthermore, regarding the readiness and skills of Makassar City social service employees in carrying out the disability coaching process, Ms. SH again explained that in dealing with disability problems the Makassar City social service had made every effort.

But even though according to Ms. SH the social service has tried to increase the readiness of employees in fostering disabilities, there are still obstacles in it, especially in terms of the skills of social service employees in communicating and interacting with the disabled community.

Of course, this is an obstacle that needs to be fixed as soon as possible by the social services in order to increase their organizational capacity. Moreover, seeing the intensity and duties and functions of the Makassar City social service in the field of social rehabilitation which is in direct contact with people with disabilities who require adequate communication skills in order to understand the anxiety and problems that are being disabled so that solutions can be found.

The lack of communication skills and skills of social service employees in communicating with the disabled community then made researchers ask further questions about specific criteria or abilities that must be possessed by staff members or social service employees in the City of Makassar in the context of disability coaching. From this question, Ms. SH, as the head of the social rehabilitation sector for the Makassar City social service, explained that the CPNS recruitment system in the Makassar City

social service line should include requirements regarding the ability to use sign language and experience communicating with people with disabilities, but until now she said none of these requirements had been implemented in the employee recruitment system at the Makassar City social service.

Mrs. HN said that she was aware of the deficiencies in the Makassar City social services regarding their communication skills with people with disabilities. Based on these deficiencies, the Makassar City social service through Mrs. Hasna's explanation has prepared an internal work program for 2023 by holding training or training in learning sign language as a first step in increasing the capacity of the Makassar City social service regarding the ability to communicate with people with disabilities. This is based on improving and maximizing the form of coaching, mentoring and improving the standard of living for people with disabilities. In addition, Ms. HN also added that social services are often asked to assist people with disabilities who have problems as well as needs in several agencies such as courts and other agencies but are constrained by the minimal ability of Makassar City social service employees to communicate with people with disabilities.

From the results of interviews regarding staffing in terms of increasing the capacity of the Makassar City social service to foster disability, it can be seen that there is one special field in which one of the tasks is to provide guidance and improve the standard of living of people with disabilities. This shows that there are efforts to increase organizational capacity in dealing with disabilities. Nevertheless, there are still a number of things that need to be improved, especially from the communication skills of social service employees in Makassar City who are still minimal in communicating and interacting directly with people with disabilities, for example such as sign language skills for communication with deaf disabilities as well as skills such as the ability to navigate people with visual disabilities and others. It is necessary to increase the capacity of other social service organizations in terms of the social service employee recruitment system,

which does not include the ability or experience to communicate and have direct contact with the disabled community. These things have also been realized by the social services of the City of Makassar. departing from this problem, the Makassar City social service is trying to carry out employee training or education and training to train and increase the capacity of its employees in order to communicate using sign language, which is planned to take place in 2023.

Moreover, it is not only sign language skills that need to be improved by employees at the Makassar City social service, but other skills such as navigating people with visual disabilities, accompanying the needs of ex-leprosy communities and so on in supporting direct interactions with other groups of people with disabilities so that coaching can take place smoothly and on target. In addition to the requirements for the ability to communicate and interact with people with disabilities, it needs to be added to the requirements for recruiting employees at the social service so that increasing the ability of employees at the Makassar City social service in fostering the disabled community can be generated.

Infrastructure

In this study, the intended infrastructure is a series of physical facilities or public access that are used to facilitate and provide equal rights for people with disabilities in mobility. The infrastructure can be in the form of braille blocks, wheelchair ramps, supports, sound information boards and others. This series of infrastructure or accessibility is of course very much needed for persons with disabilities, especially within the scope of the Makassar City social service which is a place for people with disabilities to convey their aspirations and carry out guidance and improve welfare for people with disabilities.

Ms. SH, the head of the social rehabilitation sector for the Makassar City social service, explained that there were still many deficiencies in terms of infrastructure and accessibility, both in the social services and in the process of coaching and providing assistance. From the explanation of Mrs. SH

and the results of observations in the field that the researchers carried out, it can be seen that the infrastructure or accessibility for disabilities at the Makassar City social service itself is still minimal and inadequate, such as non-existent access roads for disabilities, handrails and other disability supporting accessibility.

This statement is supported by YG's statement as chairman of the Association of the Indonesian Blind (PERTUNI) in South Sulawesi. he explained that there are still obstacles for people with disabilities, especially him as a blind person when making arrangements at the Makassar City social service because there is no navigation access or Braille Block, causing him to always be guided when he is at the Makassar City social service.

If you examine the explanation above, increasing organizational capacity in terms of infrastructure can only be seen if the aspects needed by disabilities in it have been fulfilled. However, there are still deficiencies that must be corrected by the Makassar City social service regarding accessibility in the social service work unit. These improvements are mainly in the provision of braille blocks, wheelchair ramps, supports, sound information boards for accessibility infrastructure needed by disabilities in the social services of the City of Makassar.

Technology

The technological aspect in this study focuses on the use of a series of tools, rules or facilities that are organizational and efficient in development in accordance with the times and the intensity of the needs of the disabled community. The application of technology can be in the form of applications, communication tools or other means that can help the process of fostering and improving the welfare of people with disabilities.

With regard to the application of technology, researchers are trying to find out whether there is technology used by social services in fostering people with disabilities, either to facilitate the performance of social services in the city of Makassar or given to persons with disabilities to facilitate their lives. Ms. SH answered this that until now there has been no

application of technology that has been determined by the social services of the City of Makassar in fostering and improving the welfare of disabilities as well as for the disability itself.

He also added that matters such as data collection on disabilities and other disability complaint facilities are still being carried out directly by the Social Rehabilitation Department of the City of Makassar together with collaboration and information from several related parties such as Social Rehabilitation Facilitators (Rehsos), reporting communities, disability organizations and the Makassar City Statistics Center (BPS).

From the explanation of the data, it can be seen that the increase in organizational capacity in terms of technology has not been maximally implemented in the Makassar City social services, even though the aspects of technology and disability are one of the supporting factors in fostering and improving the standard of living of persons with disabilities. The use of technology for coaching and improving disability welfare, for example, can be applied to various fields such as online data collection, facilities for accommodating online disability aspirations, creating WhatsApp groups with disability representatives, schedules for providing assistance and coaching which are distributed through the official website of the Makassar City social service or hotline services to make it easier for disabilities to access facilities, information and channeling aspirations. Of course, with some of the uses of this technology, it can help people with disabilities and also the social services of the City of Makassar to be able to develop their organizational capacity to be even better.

Financial

The financial aspect in this study is defined as the ability of an organization to meet its financial needs when carrying out various programs within the organization. In terms of financial capability, researchers are trying to find out whether the condition or financial condition of the organization, in this case the social service, has been optimal enough to carry out various aspects related to increasing the

capacity of the Makassar City social service related to disability development.

The first is regarding whether there is a special budget allocated by the social service as a form of fostering and increasing disability welfare in Makassar City. From SH's explanation, it was stated that the Makassar City social service had established a separate budget related to disability development carried out by the social rehabilitation sector. The funds come from the social service's own budget and some are provided by the central government.

In addition to the allocation of funds in terms of fostering and improving welfare, other allocations of funds are regarding the salary budget for employees who carry out the process of fostering and improving disability welfare. Are there special incentives given to Makassar City social service employees, especially in the field of social rehabilitation who are tasked with carrying out coaching for disabilities. Answering this question, Ms. SH, the head of the social rehabilitation sector, explained that she and every employee in the social rehabilitation field has a salary or income that tends to be the same as other employees outside the social rehabilitation sector. These salaries and incentives are in accordance with the rules made by the government and there are no special incentives for employees who carry out coaching on disabilities.

According to Ms. HN, as the functional position of the young expert social worker, she explained that budgeting in the skills development process was still lacking. This is because the budget is not enough to continue the Makassar City social service disability skills development program which must stop in 2020. In recent years the social service has always tried to propose this coaching program but has always been constrained by funding.

The last question related to the allocation of funds that the researcher proposes is whether the allocation of funds can support the process of fostering and improving disability welfare in Makassar City and is it sufficient or is it still lacking. From Mrs. SHuhartini's answer, it can be seen that regarding the budgeting of funds for the purpose of improving disability welfare,

it is considered sufficient. However, Mrs. SH also mentioned that the funds were trying to be sufficient so that these funds could reach various program needs that had been made by the social services of the City of Makassar. Moreover, there are several sectors in the field of social rehabilitation for Makassar City social services that must be handled besides disabilities such as neglected elderly and street children. So that the budget needs to be divided and balanced in its use with other handling sectors.

From the statement of the informant above, the answer is quite different. However, it can be seen from the aspect of skills development that it can be seen that the financial conditions or budgeting within the social services of the City of Makassar, especially in the field of disability social rehabilitation, are still not sufficient to continue the training program. This shows that the need for finance in fostering disability is of course very much needed for the success of various programs implemented by the social services of the City of Makassar so that they can increase performance and capacity within the organization. The limited budget will certainly hamper the capacity building of the Makassar City social service organizations so that an increase in the budget is needed so that the planning and programs can be carried out properly.

Conclusion

From the perspective of staffing, infrastructure, technology and financial capabilities, Makassar City social services have problems in developing disability capacity. There are several problems such as the limited ability of employees to communicate with disabilities, inadequate facilities and accessibility for disabilities in Makassar City social services, minimal use of technology and insufficient budget to carry out each work program that has been set. These problems then influenced the Makassar City social services to be able to increase their organizational capacity.

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