

GAMBARAN MANAJEMEN PROSES REHABILITASI KLIEN ANAK DI YAYASAN HIKMAH SYAHADAH TANGERANG

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ABSTRAK

Anak merupakan bagian dari generasi muda sebagai salah satu sumber daya manusia yang merupakan potensi dan penerus cita-cita perjuangan bangsa. Anak termasuk kelompok yang mudah terpengaruh oleh lingkungannya. Salah satu permasalahan yang cukup menarik perhatian dan mengawatirkan adalah meningkatnya perilaku anak yang meresahkan masyarakat dan tidak diterima secara sosial hingga kearah tindak kriminal. Penelitian ini bertujuan untuk mengetahui Gambaran Manajemen Proses Rehabilitasi Klien Anak di Yayasan Hikmah Syahadah.

Jenis penelitian yang digunakan adalah Deskriptif Kualitatif. Teknik pengumpulan data dalam penelitian ini adalah wawancara mendalam (Indepth Interview) yang dilakukan terhadap 5 informan utama dan 3 informan cross check, Observasi dan Observasi Dokumen.

Hasil penelitian ini menunjukkan bahwa manajemen proses rehabilitasi klien anak di Yayasan Hikmah Syahadah belum baik, diketahui dari kurangnya jumlah Sumber Daya Manusia, tidak adanya fasilitas dan pelayanan khusus klien anak, kurangnya sarana dan prasarana yang mendukung proses rehabilitasi klien anak, tidak terdapat pencatatan kegiatan harian, tidak terdapat sistem pencatatan mengenai klien yang masuk dan yang telah keluar yayasan serta tidak terdapat patokan dalam menentukan keberhasilan proses rehabilitasi.

Perlu adanya penambahan jumlah Sumber Daya Manusia dan perbaikan kualitas serta keterampilan yang dimiliki pegawai dengan dilakukan pendidikan pelatihan mengenai penanganan dan pembimbingan klien anak, memberikan tahapan perlakuan, pendampingan serta menyediakan sarana dan fasilitas yang disesuaikan khusus bagi klien anak.

Kata Kunci : Kualitas SDM, Rehabilitasi, Anak Nakal

MANAGEMENT OF REHABILITATION PROCESS OF CHILDS CLIENT IN HIKMAH SYAHADAH TANGERANG YEAR 2016

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ABSTRACT

Child is the young generation as one of the human resources which is also the potential successor of the National Deffenders. Child is also a vulnerable groups that is easy being affected by the surroundings. One of the significant problem is the increase of childâ€™s attitude which is in contrary with the social expectation or social rule, as they tend to commits crimes. This research tries to understand the picture of rehabilitation process managment of child client in Hikmah Syahadah Foundation.

This type of research is qualitative descriptive. Data collection techniques in this study are in-depth interviews conducted on five key informants and 3 cross check informants, Observation and Document Observation

The results of this study indicate that the management process of rehabilitation of child clients at the Foundation of Hikmah Syahadah is out of standard as the foundation is having shortage of human resources, lack of facilities and special facility for child clients as well as lack of facilities and infrastructure that support the process of rehabilitation for child clients. The foundation is also haviing no no recording of daily activities. The foundation doesnot have a set standard in order to determin the achievement of the rehabilitation process.

The foundation needs to increase the number of human resources and improvement of the quality and skills possessed by the employee by a certain training and couching on how to deal with child clients, how to provide treatment as well as how to conduct couching and mentoring. The needs are also in giving assistance and how to provide special needs for child clients.

Keyword : Quality of Human Resources, Rehabilitation, vulnerable group.