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## Addressing Street Children, Vagrants, and Beggars through the Role of Community Social Workers in Yogyakarta A Practical and Theoretical Approach

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**Abstract:** This paper aims to address the increasing phenomenon of social problems in society, such as street children, homeless individuals, and beggars, which require serious attention. This phenomenon is of particular interest to be studied in depth in order to find appropriate solutions for these social issues. One of the key players in addressing these problems is social volunteers, also known as Community Social Workers. This research focuses on the role of Community Social Workers in handling street children, the homeless, and beggars in Yogyakarta. Using a descriptive qualitative approach, this paper analyzes the role of Community Social Workers based on Ministerial Regulation No. 10 of 2019. The study highlights the importance of collaboration between Community Social Workers and government social institutions in Yogyakarta. The findings indicate that the role of Community Social Workers in addressing these social issues reflects their empathy, care, and dedication to serving the community of Yogyakarta.

**Keywords:** Community Social Workers, Street Children, Homeless, Beggars, Social

**Abstrak:** Tulisan ini bertujuan untuk menjawab fenomena meningkatnya permasalahan sosial di masyarakat, seperti anak jalanan, gelandangan, dan pengemis, yang membutuhkan penanganan serius. Fenomena ini menarik untuk dikaji lebih dalam guna menemukan solusi yang tepat dalam mengatasi permasalahan sosial tersebut. Salah satu pihak yang berperan dalam penanganan masalah ini adalah relawan sosial, atau yang dikenal sebagai Pekerja Sosial Masyarakat. Penelitian ini berfokus pada peran Pekerja Sosial Masyarakat dalam menangani anak jalanan, gelandangan, dan pengemis di Yogyakarta. Menggunakan pendekatan kualitatif deskriptif, tulisan ini menganalisis peran Pekerja Sosial Masyarakat berdasarkan Peraturan Menteri Sosial Nomor 10 Tahun 2019. Penelitian ini menekankan pentingnya kerjasama antara Pekerja Sosial Masyarakat dengan lembaga-lembaga sosial pemerintah di Kota Yogyakarta. Hasil penelitian menunjukkan bahwa peran Pekerja Sosial Masyarakat dalam menangani permasalahan sosial ini merupakan wujud empati, kepedulian, dan jiwa pengabdian terhadap masyarakat Kota Yogyakarta.

**Kata Kunci:** Pekerja Sosial Masyarakat, Anak Jalanan, Gelandangan, pengemis, sosial



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## INTRODUCTION

As a developing country with a large population, Indonesia faces various complex social challenges (Andari, 2020). Poverty, neglect, and discrimination result from rapid development in regions, including major cities like Yogyakarta. As an institution focused on resolving social issues, social welfare involves various government and private agencies to address these challenges (Poluakan & Nurwati, 2019). The Ministry of Social Affairs and regional agencies, such as the Social Services Office, play a crucial role in preventing and addressing social problems and providing effective solutions to improve the welfare of society (Pratiwi et al., 2022).

In Yogyakarta, a city of education and culture, social problems such as street children, vagrants, and beggars present serious challenges (Makky, 2023). These issues could tarnish Yogyakarta's image as a unique city if not adequately addressed. The Yogyakarta City Government has taken steps to tackle these issues by collaborating with Community Social Workers, the Social Services Office, and other partner institutions. This collaboration aims to provide social assistance and facilitate social welfare programs to help those in need (Untoro & Subaidi, 2022).

Community Social Workers play a crucial role in this context. They are individuals committed to social welfare and serve as a bridge between the community and the government (Andari, 2020). In carrying out their duties, Community Social Workers utilize various techniques outlined by the Social Services Office, including mapping social assistance and volunteer coordination. They are responsible for initiating the handling of social problems, assisting beneficiary communities, and monitoring existing social welfare programs (Poluakan & Nurwati, 2019) (Untoro & Subaidi, 2022).

This study explores Community Social Workers' role in addressing social problems in Yogyakarta, particularly concerning street children, vagrants, and beggars. The focus of this research is on the competencies of Community Social Workers and the programs they implement. With support from the Social Services, Labor, and Transmigration Office, Community Social Workers in Yogyakarta serve as a bridge between the community and the government in efforts to resolve existing social problems. Overall, the presence of Community Social Workers and their collaboration with various

institutions is an essential step in addressing social issues in Indonesia, especially in Yogyakarta. With an organized approach based on community needs, it is hoped that social welfare can be improved and social problems can be minimized.

## METHODS

Methodologically, this research employs a qualitative approach, which is an appropriate method for studying the natural conditions of an object, where the researcher serves as the key instrument. Data collection techniques are conducted through triangulation, which combines various methods, and data analysis is inductive. The results emphasize deep understanding rather than generalization (Afghani, 2021). The researcher collected primary data through in-depth interviews and participant observation of activities in the field. Data is considered comprehensive when the information is complete, thorough, and based on the subject's perspective. Thick description is particularly suitable for unpacking and providing a detailed depiction of the realities and facts regarding the role of Community Social Workers in addressing social issues related to street children, vagrants, and beggars in Yogyakarta (Zahra, 2023); (Sahara et al., 2023).

In practice, the author established a database location that includes journals, theses, articles, and policies from the Ministerial and Regional Regulations, which are digitally based for easier access. The researcher also selected relevant studies on the role of Community Social Workers, choosing six studies and theses with comprehensive data, and then extracted information from these six studies into the methodological aspects of this research. The data sources in this study were obtained directly by selecting informants to provide precise data based on their roles, including members, administrators, and clients. Secondary data in this study served as supporting information to the primary data obtained through research documentation, journals, and relevant reference books (Antika, 2022); (W. Rahmawati, 2022).

The structure of this writing begins with an overview of Community Social Workers. This section outlines the history, profile, location, and duties of Community Social Workers. Subsequently, the author presents the profiles of Community Social Worker members, their roles and functions, and the challenges they face in dealing with social problems concerning

street children, vagrants, and beggars. This paper concludes with a summary and closing remarks (Saksiari et al., 2023); (Fajar, 2023).

## RESULTS AND DISCUSS

### Community Social Workers Association: A General Overview

The Community Social Workers Association (Ikatan Pekerja Sosial Masyarakat - IPSM) serves as a platform for members of the community social workers to gather. This organization acts as a medium for coordination, consultation, information and experience exchange, and the development of administrative and technical skills in social welfare. IPSM in Yogyakarta City was established in 1980 as a response to the need for an organization that could accommodate social workers' concerns about the social issues faced in their communities (Andari, 2020); (Poluakan & Nurwati, 2019). The Yogyakarta City Community Social Workers Association is located at Jalan Lempuyangan No. 1, Tegal Panggung Village, Danurejan District, Yogyakarta City, Special Region of Yogyakarta Province, with the postal code 55212. This organization originated from the initiative of community social worker members who had a strong sense of concern for the social issues faced by the people around them. This association is expected to significantly address existing social problems (Pratiwi et al., 2022); (Makky, 2023).

The members of Community Social Workers are united under the Community Social Workers Association, which operates at the village, district, and national levels through the Community Social Workers Communication Forum. With this integrated organizational structure, the association can effectively convey the aspirations and needs of the community to the government, as well as implement social welfare programs (Untoro & Subaidi, 2022); (Afghani, 2021).

One of Indonesia's active Community Social Workers is based in Yogyakarta City. They perform their role by applying a humanistic attitude, awareness, and responsibility driven by solidarity and familial bonds. The Community Social Workers in Yogyakarta are committed to serving the government and helping resolve the social problems in the city.

Through a value-based approach that centers on humanity, they strive to create positive societal changes (Zahra, 2023); (Sahara et al., 2023).

In the process of handling the problem, the Yogyakarta City government divided the data on the reach area of Community Social Workers to handle street children, homeless people and beggars with the aim of making it easier to reach out. Some of the data on the working group area are as follows: The Northern Working Group Team consists of: Tegalrejo, Gedongtengen, Jetis, Danurejan and Gondokusuman Districts. The Southern Working Group team consists of: Mantrijeron, Umbulharjo, Mergangsan and Kotagehe Districts. The Central Working Group team consists of: Wirobrajan, Ngampilan, Gondomanan, Kraton and Pakualaman Districts. (D. L. Kasmad, personal communication, 9 March 2023)

### **Profile of Social Workers of the Yogyakarta City Community in Dealing with Street Children, Homeless and Beggars**

The Community Social Workers Association is a forum that functions as a gathering place for members of community social workers. This organization serves as a medium for coordination, consultation, exchange of information and experience, as well as the development of administrative and technical capabilities in the field of social welfare. Community Social Workers are institutions under the auspices of the Ministry of Social Affairs, one of which is in the city of Yogyakarta. In carrying out their service duties, Yogyakarta City Community Social Workers apply humanist attitudes, awareness, and social responsibility, and are encouraged by a sense of togetherness and kinship voluntarily to serve in the social and humanitarian field (Swadana, 2023). Social Workers of the Yogyakarta City Community function as partners on an equal footing with the Yogyakarta City government in handling social problems, especially related to street children, homeless people, and beggars. With an approach based on human values, they strive to provide support and solutions for marginalized individuals in society (Achmad, 2023); (Suryana, 2023). Through the programs carried out, Community Social Workers contribute to improving social welfare and helping to overcome problems faced by vulnerable groups. Thus, the existence of Community Social Workers in Yogyakarta City is very important in

creating a more inclusive and equitable social environment (Noviandri et al., 2021); (Tahara et al., 2019).

Currently, the members of the Yogyakarta City Social Workers have reached 70 people. The Yogyakarta City Community Social Workers Association has a program that focuses on handling the problems of street children, homeless people and beggars. Some of the profiles of members of the Yogyakarta City Community Social Workers are as follows:

The first member of the *Community Social Worker* is Mr. Suharsono, he has been a Community Social Worker since 1974. He is a social worker praxis. His work is not only as a Community Social Worker, namely as the Head of LK3 Teratai in Yogyakarta City. So, in addition to focusing on dealing with family social problems. Before joining as a Community Social Worker and Head at LK3, he had joined as a core part of Dinsosnakertrans members to be part of the field team. So, the activities that he has carried out are not far from the outreach and assessment of clients from different backgrounds of social problems. So, it is not surprising that his experience in the social field is no longer in doubt. However, it should be noted that with so much experience, Mr. Suharsono is no longer very active in social activities considering that his age range is no longer included in the productive age category (Suharsono, personal communication, May 2023).

The second member of the *Community Social Worker*, Mrs. Dwi Lestari, has joined the Community Social Worker since 2007. The beginning of joining was because he often reported incidents that occurred in areas that he himself did not know about the Social Welfare Service Authority, before he was renamed People with Social Welfare Problems because the Minister of Social Affairs changed the designation. He used to not know what the task system was, so he was invited by the sex worker who had joined first. It turns out that the incident report that Mrs. Dwi has been carrying out so far is one of the work of Community Social Workers but she does not know it. Because Mrs. Dwi has been carrying out the duties of a Community Social Worker for a long time, she was offered to join as a Community Social Worker (Dwi Lestari, personal communication, 7 March 2023).

Mrs. Dwi has joined the city's Community Social Worker since 2012. He is classified into the productive age category in assisting activities in Community Social Workers by serving as treasurer as well as concurrently serving as secretary general. Meanwhile, in the region he serves as the chairman of the sub-district Community Social

Workers Association. For him, no matter what type he is, whatever the nickname, the important thing is that Community Social Workers still exist and continue to run. Regarding salary and others, he considers it to be made enjoyable and the important thing is to be able to help others. This needs to be instilled in Community Social Workers in the region as well as if there are complaints or information from the community so that they can coordinate immediately if they cannot contact or can contact the Yogyakarta City Social Service (Dwi Lestari, personal communication, March 7, 2023).

The third member of the Community Social Worker, Mr. Irsono, Mr. Irsono serves as the chairman of the Danurejan Community Social Workers Association. Joined the Association of Community Social Workers since 2010. His interest in social volunteering began from trying to interact socially through the Community Social Workers Association, he happened to be invited by one of his friends to join social volunteering. In addition to his work as Chairman of the Danurejan Community Social Workers Association, he is also active in the head of the poverty alleviation team in Tegal Panggung Village, joined LPMK, and became one of the officers from Kominfo as a volunteer officer for information acceleration with 7 other people. The balance of time division between Mr. Irsono's work and becoming a Community Social Worker, because Community Social Workers are social volunteers and there are many Community Social Workers in the region and Community Social Workers collaborate with partners (Irsono, personal communication, May 2023).

So, they can synergize in dealing with existing social problems. Even so, the number of uniforms owned by Mr. Irsono is one thing that can help in socializing Community Social Workers can also help activities that are still related to the Community Social Workers Association so that activities can run well. Mr. Irianto did his duty and responded to the community happily. For him personally, meeting poor people who are below him can understand how they are and know what they need, so he can learn and even share knowledge with them.

*"I prefer to meet people who don't have people who like to scream and scream than those who can but I'm sorry people are arrogant and so on. I like to chat, because it doesn't have to be when there is a problem, because when there is an activity to chat, vent about social assistance or something. This is a place to add to the paseduluran." (Irsono, personal communication, May 2023)*

So, a community social worker, they make their own decision to become a Community Social Worker. even though at first they were invited by their friends who were first included in the Community Social Workers Association. one of the memberships of prospective Community Social Workers who want to join the Yogyakarta City Community Social Workers Association organization is to carry out the requirements that must be done, namely to participate in activities Basic Social Guidance, participation in participating in BSD activities is purely of one's own volition. After participating in these activities, Community Social Workers carry out the task of providing materials that have been given as one of the guidelines in dealing with every social problem in the Yogyakarta City area. This is one of the keys to the ease of heart to help and overcome existing social problems, especially homeless street children and beggars, because as revealed by the informants who become a Community Social Worker do not know where and when to deal with social problems, no matter what time the Community Social Worker goes down to the area because incidents do not always occur on the street.

### **The Role and Function of Social Workers of the Yogyakarta City Community in Dealing with Street**

optimally in dealing with social problems "undefined" (2022)Yanuarsari, 2023). In order to improve the value and quality of human resources (HR) of superior Community Social Worker members, members of this organization initiated an application to the Social Service, Labor and Transmigration and the Ministry of Social Affairs to facilitate coaching or mentoring related to social aspects. The purpose of this activity is to increase their understanding of good social services in accordance with the rules or ethics of social welfare (Muqsith, 2023); (Aulia, 2023). However, these activities have not been carried out optimally by social institutions. Most of the activities carried out are only in the form of basic social guidance which is carried out at the beginning of the admission of new members. This shows that there is still homework for the Yogyakarta City Social Service, Labor and Transmigration to add mentoring activities to increase knowledge and values related to social aspects (Trisnawati & Sugito, 2020); (Ambarawati et al., 2021). This initiative to increase mentoring activities aims to realize the vision of Yogyakarta City Community Social Workers, namely "Realizing a Quality, Professional, and Religious Community Social



Worker Association as a means of communication, consultation with a partnership perspective in social welfare development" (Susanti, 2023);(Ramadhani, 2022). Thus, increasing the capacity and quality of Community Social Worker members is essential to achieve these goals and have a positive impact on the communities they serve.

#### **Drivers and movers in developing the implementation of social welfare that has been initiated in the community.**

A Community Social Worker in carrying out his role to overcome the problems of street children, homeless people, and beggars in Yogyakarta City serves as a driver and mover. They socialize, motivate, and provide information to the community. In addition, Community Social Workers also carry out these activities when conducting outreach to street children, homeless people, and beggars on the streets. The purpose of this activity is to increase public awareness regarding the prohibition of going down to the streets of (Andari, 2020). The prohibition has been clearly explained in Yogyakarta City Regional Regulation No. 1 of 2014 concerning the Handling of Street Children, Homeless People, and Beggars. This handling is carried out through preventive efforts, namely all forms of efforts made by Community Social Workers in the form of counseling, as well as helping to supervise and run events with related social institutions. In addition, there are also coercive efforts carried out by Community Social Workers through control carried out in collaboration with the Yogyakarta City Satpol PP (Putri et al., 2020); (Kandakon & Nabeng, 2022).

#### **Social companions for the community beneficiaries of social and national development.**

Social workers in carrying out their role as social companions are by carrying out social activities provided by the social service to the community in charge of social welfare services. This can be seen from the results of an interview with Mr. Irianto as the Chairman of the Danurejan Kemantren Community Social Workers Association, he said:

"So the duties of Community Social Workers are many, but if we look at it from the side of assistance, Community Social Workers will work to assist the PPKS community to receive Social Assistance from the social service. This activity needs to be carried out by mba, because it is often found in the local community that some members of the Community

Social Worker abuse the social assistance to give to their families. Even though mba, these activities should not be carried out by people who get the assistance specifically for the PPKS community only. So, to avoid these problems, Community Social Workers must be re-improved in social spirit, responsibility without abusing the name or attributes used".

So, the function of Community Social Workers is needed in the process of assisting social activities that are carried out so that they can run smoothly. Mentoring activities are not only in the aspect of social assistance. However, there are several social assistance provided by Community Social Workers to the community such as: Assistance in skills training for street children, homeless people and beggars, Assistance in terms of fulfilling education, health and housing so that they can get their rights properly.

#### **Government partners or institutions and community peers in implementing development programs and implementing social welfare.**

In carrying out their duties as Community Social Workers, they are assisted by government partners as a form of cooperation and synergy in dealing with social problems in the community, especially in tackling the case of street children, they do not work alone. However, in its handling, the government collaborates by empowering the community who collaborate between the Sub-district Social Welfare Workers and Community Social Workers, the Social Service, Sakti Social Workers and partner institutions such as the Rumah Impian Anak Jalanan or the Wiloso Projo orphanage

The form of implementing the Community Social Worker program in handling street children, homeless people and beggars in Yogyakarta City consists of 45 villages and 14 sub-districts, from each village 1 is taken to become an outreach team. The Yogyakarta City outreach team is divided into 3 regions, namely North, Central and South. The outreach team identified homeless street children and beggars, then they assessed, and continued with a home visit to the homes of homeless street children and beggars. Actually, from Mr. Kasmad's explanation that the ultimate goal of these homeless street children and beggars is so that they do not return to the streets again. So, children who no longer want to go back to school will be given packages or given skills.

In dealing with this, Community Social Workers do not work alone, namely Community Social Workers in the region and also the City Community Social Workers Association which also collaborates with the Community Protection Unit, Pamong Praja Police Unit, etc. So, they synergize in dealing with these problems. Meanwhile, when Community Social Workers deal with ODGJ, Community Social Workers will collaborate with LINMAS or POL PP then they will also collaborate with Bhabinkamtibmas. Thus, problems in the city can be handled quickly according to their roles.

### **Monitoring development programs and the implementation of social welfare carried out by stakeholders.**

The many social interactions that exist between Community Social Workers and the community and figures in the community make them very well known by the local community, especially when carrying out their duties as social volunteers. This can be seen from the placement of Community Social Workers who always prioritize the interests of the community and the problems experienced by them. The contribution of Community Social Workers in serving social problems in each city area includes assisting in the implementation of government programs in dealing with social problems. Although Community Social Workers have the status of volunteers, they are also part of the Potential Social Welfare Sources (PSKS) which have the task of helping to handle social problems in the community of Yullianti city (Andari, 2020). The program run by the Yogyakarta City Community Social Workers Association currently includes outreach for street children, beggars, and homeless people, as well as a coordination meeting between the management of the Community Social Workers Association with the chairman of the management of the ministry and the chairman of the Village Community Social Workers Association. One of these programs requires cooperation that prioritizes the role of the community in preventing and dealing with problems in street children, homeless people, and beggars in the Yogyakarta City area. It is hoped that the public can understand the program so that street children, homeless people, and beggars can be empowered and not return to life on the streets. In this program, there are skills training activities, the provision of capital assistance, and the fulfillment of basic needs such as education and health. Community Social Workers have provided skills training to street children and collaborated with other

agencies, such as health centers and schools, to meet their educational and health needs (Gusmanto & Rahman, 2022); (Gusmanto & Rahman, 2022).

In addition, the Community Social Workers Association also monitors development programs, such as social assistance provided by the government. This task is an assignment from the Social Service, where Community Social Workers are given the task of giving invitations to recipients of assistance, such as the Family Hope Program (PKH). However, this often makes some communities less pleased with the recipients of assistance. This is where Community Social Workers play a role in changing people's mindsets regarding requests for assistance, which requires time and education so that people think smarter and more independent (Hanifah, 2023). As revealed by one of the informants, there is government development that requires the role of Community Social Workers in providing information or understanding to the community. Although this task is not the domain of Community Social Workers, they are invited to solve social problems that may arise due to the community's lack of understanding of development processes and programs. With the experience they have, Community Social Workers learn about how to deal with social problems and the form of solutions that will be carried out. Therefore, they not only deal with social problems but also anticipate the emergence of social problems in society (Harmi, 2022).

From the above explanation, the duties of Community Social Workers are in accordance with the Decree of the Mayor of Yogyakarta Number 127 of 2021 concerning the Establishment of the Management of the Yogyakarta City Community Social Workers Association. In the decree, Community Social Workers have the following duties: first, carry out coordination, information, and education activities for community social workers; second, improving the service and quality role of community social workers in overcoming social welfare problems; third, strengthening and institutionalizing social welfare efforts in the region, both by community social workers and through collaboration with other participant pillars (Y. Rahmawati, 2023).

## **Obstacles of Social Workers in Yogyakarta City in Dealing with Street Children, Homeless and Beggars**

When carrying out their roles in the field, Community Social Workers do not just walk like that. However, they experienced obstacles in carrying out their activities. The obstacles found by Community Social Workers are very diverse when viewed from several aspects. These obstacles arise when members of the Community Social Workers practice their activities in the field. Some of the obstacles that are often felt by members of Community Social Workers in carrying out their duties are as follows:

### **Skills training**

A Community Social Worker in carrying out his role is required to have high skills. These skills are indispensable to help restore the client's social functioning. In practice, Community Social Workers are expected to be able to connect social services needed by clients while in the field. However, currently, the skills possessed by Community Social Workers are still lacking and even inadequate. Therefore, the government needs to improve the quality of Community Social Workers in terms of skills. This activity needs to be carried out as a form of appreciation for members of Community Social Workers who are willing to become social volunteers (Makky, 2023). During their time as members of the Community Social Worker, they only received one Basic Social Guidance from the training provided by the Social Service. This shows that the training provided is still inadequate. As a result of this insufficient training, it is often found that Community Social Workers are less skilled when assessing clients. With the program run by Yogyakarta City Community Social Workers that focuses on street children, homeless people, and beggars, skills need to be improved again (Sakroni, 2019). Another underlying reason for the need for skill improvement is that there are still members of the Community Social Worker who do not understand the code of ethics that needs to be carried out when meeting with clients. The code of conduct includes things such as maintaining the confidentiality of client identities and not telling detailed client profiles to other parties. This becomes an ethical dilemma when running these programs. However, in reality, society cannot simply blame members of the Community Social Worker, as the lack of adequate training and understanding also contributes to this problem (Tedjomuljo & Afifah, 2016). Thus, improving skills and understanding of the code of ethics is essential for Community Social Workers to carry out

their duties effectively and ethically. The government, through the Social Service, needs to design a more comprehensive and sustainable training program to support the development of the professionalism of Community Social Workers (Rianda, 2023).

### **Awards to Members of Community Social Workers**

A Community Social Worker is a social volunteer who has the character of a social extension worker and does not receive any rewards or rewards. The task given to them to help deal with social problems that occur is not an easy thing. Often, Community Social Workers face various obstacles in carrying out their roles in the field. To appreciate the performance that has been carried out by Community Social Workers, the government has established a policy listed in the Regulation of the Minister of Social Affairs of the Republic of Indonesia No. 25 of 2018 concerning the awarding of awards for human resources of "undefined" social welfare providers (2022). One of the things attached to the policy is an explanation of social volunteers, including Community Social Workers. Social volunteers are individuals or community groups, both with a background in social work and non-social work, who carry out implementation activities in the social sector without compensation from government social agencies. Regarding the targets, types, and forms of awards that will be given by the government to human resources as organizers of activities who have been dedicated and devoted to extraordinary services, it is explained in Article 5 Paragraph 1 of the regulation. These types of awards include charters, plaques, trophies, or incentives (Akbar, 2020). The award program given by the government to members of Community Social Workers is also implemented in the city of Yogyakarta. As one of the cities with a large number of Community Social Worker members, their performance can be easily observed in carrying out social activities in the community. With the formation of the composition of regional members, this makes it easier for the government and the Social Service to know the character of each member of the Community Social Worker (Makky, 2023). Thus, the awards given to Community Social Workers not only serve as a form of appreciation, but also as a motivation to improve their performance and dedication in dealing with social problems in the community. This policy is expected to encourage more individuals to be involved in social activities and strengthen the network of social volunteers in Indonesia (Abadi et al., 2019).

### **Certification to members of community social workers**

Capacity building for social volunteers can be done through training and certification. Certification is an important thing in carrying out duties as a social worker, because it is one of the efforts to improve the standards of professionalism and quality of services provided by social workers to people in need. In Law Number 11 of 2009 concerning Social Workers, it is regulated regarding the requirements and qualifications to become a social worker and provides a legal basis for social worker certification. The issuance of certificates is carried out on the recommendation of professional organizations in accordance with the authority of the organization, Akbar (2020). Thus, certification is a form of recognition of competence in carrying out social work practices. The certificate in question is given after passing the competency test as a form of recognition of the ability to implement certain social welfare. Therefore, improving the competence of social assistants and social volunteers is very important, which can be done through education and training or social welfare training in accordance with professional standards (Risal et al., 2022).

The importance of certification and training in increasing the capacity of social workers has also been emphasized in various studies that show that improving the skills and knowledge of social workers contributes to the effectiveness of the services they provide to the community. This is in line with the need to ensure that social workers can carry out their duties properly and in accordance with the applicable code of ethics. Thus, the government and related organizations need to commit to providing continuous training and certification programs for social workers, in order to improve the quality of social services and support the welfare of the community as a whole (Irfan et al., 2021).

Mrs. Dwi Lestari as the Secretary of Social Workers of the Yogyakarta City Community explained that the Ministry of Social Affairs held certification during the pandemic yesterday. The certification certificate is only valid for once every 5 years. If the validity period has expired, they must take the certification again. There was a confession from one of the informants, some did not follow the certification, even though becoming a social volunteer requires the certification letter as a form of recognition in carrying out their role as a social volunteer or Community Social Worker (Dwi Lestari, personal communication, 7 March 2023).

## CONCLUSION

Community Social Workers play a very important role in dealing with various social problems in the community, especially in the context of services to vulnerable groups such as street children, homeless people, and beggars. Although they operate as unpaid volunteers, their existence greatly contributes to the improvement of social welfare. However, the challenges faced by Community Social Workers, including a lack of skills and understanding of the code of ethics, demonstrate the need for capacity building through ongoing education and training. Certification is an important step in improving the professionalism and quality of services provided by Community Social Workers. With a clear legal basis in Law Number 11 of 2009, certification not only serves as a recognition of competence, but also as a motivation for social workers to continue to develop themselves. Therefore, governments and relevant organizations need to commit to providing comprehensive and sustainable training programs, to ensure that Community Social Workers can carry out their duties effectively and in accordance with applicable ethical standards. Overall, increasing the capacity of Community Social Workers through training and certification will contribute to improving the quality of social services, which in turn will support the government's efforts in achieving the goal of more inclusive and sustainable social development. Further research is needed to explore the impact of training and certification programs on the performance of Community Social Workers and to identify best practices in their capacity building in various social contexts.

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