

# **GAMBARAN RELASI SOSIAL ANTARA PENERIMA MANFAAT WANITA TUNA SUSILA DENGAN PEKERJA SOSIAL DI UPTD PANTI SOSIAL BINA ANAK, WANITA DAN EKS PSIKOTIK HARAPAN MULYA JAMBI**

<sup>1</sup>Ananda Ayu Rama Astika, <sup>2</sup>Agung Iranda, <sup>3</sup>Dessy Pramudiani

Jurusan Psikologi Universitas Jambi/ [anandaayuramaastika@gmail.com](mailto:anandaayuramaastika@gmail.com)

Jurusan Psikologi Universitas Jambi/ [agungiranda@unja.ac.id](mailto:agungiranda@unja.ac.id)

Jurusan Psikologi Universitas Jambi/ [dessy.79\\_psikologi@unja.ac.id](mailto:dessy.79_psikologi@unja.ac.id)

## **ABSTRAK**

**LATAR BELAKANG** Prostitusi merupakan fenomena sosial yang bertentangan dengan nilai dan norma masyarakat. Wanita Tuna Susila (WTS) sering kali dipandang sebagai masalah sosial sehingga memengaruhi interaksi mereka dengan lingkungan, termasuk dengan pekerja sosial selama proses rehabilitasi. UPTD Panti Sosial Bina Anak, Wanita, dan Eks Psikotik (PSBAWEP) Harapan Mulya Jambi menjadi salah satu lembaga yang memberikan layanan rehabilitasi. Namun, hubungan antara penerima manfaat dan pekerja sosial kerap menghadapi hambatan, baik karena kesalahpahaman, komunikasi yang tidak efektif, maupun ketidakpatuhan terhadap aturan panti.

**TUJUAN** Penelitian ini bertujuan menggambarkan relasi sosial serta faktor-faktor yang memengaruhi interaksi antara penerima manfaat WTS dengan pekerja sosial di UPTD PSBAWEP Harapan Mulya Jambi.

**METODE** Penelitian menggunakan metode kualitatif dengan pendekatan fenomenologi. Partisipan dipilih melalui teknik purposive sampling, terdiri dari penerima manfaat WTS dan pekerja sosial laki-laki maupun perempuan. Teknik pengumpulan data dilakukan melalui observasi dan wawancara mendalam, sedangkan analisis data menggunakan *Interpretative Phenomenological Analysis* (IPA).

**HASIL** Hasil penelitian menunjukkan relasi sosial partisipan terbentuk dalam tema bimbingan, fasilitasi, kedekatan, kepercayaan, penolakan, penguatan, komunikasi, dan kerja sama. Faktor-faktor yang memengaruhi relasi sosial antara keduanya mencakup profesionalisme pekerja sosial serta kondisi internal penerima manfaat.

**KESIMPULAN** Relasi sosial antara penerima manfaat WTS dan pekerja sosial dimaknai melalui delapan tema utama yang ditemukan yaitu bimbingan, fasilitasi, kedekatan, kepercayaan, penguatan, penolakan, kerja sama dan komunikasi dengan pengaruh dari aspek profesionalisme dan kondisi internal.

**Kata Kunci:** Relasi sosial. Penerima manfaat wanita tuna susila, Pekerja sosial

## ***An Overview of the Social Relationship Between Female Beneficiaries with Social LPsychotic Patients, Harapan Mulya Jambi***

<sup>1</sup>Ananda Ayu Rama Astika, <sup>2</sup>Agung Iranda, <sup>3</sup>Dessy Pramudiani

Psychology Departement, Jambi University/ [anandaayuramaastika@gmail.com](mailto:anandaayuramaastika@gmail.com)

Psychology Departement, Jambi University/ [agungiranda@unja.ac.id](mailto:agungiranda@unja.ac.id)

Psychology Departement, Jambi University/ [dessy.79\\_psikologi@unja.ac.id](mailto:dessy.79_psikologi@unja.ac.id)

### **ABSTRACT**

**BACKGROUND** Prostitution is a social phenomenon that stands in opposition to prevailing societal values and norms. Female Sex Workers (FSWs) are frequently subjected to stigma and are perceived as social problems, which significantly affects their interactions with the broader community, including social workers during rehabilitation programs. The UPTD Social Rehabilitation Center for Children, Women, and Ex-Psychotics (PSBAWEP) Harapan Mulya Jambi provides rehabilitation services for this population. Nevertheless, the social relations between FSW beneficiaries and social workers are often challenged by misunderstandings, ineffective communication, and non-compliance with institutional regulations.

**OBJECTIVE** This study seeks to explore the nature of social relations and to identify the factors influencing interactions between FSW beneficiaries and social workers at UPTD PSBAWEP Harapan Mulya Jambi.

**METHOD** The study employed a qualitative design with a phenomenological approach. Participants were selected using purposive sampling, comprising FSW beneficiaries and both male and female social workers. Data were collected through observation and in-depth interviews, and analyzed using Interpretative Phenomenological Analysis (IPA).

**RESULTS** The findings indicate that social relations are characterized by eight themes: guidance, facilitation, closeness, trust, rejection, reinforcement, communication, and cooperation. These relations are influenced by two key factors, namely social worker professionalism and the internal conditions of the beneficiaries.

**CONCLUSION** The study concludes that the quality of social relations between FSW beneficiaries and social workers is shaped by multidimensional themes namely guidance, facilitation, closeness, trust, empowerment, rejection, cooperation, and communication, with professionalism and internal conditions serving as critical determinants.

**Keywords:** Social relation, Female sex workers, Social worker