



Impact of Social Services, Women's Empowerment, and Child Protection on Family Economic Welfare in Mojokerto

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Abstract

Purpose: This study aims to examine the role of social services, women's empowerment, and child protection in improving the economic status of families with disabilities in Mojokerto City.

Research Methodology: A qualitative descriptive approach was employed. Data were collected through in-depth interviews, participant observation, and document analysis. Triangulation was used to ensure the validity of the data, and narrative analysis identified patterns, themes, and relationships.

Results: The findings reveal that the Social Service, Women's Empowerment, and Child Protection of Mojokerto City has performed moderately well in empowering people with disabilities. Programs such as skills training, social assistance distribution, and facilitation of population and health documentation have contributed positively to the economic welfare of families with disabilities. However, limitations were noted in socialization efforts, community communication, and the availability of disability-related information.

Conclusions: Empowerment efforts by Mojokerto City social services have succeeded in enhancing the economic status of families with disabilities, particularly through capacity building and support programs. Nevertheless, optimization is required in information dissemination and community engagement to maximize impact.

Limitations: The study focuses on a single city and relies primarily on qualitative data from interviews and observations, which may not fully generalize to other regions or represent the perspectives of all stakeholders. Future research should consider broader samples and mixed-method approaches to validate and extend these findings.

Contributions: This study provides empirical evidence on the role of local social services in promoting economic empowerment for families with disabilities. It highlights effective strategies and areas needing improvement, offering guidance for policymakers and social service administrators.

Keywords: *Families with Disabilities, Improving Economic Status, Women Empowerment and Child Protection*

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1. Introduction

The urgency of Social Welfare Development is not only a manifestation of efforts to realize the constitutional mandate. As stated in the 1945 Constitution which firmly places the task of Social Welfare Development as the responsibility of the State and Government to maintain disadvantaged community groups (Abreha et al., 2020). Furthermore, Social Welfare Development must be placed as one of the mainstreams of national and regional development in the context of human development that runs

simultaneously with economic development ([Achir et al., 2022](#)). It is recognized that, in the development process, in reality there are still disadvantaged groups in society, namely People with Social Welfare Problems (PMKS) who have limitations both Physically, psychologically, and socially, People with Disabilities are unable to fulfill their basic needs, carry out their social roles and functions, and are less able to access development programs ([Alexander et al., 2016](#)).

The specific challenges recently faced by the Social Service, Women's Empowerment, and Child Protection of Mojokerto City in handling people with disabilities include:

1. Empowerment highlights efforts to increase the strength, knowledge, and abilities of individuals or groups to overcome challenges and improve their quality of life, especially among people with disabilities. According to Sri Handini, Sukesu, and Hartati Kanty Astuti (2019), Community Empowerment is essentially a process of planned change (planet change). Therefore, planning activities to organize community empowerment activities is a must for administrators and community empowerment facilitators.
2. Social Planning is a systematic approach to addressing social problems and improving community welfare through a targeted planning process.
3. Economic Development focuses on efforts to improve the economic welfare of groups, especially those with disabilities, through various strategies and policies, including infrastructure development, skills training, and industrial development.

The development of social welfare in Indonesia is crucial to ensure the equitable distribution of resources and opportunities across all levels of society, particularly for marginalized and vulnerable groups such as families with disabilities ([Andari et al., 2022](#)). The 1945 Constitution mandates that the State and Government are responsible for social welfare development, emphasizing the protection and empowerment of disadvantaged populations. Despite ongoing development programs, people with social welfare challenges, including those with physical, psychological, and social disabilities, still face significant barriers in meeting their basic needs, fulfilling social roles, and accessing development initiatives.

Families with disabilities often experience compounded economic, social, and psychological challenges. These include limited access to healthcare, education, employment opportunities, and social services, which can hinder both individual and family-level well-being ([Rose & LeBel, 2023](#)). Prior research highlights that social services, women's empowerment, and child protection programs can play an essential role in mitigating these challenges and promoting economic self-sufficiency among affected families ([Annisa, 2023](#)).

In Mojokerto City, the Social Service Office, Women's Empowerment, and Child Protection department implements various programs aimed at addressing these needs. These initiatives include skills training, vocational programs, social assistance, and facilitation of administrative documentation such as health and population records. Strengthening the cooperation between governmental agencies, community organizations, and families is vital to enhance program effectiveness ([Saribanon et al., 2023](#)). Furthermore, integrating social services, women's empowerment, and child protection creates a holistic approach that not only addresses immediate welfare needs but also promotes long-term economic improvement, social inclusion, and overall quality of life for families with disabilities ([Berlian Rms & Wahyuningsih, 2021](#)).

This study aims to explore the role of social services, women's empowerment, and child protection in improving the economic level of families with disabilities in Mojokerto City. By employing a qualitative approach, the research seeks to provide comprehensive insights into how these integrated programs are implemented, their effectiveness, and areas where improvements can be made. The study also aims to inform policymakers and practitioners in designing evidence-based strategies for social welfare programs,

ensuring sustainable development outcomes and enhanced family well-being.

However, amidst these challenges, there are also opportunities to improve the performance of handling people with disabilities: strengthening cooperation, increasing awareness and education, developing empowerment programs, implementing technology and innovation. Thus, it is expected that the qualitative approach of this study will explore the role of the Department of Social Affairs, Women's Empowerment, and Child Protection in forming and encouraging effective social planning so that strategies for achieving the goals of the Department of Social Affairs, Women's Empowerment, and Child Protection in Mojokerto City emerge. By understanding these roles, more relevant and sustainable strategies can be identified to improve their economic status, thus producing an economic empowerment model for families with disabilities.

2. Literature Review

2.1 Social Services and Disability Empowerment

Social services are fundamental in providing comprehensive support and empowerment to families with disabilities. They encompass structured rehabilitation programs, access to healthcare, educational support, and coordination with community social workers to ensure that individuals with disabilities can participate fully in society ([Sharma et al., 2020](#)). Research shows that effective social services not only reduce societal stigma but also enhance self-reliance, promote social inclusion, and improve the overall well-being of affected families ([Bonilla et al., 2017](#)). These programs play a crucial role in bridging gaps between government initiatives and community needs, ensuring equitable access to welfare resources.

The provision of social services involves systematic planning and targeted interventions aimed at addressing specific needs of persons with disabilities ([Cahyono, 2017](#)). This includes activities such as skill development, counseling, and social reintegration programs, which contribute to enhancing both economic and social opportunities. In the context of Mojokerto City, social services are designed to integrate rehabilitation with empowerment initiatives, aiming to strengthen the capacities of families in managing daily life challenges and enhancing their quality of life ([Siswanto et al., 2023](#)).

Furthermore, social services act as a crucial link between governmental policies and the local community, ensuring that services are responsive and adaptive to the actual needs of families with disabilities ([Sulastrri et al., 2022](#)). Active engagement of local social service offices is essential to implement policies effectively, with consistent monitoring and communication strategies being key to maximizing the impact of services ([Cookson et al., 2024](#)). Literature emphasizes that strong community participation and information dissemination significantly improve the effectiveness of social service programs in promoting empowerment and welfare.

2.2 Women's Empowerment and Economic Development

Women's empowerment is recognized as a critical factor in promoting economic development, especially in households with disabled family members ([Sulastrri et al., 2022](#)). Empowerment initiatives focus on enhancing women's skills, providing access to microfinance, entrepreneurial opportunities, and promoting active participation in household and community decision-making. Research indicates that empowered women contribute significantly to household income, improve family health outcomes, and enhance educational opportunities for children ([Damen et al., 2020](#)). Such programs also strengthen women's confidence and social agency within the community.

In Mojokerto City, women's empowerment programs are closely integrated with social service interventions to provide holistic support to families with disabilities. These activities include vocational training, microenterprise development, income-generating projects, and leadership development programs. The programs aim to increase women's self-sufficiency, enabling them to play a central role in improving

family economic conditions while reducing dependency on external support (Suryani & Listyawati, 2016). Empirical studies further highlight the broader societal benefits of empowering women. These include increased participation in community decision-making, greater awareness of social rights, and enhanced social cohesion. By investing in women's capacities, social services create a multiplier effect that benefits families with disabilities and strengthens community development and resilience over the long term (Danquah et al., 2021).

2.3 Child Protection and Family Well-Being

Child protection programs play an essential role in safeguarding the rights, health, and education of children, particularly in families affected by disability. Effective programs ensure access to healthcare, inclusive education, social assistance, and psychosocial support, reducing vulnerabilities and fostering a supportive environment for child development (Thomas et al., 2023). Studies demonstrate that child protection directly correlates with improved family economic stability, as healthy and educated children contribute to long-term socioeconomic resilience (Edwards et al., 2021; Eritasari, 2023).

In practice, child protection involves collaboration among social services, schools, and community organizations to implement safety policies, monitor child welfare, and provide family support programs (Feely et al., 2020). These measures protect children from harm and empower families to better manage risks, improve overall household functioning, and create opportunities for economic improvement. In Mojokerto City, the Social Service Office integrates child protection with empowerment programs to ensure holistic support for families with disabilities. The literature emphasizes that child protection contributes to the economic well-being of families by lowering healthcare costs, ensuring continuity in education, and enhancing children's future employability. When combined with women's empowerment and social services, child protection is an integral part of a holistic strategy aimed at improving quality of life and family economic status, providing both immediate and long-term benefits (Gentles-Gibbs, 2016).

2.4 Integration of Social Services, Women's Empowerment, and Child Protection

Integrating social services with women's empowerment and child protection provides a comprehensive approach to family economic development. Research highlights that programs combining these components produce synergistic effects, enhancing household income, access to social welfare, and overall quality of life for families with disabilities (Hennessy, 2023). Integrated programs ensure that families receive multiple layers of support, addressing social, economic, and educational needs simultaneously.

Effective integration requires inter-agency collaboration, active community participation, and systematic monitoring. Coordination among social services, educational institutions, healthcare providers, and non-governmental organizations ensures holistic service delivery (Herienda et al., 2024). Such integration allows more efficient resource allocation and targeted interventions that respond to multiple aspects of family well-being. In Mojokerto City, the integration of these services has shown measurable improvements in family economic status. Programs are designed to leverage social, educational, and health support mechanisms while simultaneously empowering women and protecting children. Literature suggests that integrated approaches enhance program effectiveness, sustainability, and the ability of families to manage socioeconomic challenges successfully (Hunter et al., 2021).

2.5 Economic Outcomes for Families with Disabilities

Economic outcomes serve as important indicators of the effectiveness of social service, empowerment, and child protection programs (Yulfa et al., 2022). Families benefiting from integrated programs exhibit increased household income, improved self-sufficiency, and enhanced ability to invest in health, education, and business opportunities. Literature shows that sustainable economic improvement relies on continuous support, skills development, and the removal of social and structural barriers (Ibrahim et al., 2015; Kong, 2021).

In Mojokerto City, targeted interventions by the Social Service Office, combined with women's empowerment and child protection initiatives, have positively influenced economic outcomes. Families with disabilities who participated in skills training, vocational programs, and social assistance schemes have demonstrated increased income and independence, validating the effectiveness of the holistic service delivery model. Research further indicates that economic improvements reinforce social inclusion, reduce dependency, and contribute to long-term resilience. By linking social services, empowerment initiatives, and child protection to tangible economic benefits, policymakers can design evidence-based programs that promote both social justice and sustainable development for families with disabilities, creating a model for replication in other regions (Liu & Banaszak, 2017).

3. Methodology

3.0.1 Research Approach

A qualitative approach was selected with a focus on exploratory narratives to deeply understand the role of social services, women's empowerment, and child protection in the context of Mojokerto City.

3.0.2 Data Collection Techniques

In-depth interviews with various stakeholders, participant observation, and analysis of related policy documents.

3.0.3 Data Analysis

The collected data were analyzed using a narrative analysis approach to identify patterns, themes, and relationships between concepts that emerged from the data (Mayora & Wusqo, 2023).

4. Results and Discussion

4.1 Results

The Social Service, Women's Empowerment, and Child Protection of Mojokerto City is located at Jl. Benteng Pancasila No. 25, Magersari District, Mojokerto City, East Java, Postal Code 61314; Tel: No. (0321) 396469, email address dinsosp3a@mojokertokota.go.id. The Conceptual Overview and Realization of the Social Service, Women's Empowerment, and Child Protection of Mojokerto City was established by the Regulation of the Mayor of Mojokerto Number 57 of 2022 concerning the Position, Organizational Structure, Duties and Functions, and work procedures of the Social Service, Women's Empowerment, and Child Protection of Mojokerto City.

The organizational structure consists of the Head of Service, Secretariat, General and Personnel Sub-Section, and Functional, as well as the Social Empowerment Development Sector, Social Services and Rehabilitation Sector, Social Protection and Security Sector, and Women's Empowerment and Child Protection Sector, which have the main task of implementing part of regional affairs in the social sector, including Social Welfare, Social Rehabilitation, Social Assistance Provision, Women's Empowerment, and Child Protection in accordance with the policy. To carry out the tasks referred to, it performs the following functions:

1. Formulation of technical policies in the social sector, including cooperation, guidance, identification, and handling of social welfare problem sufferers, development and utilization of potential and sources of social welfare, as well as the implementation of social assistance, women's empowerment, and child protection.
2. Implementation of government affairs and public services in accordance with the scope of the social sector.

3. Guidance and implementation in accordance with the scope of the social sector are also necessary.
4. Management of office administration.

4.2 Discussion

Empowerment of the Social Services and Rehabilitation Sector Based on the results of observations conducted by researchers, social services have several sectors with their respective functions and duties. One of them is the Social Services and Rehabilitation sector, which is the focus of this study. Based on the results of the author's interview with the Head of the Social Services and Rehabilitation Sector of the Mojokerto City Social Service, he said that the Duties and Functions of the Social Services and Rehabilitation Sector follow the Palu Mayor Regulation Number 12 of 2017, stating that the Social Services and Rehabilitation Sector has the task of assisting the head of the service in carrying out the preparation of materials, information, advocacy, and facilitation of the management of social rehabilitation services for people with disabilities, social rehabilitation services for children and the elderly, and social and narcotics rehabilitation. This is an effort to realize social welfare for people with social welfare problems (PMKS), in this case, for people with disabilities.

The government, through the Mojokerto City Social Service, has made several efforts related to handling or empowering people with social welfare problems as well as people with disabilities. There are many stigmas in society that assume that people with disabilities are people who are unable to carry out their activities or activities well and are only a burden to their families, which causes serious mental problems for sufferers. However, some of them have families who support their activities and decisions in living their lives. However, social welfare for people with disabilities cannot be realized if we rely solely on the role of the local government. However, the role of society and family is crucial in helping realize welfare for people with disabilities. Social services as the party that oversees people with disabilities have several efforts in handling and empowering people with disabilities to help them improve their standard of living.

The Head of the Social Services and Rehabilitation Division of the Mojokerto City Social Service revealed that in an effort to handle and empower people with disabilities, they provide guidance and support so that people with disabilities can carry out their roles in living their lives without being considered a burden or disgrace to their families and those around them. Handling people with disabilities is carried out through the role of Community Social Workers (PSM) in each sub-district. Subsequently, the Disability Welfare Workers (TKPSD) under the direction of the Palu City Social Service through the Social Services and Rehabilitation Division will follow up. The Social Service through The Social Services and Rehabilitation Division has a Disability-Friendly Service Innovation program (LASANDI). This program is in the form of innovative services in the context of public administration, which has a positive impact on responding to and resolving public service problems, especially for people with disabilities. Disability-Friendly Services is a service that is responsive to people with disabilities by using a proactive system in handling incoming public complaints related to social protection and security services for people with disabilities.

The forms of Disability-Friendly Services are:

1. Provision of Nutritional Assistance to people with severe disabilities (paralyzed).
2. Procurement of Assistive Devices for People with Disabilities.
3. Procurement of Population Documents for People with Disabilities.
4. PJS Health Services.
5. Social Assistance in the form of the Family Hope Program, Basic Food Program, and other social assistance programs.

6. Reunification of the return to the area of origin of displaced disabilities

In addition, the Ministry of Social Affairs through the Palu City Social Service in the field of Social Services and Rehabilitation also provides training activities accompanied by rehabilitation efforts for people with disabilities in the form of culinary arts training, make-up training, and fashion design training. The program is implemented every two years in collaboration with existing course institutions and related agencies.

The purpose of this training is to increase the independence of people with disabilities through the skills they have, to shape their character and mentality so that they no longer feel insecure in living their lives, and to provide equal opportunities so that they have a positive impact on the person with disabilities and their families. In an effort to handle or empower people with disabilities, the Social Service has collaborated with many institutions, agencies, and NGOs (non-governmental organizations), both those engaged in the social sector and those not. Government agencies in Palu synergize their efforts to handle and empower people with disabilities. In efforts to handle and empower people with Social Welfare Problems (PMKS), one of which is people with disabilities, it cannot be separated from several factors that support and hinder the handling and empowerment of people with disabilities.

5. Conclusions

Based on the results of research conducted using a qualitative method on the empowerment of persons with disabilities through the role of the Social Service Office, and considering the discussion and findings of the study, the researcher concludes that the Social Service Office of Mojokerto City, through the Social Services and Rehabilitation Division, has performed its role quite well. This is evidenced by the existence of skills training programs, distribution of social assistance, and facilitation of population administration and health documentation. However, these efforts have not been fully optimal, particularly in terms of socialization and communication with the community, especially persons with disabilities, as well as the limited information received regarding disability issues. Despite these limitations, the empowerment efforts by the Social Service Office have successfully improved family welfare, demonstrated by several persons with disabilities who have continued running their businesses after participating in skills training activities and mental development programs organized by the Ministry of Social Affairs through the Social Service Office in Mojokerto City.

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Author Contributions

RJR contributed to conceptualization, methodology design, data collection, and writing the original draft. BRP was responsible for supervision, formal analysis, review, and editing of the manuscript. Both authors read and approved the final version of the manuscript and are accountable for all aspects of the work, ensuring accuracy and integrity.

Conflicts of Interest

The authors declare that there is no conflict of interest regarding the publication of this study. This research was conducted independently, and no financial or personal relationships influenced the results or interpretation of the findings.

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