

Research Article

The Effectiveness of Basic Social Rehabilitation for Neglected Persons with Disabilities at the Riau Provincial Social Services Office

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Abstract: This study aims to analyze the effectiveness of basic social rehabilitation for neglected persons with disabilities at the Riau Provincial Social Service. The study used a descriptive qualitative approach, with the research location being the Technical Implementation Unit for the Empowerment of Persons with Physical Disabilities (UPT PPDD) of the Riau Provincial Social Service. Data were obtained through interviews, observation, and documentation, then analyzed using the Miles and Huberman interactive model. The effectiveness of social rehabilitation was analyzed based on five indicators: program understanding, on-targeting, on-time delivery, goal achievement, and tangible change. The results showed that the implementation of basic social rehabilitation was generally effective, but not yet fully optimal. Program understanding was effective at the implementer level, but some beneficiaries did not fully understand the program. Targeting accuracy was effective because beneficiaries had gone through an assessment process and received services according to their individual criteria, conditions, abilities, and potential. Service implementation was also timely, both in meeting basic needs, health services, guidance, and skills training. The achievement of the objectives is considered quite effective because rehabilitation has increased the self-confidence, ability to perform daily activities, social interaction, and skills of beneficiaries, although not all beneficiaries are ready for termination and return to social functions in the community. Real changes have also been seen through reunification, capacity building, employment, and independent businesses, but have not been experienced equally by all beneficiaries. The program's effectiveness needs to be strengthened by increasing beneficiary understanding, adding social workers, strengthening individual mentoring, and coordinating with local governments, businesses, and training institutions to support the sustainability of rehabilitation outcomes.

Keywords: Effectiveness; Social Rehabilitation; Neglected Persons with Disabilities; Social Services.

1. Introduction

People with disabilities are a social group that still faces various obstacles in obtaining equal opportunities to meet basic needs, develop their capacities, obtain employment, and participate in social life. These obstacles are not only related to individual conditions, but are also influenced by environmental factors, accessibility, stigma, discrimination, and limited social support and public services that are responsive to the needs of people with disabilities (Hajad et al., 2025). This situation places the government in a crucial position to ensure the availability of public services and social services that can reduce these obstacles and increase the opportunities for people with disabilities to live independently and function in society (Abdillah et al., 2025).

From a public administration perspective, services for people with disabilities are not solely assessed by the existence of policies or the implementation of service activities, but rather by the ability of public organizations to generate tangible benefits for target groups. Studies on disability inclusion policies in Indonesia show that policy implementation still faces challenges such as disparities between regions, limited accessibility, weak participation of people with disabilities in decision-making, limited data, and ongoing stigma and discrimination (Lianingsih & Yuningsih, 2025). These findings indicate that

the existence of policies does not automatically result in effective services if institutional capacity, resources, accessibility, and implementation mechanisms are inadequate (Hajad et al., 2025).

One relevant form of government intervention to address these issues is social rehabilitation. Social rehabilitation aims to help people with disabilities develop their abilities, increase their independence, strengthen their social relationships, and more optimally carry out daily activities (Hanková et al., 2025). Research by Hanková et al. shows that social rehabilitation services can improve various aspects of beneficiaries' independence and functioning, including communication, social relationships, the ability to carry out daily activities, autonomy, and self-fulfillment (Hanková et al., 2025). These findings demonstrate that the success of rehabilitation should not only be measured by the availability of services, but also by the changes in the abilities and independence experienced by beneficiaries.

The effectiveness of rehabilitation is also related to the program's ability to help beneficiaries transition from the service environment to everyday life in the family and community. Research on young people with disabilities has found that rehabilitation can improve physical abilities, self-management, and social skills, but the process of transferring these abilities to everyday life still faces various challenges, requiring coordinated support from families, professionals, and local service providers (Månun et al., 2025). Therefore, the effectiveness of social rehabilitation needs to be understood as a process that does not stop at success while the beneficiary is in the institution, but also includes readiness to carry out social functions after the service ends.

These dimensions of independence and participation are strongly relevant to social rehabilitation services for neglected persons with disabilities. Studies on comprehensive rehabilitation indicate that the needs of persons with disabilities are not only medical but also encompass social and vocational needs, as both aspects are related to participation and quality of life (Kollataj et al., 2025). In the Indonesian context, training also has a significant relationship with employment opportunities for persons with disabilities, as research based on national employment data shows that training increases the likelihood of persons with disabilities participating in the labor market, including formal employment (Endawansa & Setyonaluri, 2025).

This context is relevant in the implementation of basic social rehabilitation for neglected persons with disabilities in Riau Province. The Riau Provincial Government, through the Social Services Agency, provides these services through the Technical Implementation Unit for the Empowerment of Persons with Physical Disabilities (UPT PPDD), which provides basic needs, physical guidance, mental and spiritual guidance, social and psychosocial guidance, psychological services, and skills training to beneficiaries. These services demonstrate that basic social rehabilitation at the UPT PPDD is not only directed at meeting basic needs, but also at developing the abilities and independence of beneficiaries.

Empirically, the PPDD UPT recorded 143 beneficiaries during the 2023–2025 period, consisting of 50 people in 2023, 33 people in 2024, and 60 people in 2025. In 2025, of the 60 beneficiaries, 33 were still active, while 27 people had experienced termination consisting of 7 people through reunification, 4 people through referrals, and 16 people at their own request. This composition shows that the final results of the service are not entirely uniform because some beneficiaries returned to their families, some were referred, and some ended the service of their own free will.

The existence of beneficiaries who terminate their services at their own request is a key phenomenon in assessing program effectiveness. Research shows that some beneficiaries only participate in rehabilitation for a few days or weeks before ending services, with conditions that may be related to their understanding of the program, the suitability of services to their needs, their desire to return to their home environment, or other factors. This phenomenon is important because the end of services

does not necessarily indicate that rehabilitation goals have been achieved. Therefore, effectiveness must be assessed based on both the service process and the outcomes achieved by the beneficiaries.

The challenge of effectiveness is also evident in the uneven changes in beneficiaries after participating in basic social rehabilitation. Research shows that some beneficiaries are still unable to fully engage in activities independently, lack self-confidence, lack the ability to work, or are unable to return to their social roles within their families and communities. This situation demonstrates a gap between service delivery and the achievement of final rehabilitation outcomes, as success in participating in activities does not always directly correlate with beneficiaries' readiness to live independently after leaving the UPT.

Limited organizational resources are also a contributing factor. Research data indicates a limited number of social workers and supporting facilities and infrastructure, including culinary practice facilities, sewing equipment, computer units, and disability-friendly operational vehicles. These limitations are crucial because the diverse characteristics of beneficiaries require adaptive services in terms of guidance methods, mentoring, learning resources, and supporting facilities.

On the other hand, program implementation has demonstrated a number of positive outcomes. Implementers generally understand the program's objectives and procedures. Beneficiaries are assigned to skills-based activities based on assessment results, interests, abilities, and potential. Basic needs services, guidance, and training have been implemented as part of the rehabilitation process. Research also indicates that some beneficiaries have experienced increased self-confidence, improved daily activities, improved social interactions, and improved skills. Some beneficiaries have been able to work or develop businesses after undergoing rehabilitation.

These findings demonstrate that the research question is not simply the presence or absence of services, but rather the extent to which these services can produce changes consistent with rehabilitation goals. Research on social rehabilitation indicates that capacity building can occur during programs, but the transfer of skills to everyday life requires coordinated and sustained support (Månun et al., 2025). Research on inclusive public services in Indonesia also emphasizes the importance of government capacity, accessibility, skills development, and collaboration to ensure that disability policies deliver tangible benefits to target groups (Hajad et al., 2025).

Based on previous research, studies on the rehabilitation of persons with disabilities have developed in various contexts, including independence, participation, skills, employment, and social inclusion (Hanková et al., 2025) (Endawansa & Setyonaluri, 2025). Studies on disability policy in Indonesia have also identified various implementation issues, including service gaps, accessibility, coordination, and participation (Lianingsih & Yuningsih, 2025). However, based on the review of previous research used in the thesis, no research has been found that specifically analyzes the effectiveness of basic social rehabilitation for neglected persons with disabilities at the UPT PPDD of the Riau Provincial Social Service using five effectiveness indicators: program understanding, on-target delivery, timeliness, goal achievement, and tangible change.

This gap provides an important basis for assessing the effectiveness of basic social rehabilitation at the regional level, as program effectiveness requires a comprehensive view, encompassing program understanding, targeting accuracy, timeliness, goal achievement, and tangible changes experienced by beneficiaries. This framework allows research to assess not only whether rehabilitation activities have been implemented but also to identify areas of service that have been effective and areas that remain suboptimal. Based on these considerations, this study aims to analyze the effectiveness of basic social rehabilitation for neglected persons with disabilities at the Riau Provincial Social Service, focusing on

service implementation at the UPT PPDD (Regional Disaster Management Unit) and the resulting changes for beneficiaries.

Formulation of the problem

Based on the identification of the problem, the formulation of the problem in this study is how effective is the basic social rehabilitation of neglected persons with disabilities at the UPT for Empowerment of Persons with Physical Disabilities, Social Services of Riau Province?

Research purposes

The aim of this study is to analyze the effectiveness of basic social rehabilitation for neglected persons with disabilities at the UPT PPDD of the Riau Province Social Service.

2. Literature Review

Program Effectiveness in Public Administration

Effectiveness is an important measure in assessing the success of public program implementation because the existence of a program and the implementation of activities do not automatically indicate that policy objectives have been achieved. In public administration, effectiveness needs to be linked to the organization's ability to transform resources, service processes, and interventions into outcomes that meet the needs of target groups (Al Hafis et al., 2021). Studies on the effectiveness of public service programs indicate that assessments of effectiveness need to consider recipients' understanding of the program, targeting accuracy, timeliness, goal achievement, and resulting changes for service recipients (Basari et al., 2024). A similar framework is also used in other public service research, which shows that a program can be deemed effective when the public understands the program's mechanisms, service targets meet criteria, services are provided on time, goals are achieved, and there are changes that can be felt by recipients (Azizah et al., 2026).

Program effectiveness is also multidimensional because goal achievement can be influenced by the quality of implementation, organizational capacity, resources, beneficiary characteristics, and the environment in which the program is implemented. Research on social assistance programs in Indonesia shows that effectiveness depends not only on the distribution of aid but also on the quality of local governance, data accuracy, beneficiary participation, and the sustainability of support provided (Jewed et al., 2025). These findings suggest that public programs can produce short-term benefits, but long-term impacts require more sustainable empowerment and support strategies (Jewed et al., 2025).

In the context of social services, measuring effectiveness becomes increasingly important because target groups have diverse needs and capacities (Suri, Nurmandi, Qodir, & Al Fadhat, 2021). Effectiveness is not simply measured by organizational compliance with procedures; it also requires consideration of beneficiary experiences and the changes that occur after receiving services. Research on rehabilitation services shows that intervention outcomes can vary between individuals, so the characteristics, abilities, needs, and social conditions of beneficiaries must be taken into account when determining program success (Hanková et al., 2025).

Based on this perspective, effectiveness in this study is understood as the ability of basic social rehabilitation organizers to implement programs according to established targets and mechanisms while simultaneously producing the desired changes in beneficiaries. This concept aligns with the five-indicator framework used in the study: program understanding, on-target effectiveness, timeliness, goal achievement, and tangible change. The use of these five indicators is also found in recent public administration studies to evaluate the effectiveness of government programs at the regional implementation level (Therasari et al., 2025) and (Azizah et al., 2026).

Social Rehabilitation for Persons with Disabilities

Social rehabilitation is a form of service aimed at helping individuals develop their social skills and functioning so they can lead a more independent life and participate in their social environment. In the context of people with disabilities, rehabilitation should not only focus on restoring individual abilities, but also consider the relationship between individual abilities and the social environment, opportunities for participation, and access to available resources (Hanková et al., 2025).

Empirical research shows that social rehabilitation can bring about changes in various aspects of the lives of people with disabilities. Hanková et al. found that social rehabilitation services increased independence and self-sufficiency across multiple domains, including communication, social relationships, meeting daily needs, self-care, utilization of health services, and autonomy (Hanková et al., 2025). These results demonstrate that successful rehabilitation encompasses broader dimensions than changes in physical condition, encompassing an individual's ability to manage their life and interact with their environment.

Rehabilitation also needs to focus on the beneficiaries' ability to transfer program learning outcomes into their daily lives. Qualitative research on young people with disabilities indicates that rehabilitation can improve physical abilities, self-management skills, and social skills, but applying these skills after returning home remains challenging (Månun et al., 2025). This research confirms that support from family, professionals, and local service providers is necessary for rehabilitation outcomes to be maintained in everyday life (Månun et al., 2025).

This perspective positions rehabilitation as a process oriented toward functioning and participation, not simply the completion of a series of service activities. Research on community rehabilitation shows that integrating physical, psychosocial, and social interventions can strengthen individuals' independence and participation in social and economic activities (Katasani et al., 2021). This multidimensional approach is relevant for people with disabilities because functional limitations, social support, accessibility, and economic opportunities can all influence rehabilitation outcomes.

Empowerment and Independence of Persons with Disabilities

Empowerment is a crucial component of social rehabilitation because people with disabilities need opportunities to develop their capacities and make choices in their lives. The empowerment approach positions people with disabilities as subjects with potential, not merely recipients of assistance. Research on the empowerment of people with disabilities in Indonesia shows that improving skills, providing resources, providing opportunities for activities, and strengthening individual capacity can promote independence and social participation (Laiyan, 2024).

Skills development plays a crucial role because economic empowerment can expand the life choices of people with disabilities and reduce dependence on assistance. Studies on the economic empowerment of people with disabilities in Indonesia show that skills-based programs can provide opportunities for people with disabilities to work, produce products, and develop economic independence (Dewi & Prabawati, 2024). Other research has found that skills training for people with disabilities can improve economic capacity while building self-confidence and social participation (Mulyani, 2025).

The relationship between skills, empowerment, and employment opportunities is also crucial in determining the sustainability of rehabilitation outcomes. Research on the employment conditions of people with disabilities in Indonesia shows that this group still faces barriers to entering the labor market, while education level, type and severity of disability, access to facilities, and policy support influence their economic opportunities (Hasbi & Nofiani, 2024). More recent research also shows that

training is associated with increased opportunities for participation in the labor market for people with disabilities, making skills development a crucial component of economic inclusion policies (Endawansa & Setyonaluri, 2025).

Independence in rehabilitation cannot be understood simply as the ability to perform activities without assistance. More meaningful rehabilitation outcomes include the ability to make decisions, manage daily life, build social relationships, and gain opportunities to participate in community life (Hanková et al., 2025). Therefore, the success of social rehabilitation programs must be linked to increasing the capacity of beneficiaries to lead more independent and meaningful lives.

Social Inclusion and Reintegration of Persons with Disabilities

Social reintegration is a crucial dimension of rehabilitation because the ultimate goal of services does not end when beneficiaries complete the program at the institution. Beneficiaries need to be able to return to their social roles within their families, communities, and economic environments. Research on the transition of people with disabilities indicates that successful rehabilitation is significantly influenced by an individual's ability to integrate the skills acquired during rehabilitation into their daily lives (Månum et al., 2025).

Social inclusion is also influenced by environmental conditions, as individuals may possess certain abilities but still experience barriers when the environment does not provide adequate access and support. Research on the inclusive resilience of people with disabilities in Indonesia shows that barriers to inclusion occur at various levels, from the individual to policy, including limited public facilities, accessibility, poverty, and social inequality (Abdillah et al., 2025). These conditions indicate that successful individual rehabilitation requires support from an environment that allows for the actual use of these abilities.

A community-based approach can strengthen the reintegration process because beneficiaries receive support from family, community, government, and other social actors. Research on community-based rehabilitation in Indonesia shows that community-based rehabilitation services can be part of a public service and social welfare system that is more closely aligned with the lives of people with disabilities (Nugraha et al., 2021). Recent research also shows that a co-design approach in community-based rehabilitation can increase beneficiary agency, participation in decision-making, and development of livelihood activities, despite still facing barriers such as stigma, power imbalances, and institutional limitations (Dewi et al., 2026).

Reintegration also has an economic dimension, as employment and productive activities can strengthen independence and expand the social participation of people with disabilities. Research on economic inclusion shows that programs that combine training, mentoring, networking, and access to economic opportunities can create greater space for people with disabilities to participate in community life (Surwanti & Rahayu, 2025). Therefore, social reintegration should be viewed as an outcome encompassing social, psychological, and economic aspects, as well as the ability to function in daily life.

The Effectiveness of Social Rehabilitation as a Research Analysis Framework

Based on the literature review, the effectiveness of social rehabilitation can be understood as the program's ability to connect the service process with the outcomes perceived by beneficiaries. An effective program must be able to ensure that beneficiaries understand the services provided, receive services according to targets, receive services according to time and need, achieve rehabilitation goals, and experience observable changes in their lives. This five-indicator framework has been used in recent

public administration research to identify successes and obstacles to implementing government programs (Basari et al., 2024), (Therasari et al., 2025), and (Azizah et al., 2026).

This framework becomes relevant when applied to social rehabilitation because rehabilitation services have different characteristics than regular administrative services. Successful rehabilitation requires a match between the needs of the beneficiary and the intervention provided, the quality of support, the availability of resources, the involvement of families and the community, and the program's ability to produce lasting changes after the service ends (Hanková et al., 2025). Limited resources and accessibility can also impact the quality of rehabilitation because services for people with disabilities require facilities and competencies that are appropriate to the characteristics of the beneficiaries (Putra & Lany, 2025).

This study positions the effectiveness of social rehabilitation as a relationship between the quality of program implementation and the resulting changes for beneficiaries. This perspective allows the study to identify not only whether basic social rehabilitation services have been implemented, but also whether these services are appropriately targeted, timely, achieve their goals, and produce tangible changes in the form of increased abilities, independence, skills, social functioning, and readiness of beneficiaries to return to their families and communities. This framework aligns with previous research findings that capacity building during rehabilitation does not always guarantee successful transfer of these skills to everyday life without continued support (Manum et al., 2025).

3. Conceptual Framework Of Research

This research framework is based on the assumption that basic social rehabilitation is a government social service program aimed at improving the social functioning, skills, and independence of neglected persons with disabilities. To assess the program's effectiveness, this study uses Edy Sutrisno's (2010) theory with five indicators: program understanding, targeted effectiveness, timeliness, goal achievement, and tangible change.

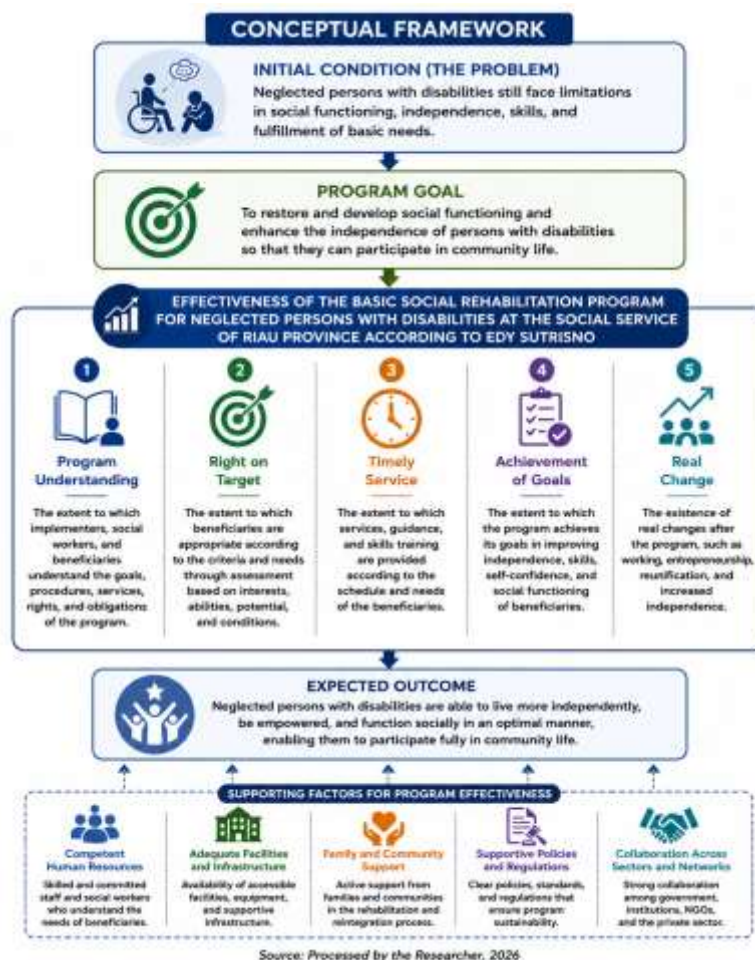


Figure 1. Conceptual Framework of the Research

4. RESEARCH METHOD

Research Design

This study uses a qualitative approach with a descriptive design to analyze the effectiveness of basic social rehabilitation for neglected persons with disabilities at the Riau Provincial Social Services Office. A qualitative approach was chosen because the research focuses on an in-depth understanding of the program implementation process, the experiences of beneficiaries, and the conditions that influence the success and limitations of social rehabilitation. Research data were obtained through direct interaction with informants and observations of conditions and service activities at the research locations.

The program's effectiveness analysis uses five indicators, according to Edy Sutrisno: program understanding, on-target effectiveness, timeliness, goal achievement, and tangible change. These five indicators are used as a basis for organizing data, analyzing the service delivery process, and assessing the changes experienced by beneficiaries after receiving social rehabilitation.

Study Area

The research was conducted at the Technical Implementation Unit for the Empowerment of Persons with Physical Disabilities (UPT PPDD) of the Riau Provincial Social Service, located at Jalan Yos Sudarso Km. 9, Rumbai District, Pekanbaru City, Riau Province. The location was chosen intentionally because UPT PPDD is a technical unit that provides basic social rehabilitation services for neglected persons with disabilities in Riau Province.

The UPT PPDD service area covers people with disabilities from various regencies and cities in Riau Province. Research data shows that during the 2023–2025 period, there were 143 beneficiaries, consisting of 50 in 2023, 33 in 2024, and 60 in 2025.

Population and Sample

This study uses a qualitative approach, therefore, it does not use a population and sample in the statistical sense as in quantitative research. The research subjects were determined through purposive sampling, namely the selection of informants based on the consideration that they have knowledge, experience, and direct involvement in the implementation of basic social rehabilitation at the UPT PPDD.

The research informants consisted of program managers, service implementers, beneficiaries, former beneficiaries, and beneficiary families or other parties relevant to the research. In the research design, there were 14 informants, consisting of the Head of the PPDD UPT as the key informant, social workers, instructors/mentors, active beneficiaries, former beneficiaries who had worked or run independent businesses, and beneficiary family members.

The number of informants can increase according to research needs and the adequacy of information obtained during the data collection process. Data collection stops when data saturation is reached, that is, when the information obtained from informants shows a recurring pattern and no new substantive information is found related to the research focus.

Method of collecting data

Data collection was conducted through in-depth interviews, observation, and documentation. Using these three techniques allowed researchers to obtain information from various sources while simultaneously comparing informant statements, actual conditions in the field, and documents related to the implementation of social rehabilitation.

In-depth interviews were conducted with informants with direct knowledge and experience in basic social rehabilitation. The interviews were aimed at obtaining information regarding program implementation, understanding of the program, targeting accuracy, timeliness of services, goal achievement, changes experienced by beneficiaries, and various obstacles and supporting factors in program implementation.

Direct observations were conducted at the PPDD Technical Implementation Unit (UPT PPDD) to obtain an overview of the implementation of rehabilitation activities and service conditions. Observations included physical guidance, mental and spiritual guidance, social and psychosocial guidance, skills training, basic needs fulfillment, health services, and the condition of facilities and infrastructure supporting the rehabilitation process.

Documentation was used as supporting data to strengthen the results of interviews and observations. The documents used included beneficiary data for 2023–2025, human resource data, data on basic needs fulfillment, types of rehabilitation services and activities, facilities and infrastructure, beneficiary termination data, data on beneficiaries who worked after training, profiles of the PPDD (Regional Disaster Management Unit) and other documents relevant to the research.

Data analysis

Data analysis used the Miles and Huberman interactive model, which includes data collection, data reduction, data presentation, and drawing and verifying conclusions. The analysis process was carried out continuously throughout the study so that the data obtained could be selected, categorized, compared, and interpreted according to the research focus.

The first stage is data collection, which involves gathering information through interviews, observations, and documentation regarding the implementation of basic social rehabilitation. The second stage is data reduction, which involves selecting and simplifying data relevant to the research focus and grouping it based on five indicators of effectiveness: program understanding, on-target effectiveness, timeliness, goal achievement, and tangible change.

The third stage is data presentation, which involves compiling information in the form of narrative descriptions, interview excerpts, tables, and thematic groupings so that the relationships between findings can be systematically understood. Interview data is compared with observation and documentation, including data on beneficiaries, human resources, basic needs services, rehabilitation activities, facilities and infrastructure, termination, and the condition of beneficiaries after training.

The final stage is drawing and verifying conclusions. At this stage, researchers interpret the patterns and relationships found from the overall data to answer the research question regarding the effectiveness of basic social rehabilitation for neglected people with disabilities at the Riau Provincial Social Services Office. The verification process is carried out by comparing various data.

5. Results and Discussion

General Description of Research Object

The object of this research is the Technical Implementation Unit (UPT) for the Empowerment of Persons with Physical Disabilities of the Riau Provincial Social Service, located at Jalan Yos Sudarso Km. 9, Rumbai, Pekanbaru City. This UPT is a technical unit under the Riau Provincial Social Service, established based on Riau Governor Regulation Number 57 of 2017 and focuses on services and empowerment of persons with physical disabilities. Since 2019, the UPT has been specifically directed to provide services to persons with disabilities from districts/cities in Riau Province.

The PPDD Technical Implementation Unit (UPT PPDD) is tasked with implementing technical operational activities and services for persons with physical disabilities, including social rehabilitation, physical, mental, social, and skills development. Services are implemented through outreach, selection, admission, assessment, basic needs fulfillment, guidance, skills training, resocialization, distribution, further development, and termination.

Organizationally, the PPDD UPT consists of a Head of UPT, an Administration Sub-Division, a Disability Services Section, a Social Development Section, and Functional Positions. This structure supports the implementation of administrative services as well as rehabilitation and development services for beneficiaries.

The vision of the UPT PPDD is “to realize professional social welfare services in improving the social functioning capabilities of people with disabilities.” This vision is the basis for providing services aimed at improving the social functioning, independence, dignity, and quality of life of people with disabilities.

With these characteristics, the UPT PPDD is a relevant location to study the effectiveness of basic social rehabilitation for neglected persons with disabilities, particularly based on aspects of program understanding, target accuracy, timeliness, goal achievement, and real changes experienced by beneficiaries.

Research result

The Effectiveness of Basic Social Rehabilitation for Neglected Persons with Disabilities at the UPT. Empowerment of Persons with Physical Disabilities (UPT. PPDD) of the Riau Provincial Social Service

Basic social rehabilitation for neglected persons with disabilities is a form of social service provided by the Regional Government to meet basic needs and help them improve their social functioning. In Riau Province, this service is part of the Riau Provincial Social Service's mandate, through the PPDD (Rehabilitation and Empowerment Unit), which provides rehabilitation and empowerment services to neglected persons with disabilities.

The implementation of basic social rehabilitation is not only oriented towards fulfilling basic needs, such as providing dormitory accommodation as a place to live during the program, food, provision of assistive devices as needed and health services, but also directed at recovery, development of skills, increasing independence, and strengthening the ability of people with disabilities to carry out their social functions. Therefore, the effectiveness of the program needs to be seen not only from the implementation of activities, but also from the suitability of targets, timeliness, achievement of objectives, and changes experienced by beneficiaries.

This study, which examined the effectiveness of basic social rehabilitation for neglected persons with disabilities at the Riau Provincial Social Services Office, used a qualitative approach. The effectiveness analysis employed Edy Sutrisno's theory of effectiveness, which encompasses five indicators: program understanding, targeted effectiveness, timeliness, goal achievement, and tangible change. These five indicators were used to assess the extent to which basic social rehabilitation achieved its stated objectives and brought about change for beneficiaries.

Program Understanding

Based on the research results, the basic social rehabilitation officers at the PPDD Technical Implementation Unit (UPT PPDD) generally understood the program being implemented. This understanding was reflected in the implementers' ability to explain that social rehabilitation is not only about providing basic needs, but also encompasses the process of restoring social functioning, developing skills, social and religious guidance, providing skills, and preparing beneficiaries for more independent living.

Based on an interview with the Head of UPT., he explained that:

"This social rehabilitation isn't just about providing food, shelter, and daily necessities. More importantly, it's about helping the PM develop, develop skills, interact, and eventually return to their social role in society." The PM participates in several developmental activities. These include social, religious, skills, and other guidance. All of these activities are geared toward fostering change and increasing independence." (Interview with the Head of UPT PPDD, Riau Province Social Service, 2026).

This statement demonstrates that the Head of the UPT understands the program's substance quite comprehensively. Social rehabilitation is understood as a process with broader goals than simply meeting basic needs. The Head of the UPT also understands the objectives, service delivery methods, and the direction of change expected from beneficiaries.

The same understanding is also seen among social workers. One social worker explained:

"We understand that the goal of the service here is to help beneficiaries regain their social function. So, we don't just provide daily necessities, but also provide assessment, coaching, mentoring, and skills development, and hopefully, they can improve their social functioning." (Interview with Social Worker of UPT PPDD Social Service of Riau Province, 2026)

This statement demonstrates that the implementers understand the relationship between various forms of service and the ultimate goal of rehabilitation. This means that officers do not view each activity as a stand-alone activity, but as part of a series of social rehabilitation processes.

In addition to understanding the objectives, officers also understand the procedures for basic social rehabilitation services. Services are implemented through interrelated stages, starting with admission, identification and needs assessment, service provision, coaching, mentoring, skills training, and ending with termination or follow-up, depending on the beneficiary's condition.

Social workers hold a very strategic position because they interact directly with beneficiaries, from assessment and mentoring to monitoring and evaluating their progress. Research shows that social workers understand the social rehabilitation service procedures and their role within the service process. This is evident in their understanding of the importance of assessing the condition and needs of each beneficiary. In an interview, they explained:

"The procedures are in place and we understand them. Once a beneficiary is admitted, they are first identified and assessed. Based on the results of that assessment, we determine their needs and then direct them to appropriate services, including social and skills development." (Interview with Social Worker of UPT PPDD Social Service of Riau Province, 2026)

This statement demonstrates that the officer understands the stages of service and the role of assessment in determining the type of intervention provided. This is important because social rehabilitation services should not be provided uniformly, but rather tailored to the individual circumstances and needs of each beneficiary.

In contrast to the situation with officers, the study found that some beneficiaries did not fully understand the social rehabilitation services they would receive. Based on information from social workers, some beneficiaries decided to terminate their services at their own request before completing all stages/processes of basic social rehabilitation services. Some of them only lasted a few days or a few weeks. One of the factors behind this situation was a mismatch between the beneficiaries' initial understanding or expectations and the actual service conditions. In addition to factors such as discomfort, longing for family, and difficulty adapting and interacting with the UPT environment, some beneficiaries only learned after arriving at the UPT that they would participate in various skills development and training activities.

The staff has generally provided an explanation of the programs and activities that the beneficiaries will participate in. However, the understanding conveyed by the staff is not always received or understood equally by every beneficiary. This can be influenced by the beneficiary's characteristics, their ability to understand the information, their psychological state when they first enter the UPT, and their adaptation process to the new environment.

Right on target

According to Edy Sutrisno, the second indicator is targeted effectiveness. The targeted effectiveness indicator is a crucial aspect in measuring the effectiveness of the implementation of basic social rehabilitation for neglected persons with disabilities at the Riau Provincial Social Service. Targeted effectiveness indicates the extent to which the implemented program is truly delivered to the target group and meets the needs and conditions of the beneficiaries. A program can be considered targeted if the service recipients meet the established criteria, the identification and assessment processes are carried out correctly, and the services provided are tailored to the conditions and needs of each beneficiary.

The beneficiaries targeted by the basic social rehabilitation program are people with physical and sensory disabilities who meet the criteria and requirements set by the Riau Provincial Social Service.

Based on the results of the interview with the Head of UPT:

"There are, of course, criteria for beneficiaries. So, not all people with disabilities can be admitted immediately. We first assess whether they meet our service targets, then conduct an examination and assessment. Once they are deemed to meet the requirements, they can receive services at the UPT." (Interview with the Head of UPT PPDD, Riau Province Social Service, 2026).

This statement indicates that a selection process is in place before someone is designated as a beneficiary. Therefore, social rehabilitation services are not provided universally to all persons with disabilities, but are targeted to individuals who meet the characteristics and service criteria of the UPT.

This is reinforced by statements from social workers who were directly involved in the process of accepting and assessing beneficiaries.

"Before beneficiaries are admitted, we first review their data and conditions. Then, an assessment is conducted to determine their physical, social, and family circumstances, abilities, and needs. This allows us to determine whether they are suitable for the services we provide." (Interview with Social Worker of UPT PPDD Social Service of Riau Province, 2026)

Based on the interview results, it can be understood that targeting accuracy was supported by the identification and assessment process. Beneficiaries were assessed not only based on their disability status but also on their condition and service needs.

The initial assessment is crucial because it serves as the basis for staff to determine the type of rehabilitation services appropriate to each beneficiary's needs. The assessment is used not only to determine the type of disability but also to obtain a picture of the individual's physical and psychosocial condition, abilities, interests, talents, family circumstances, rehabilitation needs, and potential that can be developed during the service. It also serves as the basis for determining the type of training to be provided to each beneficiary.

The Head of the UPT also explained that the assessment process is an important part before beneficiaries receive services.

"Every beneficiary who participates in the program first receives a recommendation from the District/City Social Services Office. We conduct a follow-up assessment to determine services based on their disability type, as everyone's abilities vary. Some have physical limitations but are good at computers. Some are better suited to

sewing, while others are better suited to barbering or cosmetology. So, the initial assessment is very helpful in determining the right services." (Interview with the Head of UPT PPDD, Riau Province Social Service, 2026).

Based on the interview, it can be seen that the benefit acceptance process has gone through an assessment activity which provides an overview of the abilities and needs of the beneficiaries.

Social workers also said the same thing:

"The initial assessment is important because it allows us to understand the overall condition of the beneficiary. We not only look at their disabilities, but also their abilities, interests, family circumstances, and needs. The assessment results serve as the basis for determining appropriate coaching and skills for each beneficiary so they can participate effectively and consistently in activities. (Interview with Social Worker of UPT PPDD Social Service of Riau Province, 2026).

This statement demonstrates that the initial assessment has been used as a tool to obtain comprehensive information about beneficiaries. This is crucial because each beneficiary has different conditions, abilities, interests, and needs. Through the assessment, social workers can understand the beneficiary's actual condition and identify their specific needs, allowing for more targeted rehabilitation and training.

In addition to officers, beneficiaries also provided an overview of the assessment process they participated in.

"When I first arrived, I was asked about my condition and abilities, then what I was interested in or wanted to learn. From there, I was directed to pursue appropriate skills." (Interview with Beneficiaries of the UPT PPDD of the Riau Province Social Service, 2026)

The beneficiary's statement reinforces the information from the officer that the assessment process is not only oriented towards the disability condition, but also takes into account the interests and abilities of the beneficiary.

In addition to ensuring beneficiaries meet established criteria and ensure the accuracy of the initial assessment, targeting accuracy is also evident in the placement of beneficiaries in skills training that aligns with their assessment results, interests, abilities, and potential. Skills training is a crucial part of the rehabilitation process, as it aims to equip beneficiaries with skills that can be used to increase their independence. Therefore, accurate placement is crucial to ensure that the training provided is not merely a formality but can be truly mastered and utilized by beneficiaries.

Based on an interview with the Head of UPT, he stated:

"The training provided is tailored to each beneficiary's assessment results. We strive to place them in skills that interest them and align with their abilities to ensure they can easily follow along. Some people really enjoy sewing, some are interested in computers, and some are more suited to barbering or make-up." (Interview with the Head of the UPT PPDD, Riau Province Social Service, 2026).

Based on the interview results, it was found that the placement of beneficiaries in the implementation of training and skills guidance was in accordance with the assessment results so that all beneficiaries could participate in the activities well and so that the skills obtained could be used after completing the service.

The Guidance and Skills Training provided to beneficiaries in 2025 can be seen in the following table:

Table1. Table of Types of Guidance and Skills Training provided to beneficiaries in 2025

NO	Types of Guidance and Skills Training	Number of Beneficiaries
1	Spiritual/Religious Guidance	60
2	Mental Guidance	60

3	Physical Guidance	60
4	Psychosocial Guidance	60
5	Entrepreneurship Guidance	60
6	Makeup or Salon Skills	11
7	Sewing Skills	21
8	Computer Skills	18
9	Barbershop Skills	10

Source: Data from the UPT PPDD of the Riau Province Social Service (2026).

The table above shows that the mentoring program is mandatory for all beneficiaries. The skills training participants can choose based on their interests and desires, based on the results of the initial assessment.

Based on the research and analysis, it can be concluded that the targeted indicators in the implementation of basic social rehabilitation for neglected persons with disabilities at the Riau Provincial Social Services Office have been effective. This effectiveness is evident in the conformity of beneficiaries to the established service standard criteria, the implementation of initial assessments that serve as the basis for understanding the conditions and needs of beneficiaries, and the placement of beneficiaries in skills training tailored to their interests, abilities, potential, and assessment results.

These findings indicate that, in terms of targeted effectiveness, the implementation of basic social rehabilitation at the UPT for the Empowerment of Persons with Physical Disabilities, Riau Provincial Social Service, has been running in accordance with the program's objectives. This is a supporting factor in achieving rehabilitation goals, as beneficiaries who are well-targeted and receive appropriate training have a greater opportunity to develop their abilities, increase their independence, and utilize the skills they acquire after completing rehabilitation services.

On time

The timeliness indicator in measuring program effectiveness relates to the extent to which a program is implemented according to the planned timeline. Timeliness is crucial because the success of a social service program is determined not only by the type of service provided, but also by the consistency and accuracy in providing services to beneficiaries. Timely services enable beneficiaries' needs to be met continuously and support the achievement of social rehabilitation goals.

Based on the research results, the implementation of basic social rehabilitation has been successful in terms of timeliness. This is evident in the fulfillment of basic needs of beneficiaries according to schedule, adequate health services provided when needed, and guidance and skills training activities carried out according to the established schedule.

Meeting basic needs is a crucial component of basic social rehabilitation services. Beneficiaries at the UPT require regular daily needs to be met to enable them to participate in all rehabilitation activities in a proper environment. These needs include food, clothing, shelter, personal hygiene, and other basic necessities while the beneficiary is receiving services at the UPT.

Based on observations, the schedule for meeting the basic needs of beneficiaries has been implemented effectively. Basic needs are provided regularly according to the established schedule, allowing beneficiaries to undergo rehabilitation activities without experiencing obstacles caused by unmet basic needs.

This was conveyed by the Head of UPT:

"We have a predetermined schedule for the basic needs of beneficiaries. Everything from food and daily necessities to other activities is organized. This ensures that beneficiaries receive their needs regularly and

according to the schedule. If there are special needs, we will adjust them to the beneficiary's circumstances." (Interview with the Head of UPT PPDD, Riau Province Social Service, 2026).

This statement demonstrates that the fulfillment of basic needs has a clear timeline. This schedule provides beneficiaries with certainty about when their daily needs will be met.

This was also reinforced by the beneficiaries who said:

"While we're here, our food and daily necessities are provided. There's a schedule, so we know when. If we have any needs, we tell the staff, and they usually follow up." (Interview with Beneficiaries, 2026).

By fulfilling basic needs on schedule, it can be said that, from this aspect, the implementation of social rehabilitation has met the element of timeliness. This demonstrates that the UPT is capable of providing basic services regularly and continuously to beneficiaries.

Healthcare services are a crucial component of the social rehabilitation of people with disabilities. The diverse health needs of beneficiaries require responsive and adequate services. Timely healthcare delivery is essential to ensure that health problems experienced by beneficiaries do not hinder the rehabilitation process.

Based on the research results, healthcare services for beneficiaries have been provided adequately. When beneficiaries experience health complaints or require examinations, staff provide follow-up care appropriate to their condition.

The Head of UPT explained:

"If a beneficiary is sick or has a health complaint, we don't wait too long. Our staff will assess their condition and, if necessary, take them to a health facility or require examination. This will be done immediately. Therefore, our healthcare services are tailored to the needs of the beneficiary." (Interview with the Head of UPT PPDD, Riau Province Social Service, 2026).

This statement demonstrates that healthcare services are not only provided according to a routine schedule but also responsive to the needs of beneficiaries. This is crucial because healthcare needs can arise at any time and require prompt treatment.

Guidance and skills training are a key component of the social rehabilitation process. These activities aim to improve the abilities of beneficiaries, equipping them to perform social functions and increase their independence after completing rehabilitation.

Based on the research results, the guidance and skills training programs were implemented according to the established schedule. Scheduled activities were carried out regularly, allowing beneficiaries to participate in the learning process on an ongoing basis.

The skills instructor conveys:

"We already have a schedule for skills training. So, beneficiaries know when it's time for sewing, computer work, barbering, and other activities. We use this schedule as a guideline to ensure activities run smoothly and ensure beneficiaries can participate in training regularly." (Interview with Skills Supervisor, 2026).

The interview excerpts indicate that the training implementation was supported by a schedule that served as a guide for both mentors and beneficiaries. This schedule was crucial to ensure that skills activities were carried out systematically, not haphazardly.

This is also felt by the beneficiaries:

"Activities here have a schedule. We're notified of training times, and they usually run according to schedule. This way, we can prepare ourselves for the activities." (Interview with Beneficiaries, 2026).

Based on the results of interviews with mentors and beneficiaries, it can be seen that there is a conformity of information regarding the implementation of skills activities and shows that the activities have a schedule and are carried out regularly.

Thus, it can be said that the timeliness indicator in the implementation of basic social rehabilitation for neglected persons with disabilities at the Riau Provincial Social Services Office has been effective. This effectiveness is evident in the regularity of basic needs fulfillment, adequate and responsive health services, and the implementation of guidance and skills training that has been carried out according to schedule.

Achieving Goals

Achievement of goals is one of the indicators used to measure the effectiveness of basic social rehabilitation for neglected people with disabilities at the Riau Provincial Social Services. According to Edy Sutrisno, this indicator shows the extent to which program implementation has achieved predetermined goals.

In the context of social rehabilitation, goal achievement is not only measured by the implementation of activities, but also by the results experienced and demonstrated by beneficiaries after undergoing the rehabilitation process. This is relevant to the goal of social rehabilitation, which is essentially directed at refunctionalization and developing individual capabilities so they can perform social functions appropriately in society.

Based on the author's research, it is clear that the implementation of basic social rehabilitation for neglected persons with disabilities at the Riau Provincial Social Services has generally achieved the program's objectives. This is evident in the positive developments among beneficiaries, particularly in terms of self-confidence, ability to perform daily activities, social interaction skills, and skill development. However, these achievements are not entirely consistent across all beneficiaries, as each individual has different conditions, abilities, characteristics, and levels of need.

One of the visible achievements of basic social rehabilitation is the increased self-confidence of beneficiaries. Before receiving rehabilitation services, some beneficiaries tend to have limitations in communicating, interacting, and demonstrating their abilities. This condition can be influenced by physical limitations and the beneficiaries' social experiences.

Through basic social rehabilitation activities, beneficiaries have the opportunity to participate in various activities together, receive social guidance, religious training, and participate in skills training. This process provides a space for beneficiaries to learn to interact, demonstrate their abilities, and gain successful experience in carrying out activities.

This is as conveyed by the Social Worker:

"From what we've seen, there's been a change in the self-confidence of the beneficiaries. Initially, some were quieter and less confident in communicating with others. After participating in the activities and receiving guidance, they began to speak up, express their desires, and become more confident in participating in activities." (Interview with Social Worker of UPT PPDD Social Service of Riau Province, 2026).

This statement is supported by the statement of the Social Guidance Officer:

"The changes weren't immediately visible in all beneficiaries, but they were gradual. Some were shy and reluctant to appear at first, but after participating in activities with their friends, they began to open up and become more confident." (Interview with the Social Supervisor of the UPT PPDD, Riau Province Social Service, 2026).

From the author's observations, increased self-confidence was also evident in the courage of several beneficiaries to communicate with officers, actively participate in activities, interact with fellow

beneficiaries, and demonstrate the skills they had learned. This demonstrates that social rehabilitation not only provides administrative services but also provides a social learning process that can encourage the psychosocial development of beneficiaries. Therefore, when linked to Edi Sutrisno's theory of effectiveness on indicators of goal achievement, this increase in self-confidence is one form of how the goals of social rehabilitation are beginning to be realized in beneficiaries.

The next goal is to improve the beneficiary's ability to carry out daily activities. Social rehabilitation is fundamentally aimed at enabling beneficiaries to develop their skills, enabling them to increasingly perform activities independently according to their individual circumstances and capacities.

The results of interviews with the Head of UPT show that the development of beneficiary abilities is one of the things that is of concern in the rehabilitation process:

"What we hope for is not only that they participate in activities while at the UPT, but also that they develop skills in their daily lives. For example, how they will take care of themselves, participate in activities independently, and carry out activities according to their abilities." (Interview with the Head of UPT PPDD, Riau Province Social Service, 2026).

The same thing was conveyed by the Beneficiary:

"I used to need a lot of help. After coming here, I learned to do some things myself. Now I'm more used to it and more confident in trying things on my own." (Interview with Beneficiaries, 2026).

Based on the author's observations, these changes can be seen in the beneficiaries' ability to follow routine activities, prepare for personal needs, participate in coaching activities, and carry out activities according to their physical abilities. Although levels of independence vary, some beneficiaries show progress from previously requiring significant assistance to becoming more capable of performing certain activities independently.

Furthermore, the goal of social rehabilitation is also reflected in the increased ability of beneficiaries to engage in social interaction. Social interaction is crucial because neglected persons with disabilities not only require basic needs to be met but also the ability to connect with others and participate in social settings.

The results of the interview with the Social Counselor showed:

"Compared to when they first arrived, some students are now more sociable. They're willing to talk to friends, participate in group activities, and are less withdrawn. So, there has been progress in their social interactions." (Interview with Social Counselor, 2026).

Meanwhile, one of the Beneficiaries said:

"I have friends here. At first, I didn't talk much, but over time, I was able to communicate with them and participate in activities together." (Interview with Beneficiaries, 2026).

The author's observations also indicate an interaction between beneficiaries in daily activities, coaching, skills training, and other collaborative activities. Beneficiaries were seen communicating with each other, working together, and participating in group activities.

These findings indicate that the implementation of social rehabilitation has provided opportunities for beneficiaries to develop their social skills. This is important because social functioning is not only related to an individual's ability to meet their own needs, but also their ability to fulfill social roles and relate to their environment.

Another aspect that demonstrates the achievement of social rehabilitation goals is the improvement in the skills of beneficiaries. Skills activities provide opportunities for beneficiaries to develop their potential according to their individual abilities and interests.

The results of the interview with the Skills Supervisor showed:

"We see that their abilities vary. Some grasp the material quickly, while others need more guidance. But overall, there's progress. Those who initially couldn't do it, after a few practices, are starting to be able to do it on their own." (Interview with Skills Supervisor, 2026).

This statement was also reinforced by the Beneficiary:

"I'm happy to be participating in the skills workshop because I've never learned anything like this before. Now I can make and do some things myself." (Interview with Beneficiaries, 2026).

Based on the author's observations, beneficiaries demonstrated engagement in the skills activities, and some were able to follow the stages better. This progress was evident in their increased ability to understand instructions, use the tools or materials provided, complete tasks, and produce products or work based on the skills learned.

Although the research results indicate various positive developments, the authors found that the level of achievement of social rehabilitation goals varied among beneficiaries. This difference is normal, given that beneficiaries have different physical and psychological conditions, basic skills, social experiences, motivation levels, and service needs.

The Head of UPT explained:

"We can't treat all beneficiaries the same. Some develop quickly, while others take longer. This is because their circumstances and abilities differ. Therefore, we measure success based on the development of each individual; not everyone has to achieve the same level of competence." (Interview with the Head of UPT PPDD, Riau Province Social Service, 2026).

This is reinforced by the Social Worker:

"Each beneficiary has different needs. Some become independent in certain activities after a while, while others still require assistance and guidance. Therefore, their development cannot be measured by the same exact standards." (Interview with Social Worker of UPT PPDD Social Service of Riau Province, 2026).

Based on the author's observations, these differences are evident in the implementation of activities. Some beneficiaries are able to participate quickly and demonstrate independence, while others still require direction and assistance from staff. Therefore, achieving social rehabilitation goals is more accurately understood as an individual development process, rather than a uniform outcome for all beneficiaries.

Although in general the implementation of basic social rehabilitation at the UPT for the Empowerment of Persons with Physical Disabilities of the Social Service of Riau Province has shown positive results in the form of increased self-confidence, social interaction skills, the ability to carry out daily activities, and the skills of beneficiaries, the results of the study indicate that the readiness of beneficiaries to return to their family and community environment is not yet fully optimal. This condition indicates that the achievement of social rehabilitation goals cannot only be seen from the changes that occur while the beneficiary is in the UPT, but also needs to be seen from the extent to which these changes can be maintained and implemented when the beneficiary returns to his/her original environment.

Social rehabilitation essentially aims not only to provide guidance while the beneficiary is in the service institution, but also to enable them to return to their social roles within their family and community. Therefore, readiness to return to their family and community is a crucial component in assessing the success of social rehabilitation. Ideally, beneficiaries should possess not only skills but also mental readiness, adaptability, independence, communication skills, and environmental support that will enable them to resume their lives after completing rehabilitation services.

The results of interviews with the Head of the UPT showed that the positive changes that occurred while the beneficiary was undergoing rehabilitation did not always mean that the beneficiary was fully ready to return to his/her original environment:

"If we look at them, there have been changes during their time here. Their self-confidence has increased, they're more able to interact, and they've mastered certain skills. But returning to their families and communities is a different matter. Some are ready, while others are not. We can't terminate them yet because we see they're not ready to return. Some still need assistance in terms of independence, while others still need social and family preparation. So, as long as it's not yet possible to return them, they can still receive services at the UPT. (Interview with the Head of UPT PPDD, Riau Province Social Service, 2026).

A social worker said the same thing:

"Not all beneficiaries are ready to return to society after undergoing direct training. There are some beneficiaries whose skills have actually improved, but they aren't necessarily ready to return. We need to assess whether they are able to care for themselves, what their family's situation is like, and whether the environment they return to is accepting and supportive. If they aren't ready, termination cannot be forced. (Interview with Social Worker of UPT PPDD Social Service of Riau Province, 2026).

This statement indicates that termination decisions are not solely based on the length of time a beneficiary has been participating in the program, but also consider each beneficiary's condition and readiness. Beneficiaries who lack the necessary skills to carry out daily activities, are not yet independent enough, or do not have a supportive family environment still require services and support at the UPT.

The presence of beneficiaries who have not yet been terminated is a crucial finding in assessing program effectiveness. This is because termination is essentially a stage indicating that the service process has reached a certain point where the beneficiary is deemed able to continue their life outside the service institution.

In this study, the inability to terminate some beneficiaries does not necessarily indicate program failure. Rather, this situation indicates that the rehabilitation process is still ongoing because the beneficiaries have not yet reached the required readiness. By continuing to provide services to beneficiaries who are not yet ready, the UPT essentially seeks to prevent beneficiaries from returning to their families or communities in inadequate conditions.

The suboptimal readiness of some beneficiaries to return to their families and communities is also due to the limited number of social workers. This limited number of social workers means that individual support cannot be provided optimally to all beneficiaries.

This situation becomes even more crucial because beneficiaries who are not yet ready for termination require more intensive support. Social workers need to monitor progress, provide social support, help increase independence, and coordinate with families before beneficiaries are returned to their home communities.

Based on the author's observations, the limited number of staff means the mentoring process must be tailored to the priorities and needs of the beneficiaries. This situation has the potential to impact the speed of development for some beneficiaries, particularly those who require more intensive mentoring to achieve termination readiness.

Considering the overall research results, it can be confirmed that the indicators for achieving the objectives of the basic social rehabilitation program for neglected persons with disabilities at the Riau Provincial Social Services Office can be categorized as effective, but not yet optimal. Effectiveness is

evident in the increased self-confidence, ability to carry out daily activities, social interaction skills, and skills of the beneficiaries.

However, this goal has not been fully achieved, as some beneficiaries remain in the UPT because they are not yet fully prepared to return to their families or communities. This indicates that positive changes during rehabilitation do not always translate into readiness to lead independent lives after leaving the UPT.

Furthermore, differences in the characteristics and abilities of each beneficiary, as well as the limited number of social workers, are factors that influence goal achievement. Beneficiaries requiring more intensive support are not always able to receive support at an optimal frequency due to limited social worker capacity.

Thus, the findings of this study indicate that basic social rehabilitation has been effective in producing changes in beneficiaries, but its effectiveness at the final goal level, namely readiness to return and function socially within the family and community, is still not fully optimal. This condition provides an important basis for the UPT to strengthen individual assistance, termination preparation, family involvement, and monitoring the sustainability of rehabilitation outcomes after beneficiaries return to their social environment.

Real Change

The tangible change indicator is used to assess the extent to which basic social rehabilitation results in tangible and observable changes in beneficiaries after receiving services at the UPT for the Empowerment of Persons with Physical Disabilities, Riau Provincial Social Service. Based on research results, the program has resulted in tangible changes in some beneficiaries, demonstrated by reunification with their families, increased capacity through referrals to the Inten Soeweno Integrated Center (STIS) in Bogor, and the ability to work and develop businesses independently.

These changes in beneficiaries can be seen from the family's perspective. One beneficiary family member stated:

"After participating in the training at the UPT, we believe there has been a change. He's now more confident, more willing to communicate, and more independent in his daily activities. After returning home, he's also been more helpful and has started thinking about how to get a job or start his own business." (Interview with Beneficiary Family, 2026)

One tangible form of change is the reunification of beneficiaries with their families. Several beneficiaries who have completed the rehabilitation process and are deemed sufficiently ready have undergone termination and returned to their families. These changes demonstrate an increased ability of beneficiaries to resume their social functions within the family environment. Families also experience changes in the form of increased self-confidence, communication skills, independence in daily activities, and a growing desire to work or develop a business.

The research findings also indicate that four beneficiaries were referred to the Inten Soeweno Integrated Center (STIS) in Bogor for further training. All four have completed the training. This referral demonstrates that the rehabilitation process does not stop at the PPDD UPT (Regional Rehabilitation and Development Unit) but can continue through capacity development tailored to the beneficiaries' needs and potential. This mechanism represents a change in the skills development and readiness of beneficiaries to achieve independence.

More concrete changes are evident in the number of beneficiaries who have worked and developed independent businesses after undergoing rehabilitation and training. Data from the PPDD Technical Implementation Unit (UPT PPDD) shows that seven beneficiaries have worked or started businesses, either in companies, within the

UPT, or through independent ventures. These beneficiaries work in companies, serve as dormitory staff and instructor assistants at the UPT, and have developed salons and cake businesses. These findings demonstrate that the skills acquired during the rehabilitation process can be utilized in productive activities after participating in the program.

The ability to work and start a business demonstrates a shift from a beneficiary who previously required rehabilitation services to an individual capable of engaging in productive activities. This also demonstrates increased independence and social functioning, as beneficiaries begin to utilize the skills they have acquired to meet their needs and fulfill their social roles.

These tangible changes have not been evenly distributed across all beneficiaries. Some still require services and support before they can return to their families and communities. Beneficiaries who have improved their skills also face challenges in finding employment. Differences in the conditions, abilities, needs, and levels of preparedness of each beneficiary contribute to the heterogeneity of rehabilitation outcomes.

Based on these findings, the indicators of real change can be considered effective, but not yet fully optimal. Effectiveness is evident in observable changes through reunification, capacity building through advanced training, and the ability to work and start businesses. The suboptimality of these indicators is demonstrated by the uneven distribution of changes across all beneficiaries and the continued need for further assistance and support to achieve sustainable independence.

6. Conclusion

Based on the results of research on the Effectiveness of Basic Social Rehabilitation for Neglected Persons with Disabilities at the Riau Provincial Social Services, it can be concluded that the implementation of basic social rehabilitation has been generally effective, but not yet fully optimal. The effectiveness of the program is seen from the implementers' understanding of the program, the accuracy of beneficiary targets, the timeliness of services, the achievement of increased social functioning, and the existence of real changes in some beneficiaries.

In terms of program understanding, implementers understood the objectives, procedures, and stages of service, but some beneficiaries did not fully understand the program, particularly regarding the form of service, duration, and rights and obligations during rehabilitation. This situation has the potential to create a mismatch between beneficiary expectations and the services received.

The on-target indicator indicates that the program has been effective because beneficiaries have met the service criteria, gone through an initial assessment process, and been assigned to skills development and training based on their individual circumstances, abilities, and potential. The on-time indicator indicates that basic needs, health care, guidance, and skills training services have been implemented on schedule, ensuring that beneficiaries' needs and development processes can proceed regularly.

In terms of the goal achievement indicator, basic social rehabilitation was deemed quite effective, having improved self-confidence, the ability to perform daily activities, social interaction, and the skills of beneficiaries. This achievement was not fully optimal because not all beneficiaries were ready for termination and return to their social functions within their families and communities. This condition is related to the differences in beneficiary needs and the limited number of social workers, which resulted in suboptimal individual and intensive support.

In terms of tangible change indicators, the program has demonstrated effective results, with beneficiaries experiencing reunification, gaining capacity through referrals, and being able to work or run independent businesses. These changes are not evenly distributed, as some beneficiaries remain unemployed and require further rehabilitation and support.

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