

## Social Workers Practices In Handling Corona Virus Pandemic With An Multisystemic Approach

Authors: Muhammad Ali Equatora<sup>1</sup>  
Jamaluddin Hos<sup>2</sup>  
Sulsalman Moita<sup>3</sup>  
Zulham Ibrahim<sup>4</sup>  
La Ode Monto Bauto<sup>5</sup>  
Iman Santoso<sup>6</sup>

Affiliations: <sup>1</sup> Community Guidance Department, Polytechnic of Correctional Science, Depok, Indonesia.  
<sup>2,3,5</sup> Sociology Department, University of Halu Oleo, Kendari, Indonesia  
<sup>4</sup> Politic Department, University of Malikussaleh, Lhokseumawe, Indonesia  
<sup>6</sup> Technical Correctional Department, Polytechnic of Correctional Science, Depok, Indonesia.

Email : <sup>1</sup> bangtora1973@gmail.com  
<sup>2</sup> jamaluddin\_hos@uho.ac.id  
<sup>3</sup> moitasulsalman@yahoo.co.id  
<sup>4</sup> zulhambere@gmail.com  
<sup>5</sup> laodemonto@yahoo.co.id  
<sup>6</sup> imsato79@yahoo.co.id

### Abstracts

This research discussed how social work practices in handled Corona Virus Pandemic with a Multisystemic Approach. As we understood, the Corona Virus threat was being said by the World Health Organization on December 31, 2019. World Health Organization (WHO) said that there had been a Corona Virus pneumonia in Wuhan City Hubei province, China. The development of the Corona Virus threat was not only located in mainland China, but it can spread over 120 countries so that the World Health agency on January 30, 2020, states the Novel Corona (COVID19) was a threat to world society. The speed of its spread encourages WHO to gava statement on February 12, 2020, the name Coronavirus Disease with a designation (COVID-19). Indonesia discovered 2 cases of people reported had positive after the test. In this research, researchers used a qualitative method approach, with a descriptive, whereas the results would give an accurate picture of how social work practices in handling Coronavirus with Multisystemic approach. Researchers looked to the Multisystemic approach. It is on judging Corona Virus can realize when clients have their awareness increased and take control of the disease, and also prevent panic situation among people.

**Keywords:** *Social Worker, Corona Virus, Multi-Systemic*

### INTRODUCTIONS

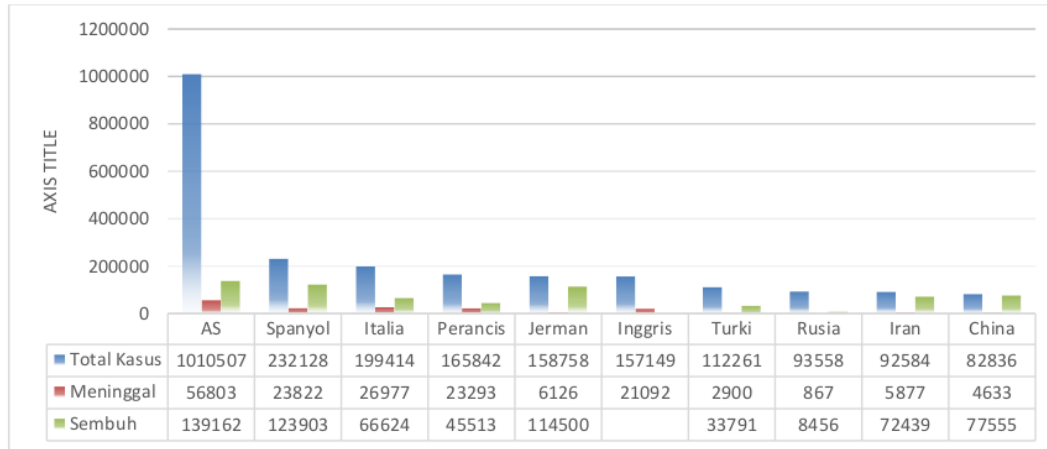
<sup>1</sup> Coronavirus Pneumonia (COVID-19) that first reported from Wuhan, China, has spread throughout China and even further to nations around the world. The confirmed

case of COVID-19 had more massive amounts than the SARS in 2003; the rate of death is entirely far superior. Realized that its transmission ability from human-to-human, the World Health Organization (WHO) set that disease as an international public health emergency on January 31, 2020. These facts were sufficient to describe the severity and complexity of this plague. (Kumar, 2020)

But based on the result Research conducted by the Chinese Academy of Sciences and the Chinese Brain Research Institute, they took a conclusion that the Corona Virus that spreads widely today comes from elsewhere and is not derived from China. (WANG & HE, 2020) It is reinforced by the fact that the findings mentioned that diwhen there was a rapid spread in the Wuhan Seafood market, there were two major population expansions occurring on December 8, 2019 and January 6, 2020. (Yang & Duan, 2020) Corona virus Update data taken through the website as of 28 April 2020 in Indonesia and the latest Corona World virus data shows, the most cases recorded are in US countries, Spain, Italy, France, Germany, United Kingdom, Turkey, Russia, Iran, China. Nine countries in the world have a case of corona viruses exceeding China, a country that first identified the presence of a new Corona virus at the end of December 2019. (Zhang et al., 2020)

The Corona virus is a collection of viruses from the subfamily Orthocoronavirinae in the family of Corona Viridae and order Nidovirales. This group of viruses can cause disease in birds and mammals, including humans. (Rahman Qureshi et al., 2020) The pandemic Corona virus that occurred since late 2019 then, or better known as Corona's pandemic Virus is an event the spreading of coronavirus 2019 or in English called a new type Corona virus named SARS-CoV-2. (Zhang et al., 2020) The epidemic infection Corona virus novel that started from China in late 2019 has grown rapidly and cases have been reported worldwide. Approximate empirical of serial intervals – the time of the turnover of the disease in the primary case (Infector) to the turnover of the disease in the secondary case (infection) is necessary to understand the substitution of the case generation and transmission of disease. (Zhu et al., 2020)

Table 1 : Ten countries Data cases *the* most CORONA viruses

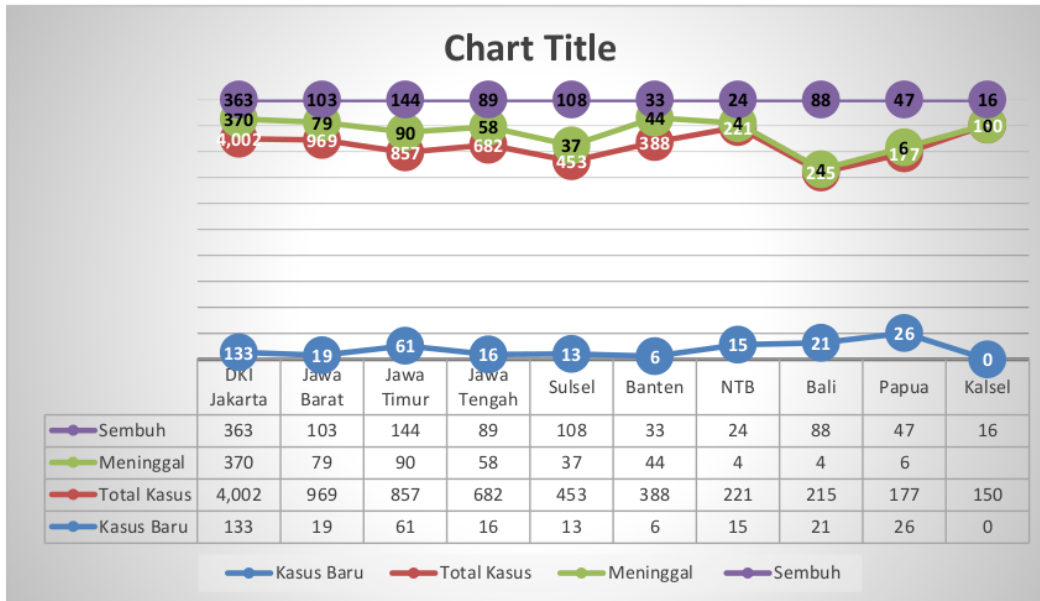


Data Source: Update Corona April 28, 2020 Indonesia & the latest Corona Virus Data

The global pandemic Corona virus is currently attacking everyone on various continents, it's almost 6 months is not over. (Hase et al., 2020) Many of us have lost someone close, loss of income and employment, apart from families in other countries or homes, should suddenly teach children at home, losing a semester of lectures, not having enough reliable electricity for online learning, university leaders and businesses who do not know how to address the financial challenges of the Institute as well as the medical people who are tirelessly working in hospitals to provide treatment for Corona Virus sufferers. (Ramesh et al., 2020) " It's a war, "global war against shared enemies. The borders are closed, people have to stay home in ' self-isolation ' and many companies may collapse if financial assistance by the Government is not immediately provided. (Fischer et al., 2020)

In southeast Asia Indonesia is one of the countries in southeast Asia that has the number of cases that Corona Virus is large enough. The addition of Corona Virus in Indonesia tends to rise from the first time announced Indonesia beginning March 2020, this data can be seen in the data table below Dated 28 April 2020, which is data ten provwere in Indonesia which has the biggest case Corona Virus. (Zaharah & Kirilova, 2020)

Table. 2: The ten provinces of the largest case Corona Virus



Data source: Update Corona 28 April 2020 Indonesia and the latest Corona world Virus data

In anticipation of the widespread transmission of the Corona virus, there have been several government-handling efforts in tackling the spread of corona viruses. Presidential Decree No. 11 year 2020 on the determination of public health emergency Corona Virus Disease 2019 and Presidential Decree no. 12 of 2020 on the determination of the non-natural disasters of Corona virus spread as a national disaster. (Yong & Owen, 2015)

Common signs and symptoms of COVID-19 infections include symptoms of acute respiratory disorders such as fever, cough, and shortness of breath. The incubation period of the virus averages 5-6 days with the most extended incubation period is 14 days. In the case of people who had a history of health problems can cause pneumonia, acute respiratory syndrome, renal failure, and even death. (Perkumpulan Obstetri dan Ginekologi Indonesia, 2020) The clinical signs and symptoms reported in most cases were fever, with some cases of breathing difficulties, and the results of X-rays showed infiltration of widespread pneumonia in both the lungs. (Kemenkes, 2020)

The initial contract of patients with COVID-19 primarily manifested as a fever, but some patients might not experiencing fever but felt chills and symptoms of respiratory pain, which can co-occur with a dry cough, fatigue, difficulty breathing, and diarrhea. Nonetheless, the appearance of cold, phlegm or sputum, and other symptoms is rare. Patients may have difficulty to breathe normally. (Zhu et al., 2020) In more massive situations, the disease may deteriorate the person's conditions rapidly, resulted in acute respiratory distress syndrome, septic shock, irreversible metabolic acidosis, and coagulation disorders in just a matter of days. (De Ceukelaire & Bodini, 2020) Some patients initially felt mild symptoms without a fever. Most patients had a good prognosis, although some turned out to be critically ill and sometimes become a fatality. (Wang et al., 2020)

The speed and scope of the deployment of Covid-19 make all the components of the community involved, including social workers, so in this research, researchers wanted to describe how social worker practices handling Corona Virus with the Multisystemic approach. (Fiocco et al., 2019) Researchers believed that the Multisystemic approach has an essential role in order to raise Awareness for people to prevent its ability to spread and to prevent massive panic in society. (Haliloglu et al., 2016)

## **RESEARCH METHODOLOGY**

This research used a qualitative-descriptive method where researchers wanted to provide an overview of social work practices with the Multisystemic approach in handling the Corona Virus. Qualitative-descriptive research is a study that explains what the result of the research to describe subject interpretation, holistically, and descriptively in the form of words and unique context language that utilizes methods Qualitative. (Equatora, 2020)

The data collection techniques used by the researchers were using documentation studies, interviews, and observations. (Equatora & Rahayu, 2019) Data collection is a systematic and standardized procedure in collecting the necessary data for research, whether by conducting documentation studies, interviews, and observations. (Brennen, 2018) Incollecting data, there will always be a correlation between data collection and documentation studies, interviews, and observations with the research

questions needed to be solved. (Glaser & Strauss, 2017) Research problems that have formulated should be answered in a qualitative-descriptive study because the various sources of research data could provide answers to existing problems. (Dalal & Priya, 2016)

Analysis Data research the Interactive Model with the approach of the Triangulation. (Lebow, 2019) In using this approach, researchers evaluated the results of observation with the results of the interviews, by doing these following things:

1. Develop a variety of questions;
2. Double-check the data collected;
3. Utilizing methods that allow reliable data checking. (Shelton et al., 2016)

## **RESEARCH RESULTS**

Research conducted by researchers, had compiled a variety of research data sources from both secondary data and primary data, these are research data compiled by researchers:

### **A. Ecology Perspective System**

In the practice of social work with a therapeutic system, a review of the perspective of the ecological system is essential, whereas the perspective of ecological systems want to collaborate ecological science and system theory. (Glebova et al., 2018) The development of the Corona Virus that has been spreading to more than 120 nations in 2020; this situation is not only the responsibility of medical professionals but also must involve other professionals, including social workers. (Henggeler, 2018) The social worker in managing the client problem always sees the possible way for the client to get out of their situation. (Blanckstein et al., 2019) In our perception, sometimes everyone looked at the ecological system as a useful metaphor in the practice of social worker works where clients need to adapt so they could be part of the ecological system. (Ohrt, 2018) In the ecological system, it explained that an adaptation is a very dynamic process among people with its environment so that clients can grow and thrive, achieving competence as well as giving contributions to others and their environment, contrast, ecology gives an overview of how to analyze a person able to adapt to their environment in order to achieve the adaptation of the person with their environment. (Blanckstein et al., 2019)

The system theory describes how the human system interacts, how one can grow and develop, continue to live by adapt to the situation, and achieve harmony in dynamic social interaction systematically. (Goldsmith et al., 2016) This collaboration evolved between ecology and system theory, which then, according to a social worker as the perspective of the ecological system. (Limongelli et al., 2015) The perspective of the ecological system can provide a systemic framework for understanding people in their social environment and their social interactions. (M., 2015) The perspective of the ecological system will be a strong foundation in handling Corona Virus with the Multisystemic approach. (Juster et al., 2016)

#### **B. Social Construction**

Social worker practices in handling Corona Virus by utilizing the Multisystemic approach used a social construction. Where social construction explains the meaning and value of similarity, by using social construction, social workers can deeply understand the nature of Multisystemic relationships and adaptation of persons in their social environment. Social construction helped us to look at someone with different backgrounds within a similar event that will have a different history. It is not regardless of how the interaction happened and the way someone view problems; even in one family, every person will have a different point of view. We cannot generalize that someone who raised in a family will have a similar social life was because every person will interpret themselves according to what they believed.

#### **C. Bio-Multi-Systemic Perspective**

The social worker in handling Corona Virus also saw that the bioMulti-Systemic perspective has a central role in which every person strongly influenced by bio Multi-Systemic. We understand that human life detached from biological, psychological, and social interaction sub-systems. People live in a community setting where a multi-dimensional system is formed that includes sub-systems that always have social interaction with them.

#### **D. Empowerment Perspective**

In the practice of social workers, empowerment is a process of empowering communities based on an ecological system that sees that the term success in

handling Corona Virus relies heavily on the strengths of individuals, families, groups, organizations, or community. (Elliott & Place, 2019) Thus, empowering all components of the community will be able to prevent the spreading of the Corona Virus. Empowerment will be successful if these following things are :

1. That every individual has the potential to be empowered with the situation at hand.
2. That each individual at various levels is subject to all the rules imposed during the handling of the Corona Virus. (Shepard & Dziengel, 2018)

Social workers should be able to successfully empower individuals by internalizing their potential everyone has the idea to face Corona Virus. (Swenson & Schaeffer, 2018)

#### **E. The strength of choice**

Social workers as a facilitator will provide a choice of interest to individuals on how they would face the problems, so they will be determining the choices using their potential in dealing with the spreading of Corona Virus. (Rock et al., 2015) Social Workers gave them a choice to the extent to which they will face this problem, as well as providing the choice of which means and mechanisms that will choose to realize the change in facing this problem. (Wan Chan & Yan, 2015) Social workers facilitate clients to become active and encourage the implementation of instrumental partners in the process of assisting clients. So that social workers were not the center of change but clients who become the key people on facing these problems. (Jay L. Lebow, 2017)

### **DISCUSSION**

The practice of social work in handling Corona Virus with Multisystemic approach had six dimensions that when they integrated, we will be able to understand, assess, and treat the client, as follows:

#### **A. Biological Approach**

The handling of the Corona Virus with Multisystemic approach encourages social workers to be able to understand body gestures, the relationship between social problems with emotional, behavioral, or potentially biological or genetic factors that can be the occurrence of problems faced by clients to be intervened by social



workers. It is proof that biological or genetic factors can cause personal problems (mental disorder). (Petrakis et al., 2014) In term of supervision of clients infected by a coronavirus, social workers that worked in Multisystemic services will face problems related to human biology and other determining factors of Multisystemic disorders. (Parsell et al., 2017) Social workers also must convince clients that there are sufficient physical needs and functional nutrients that will improve client immunity, then clients can get out of the situation they were facing. (Beresford et al., 2008)

### **B. Psychological Approach**

Social worker practices in handling Corona Virus using the Multisystemic approach, it took literacy related to the psychology and emotional dimensions. (Barta et al., 2016) Social workers are required to see client issues on psychological and emotional aspects, and this dimension contributes significantly to clients because the client will face psychological pressure in the social environment where clients live. (Akintola & Chikoko, 2016) So that social workers in the handling of under supervision clients (ODP) with category should master the following things:

- Social workers were required to have the ability to assess problems through mental screening
- social workers must have the ability to conduct diagnostic and analyze it structurally against mental disorders.
- Social workers must know and take action in recognizing the conditions of psychological and emotional disorders, also the cause of the disorder. (Jay L. Lebow, 2016)

### **C. Family Approach**

Social worker practices in handling Corona Virus with Multisystemic approach cannot ignore the family dimension. (Blakely & Dziadosz, 2015) Where the family is the smallest sphere of social interaction that the lives, therefore, the family becomes very vital in encouraging the change in client behavior. (Kahn et al., 2017) The client's behavior will demonstrate whether monitored from the dimension of

their family; the harmonious family can help the client in maintaining his physical and mental health in facing the problem. (Chou et al., 2015)

#### **D. Religion Approach**

Practices of social workers in handling clients who are suspected have to be careful in using religious dimensions. (Vis & Fossum, 2015) Social workers must act professionally and appreciate whatever client's beliefs and not intervene that can create problems in the service due to different beliefs with behaving professionally in conducting intervention for clients so social workers can create strength to the clients by using their religious belief. (Choi et al., 2017)

#### **E. Social Approach**

Social dimension put social workers should be able to see the clients from the social aspect in the community, which there are cultural values embraced, physical environment, norms held in daily life, and the value of religious belief. (Thiel et al., 2015) There are three essential things social workers must understand regarding clients social life such:

- Location (where the client lives)
- Identification (understanding the beliefs that the clients embrace such as religion, culture, race)
- Affiliations (understand their community, group membership, subculture, professional, political/ideological groups). (Sirgy & Lee, 2016)

There are six subdimensions related to social/environmental dimension by combining three types of communities listed above:

1. Local communities: social workers are required to understand how the physical environment where the clients live, how life condition that can encourage clients to adapt in a specific community environment, that will help social workers to understand. (Oliver & Charles, 2016) Social workers will also know how people live every day, what they believe in, how they treat each other, and how they accepted by society and also the structure of power that grows in the community. (Coholic & Eys, 2016)

2. Cultural context: social workers required to understand the culture of clients and have the ability to interpret the culture that has developed in the community, as well as know the culture has changed to the way people live in the client environment. (Pinsof et al., 2017) Social Workers must also dig the social history of society, whether it related to discrimination or suppression that might have occurred in the client environment. (Patel, 2016)
3. Social class: Social workers should not overlook the development of social classes that exist in the community, whether they are related to the social class that grew from family class or belief value. By ignoring social class, it will have a burden on how clients and social workers handle the problems. (Goldschmidt et al., 2016)
4. Social relations: Social workers must understand the dimensions of social relations, where humans are social beings who cannot live by themselves. Social workers should be able to encourage togetherness in the community as the effort of fighting the virus. (Higgins et al., 2016)
5. Law history and involvement: Social workers must understand the history of law and the involvement of society regarding the law. Social workers expected to provide information to the community, the involvement of family members in the norm, and to respect the law. Building the same view of the law will help social workers to solve this problem quickly. (Van Lith et al., 2018)
6. Community resources: Social workers should know how supportive the community organizations in providing assistance to overcome this issue. The social worker also is expected to find additional programs to help clients from the Corona Virus Pandemic. (Berghout et al., 2018) For example, clients can find a program that will provide support to economic needs related to social programs. How can social workers find another effort in order for clients to fulfill their needs while they isolate themselves? Social workers also build community empathy and their feeling to support clients socially. (Walton & Hall, 2016)

#### **F. Macro Approach**

Social workers should be able to provide the relevant information that the client needs starts from the local level information to the larger one. (Hogue et al., 2019) Social workers must be able to provide information that will affect clients to recover

themselves quickly so that clients know their problems are global issues, and they will know what policy that has been done by the government in addressing this issue. (Whittaker & Havard, 2016) Providing a thorough view of the policy has been done by the government to overcome the Corona Virus. (Henderson et al., 2019)

For example, how the Multisystemic approach can describe how the regional emergency policy understood in order to control the spreading of Corona Virus in the region and how the people will understand to contain themselves to go outside the house. (Baldrige, 2018) It is our responsibility to help the governments in overcoming the spread of the Corona Virus; we should stay at home and hope they spread not go further. Government policy also encourages people to implement healthy lifestyles by doing these things, such as wash hands every time, to defend ourselves from the virus. (Heyman & Congress, 2018)

In the macro dimension, we should also pay attention to various sentiments that developed in the community, including a negative view for people who suspected under health supervision. (Cheng & Ray, 2016) Social workers in the macro dimension must be able to understand this condition and should be able to accompany the clients to face a bad condition of sentiment that develops in the middle of the community so that the client will not feel stress. (Heyman et al., 2018)

## **CONCLUSION**

Social worker practices in handling Corona Virus with Multisystemic approach need a whole unit to look after clients in various dimensions so that Multisystemic assessment will give A comprehensive assessment. The assessment consists of recovery, intervention plan against clients that included in the category supervised person, patients under supervision, and people that Corona Virus positive. Social workers believe that Corona Virus could overcome by the medical expertise but must involve another profession, so by a look at six dimensions of the Multisystemic approach, there is hope that Corona Virus will be more comfortable handling both in Indonesia and in the world. The Multisystemic approach includes knowledge, skills, and values from a variety of sources and how we can utilize these resources to create an intervention plan for all clients.

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