
| RESEARCH ARTICLE

Effectiveness of Social Service Rehabilitation Programs for People with Mental Disorders in the Social Community (LIPOSOS) Environment in Jember

Nur Wahdatul Chilmy¹, Muhammad Faris², and Achmad Faisol³

¹Fakultas Ilmu Sosial dan Ilmu Politik, Universitas Islam Jember, Jember, Indonesia

²Fakultas Ilmu Sosial dan Ilmu Politik, Universitas Islam Jember, Jember, Indonesia

³Fakultas Tarbiyah, Pendidikan Agama Islam, Universitas Islam Jember, Jember, Indonesia

Corresponding Author: Nur Wahdatul Chilmy, **E-mail:** chilmy.nur@gmail.com

| ABSTRACT

This study aims to evaluate the effectiveness of social service programs for individuals with mental disorders (ODGJ) at the Social Shelter (Liposos) in Jember Regency. The research employs a qualitative approach with a descriptive design, allowing for an in-depth understanding of participants' perceptions and experiences regarding the program's success. Data were collected through observation, semi-structured interviews, and documentation, then analyzed using the Miles and Huberman model, which involves data reduction, display, and drawing conclusions/verification. The main findings indicate that the rehabilitation program at Liposos Jember demonstrates a fairly adequate level of success, as evidenced by observable behavioral changes in clients and the achievement of rehabilitation goals, such as improved social skills and emotional control. However, several obstacles remain, including limited public understanding of reporting and referral procedures, environmental sanitation issues in the shelter area, and a shortage of experienced staff. The primary conclusion states that the effectiveness of the social service program at Liposos Jember is reasonably good, but improvements are needed in community awareness, environmental hygiene and safety, and capacity building for staff. Such enhancements are expected to increase the program's success and the quality of life for individuals with mental disorders in a sustainable manner.

| KEYWORDS

Effectiveness, Rehabilitation Program, Social Services, Individuals with Mental Disorders (ODGJ)

| ARTICLE INFORMATION

ACCEPTED: 20 November 2024

PUBLISHED: 17 December 2025

DOI: 10.32996/jhsss.2025.7.12.8

1. INTRODUCTION

Every human being certainly desires to be in good health, and various efforts will be made to achieve a healthy body according to what is wanted, because with a healthy condition, a person can carry out life and social relationships optimally. One example of mental health problems that often occur in society is mental disorders. Mental disorder is a condition where a person experiences disturbances in their mental, emotional, and behavioral functions, where usually a person experiencing mental disorders will affect their ability to behave and think.

According to Law of the Republic of Indonesia No. 18 of 2014 concerning mental health, Persons with Mental Disorders (ODGJ) are individuals who experience cognitive, behavioral, and emotional disturbances that are manifested in the form of symptoms or meaningful behavioral changes, and can cause suffering and obstacles in performing their functions as human beings.

2. LITERATURE REVIEW

1. **Program Effectiveness and Community Impact** The effectiveness of a program is assessed based on its capability to produce tangible effects within the community (Sutrisno & Irawin, 2021).
2. **Methodology of the Research** This research adopts a qualitative descriptive approach aimed at understanding perceptions in depth by examining the subjects from their perspectives, experiences, and meanings involved in the

phenomenon (Tuffour, I. 2017), Alhazmi, A. A., & Kaufmann, A. (2022). This approach allows researchers to comprehend subjective and contextual data to gain broader and deeper insights into the phenomena being studied. The research location is Liposos Jember, selected based on initial observations that showed no clear boundaries in activity and resting spaces among patients, both male and female, who consist of adolescents, adults, and the elderly (Sugiyono, 2017).

3. **Potential Negative Outcomes if Issues Are Not Addressed** If these issues are not promptly addressed, it is feared that negative consequences such as sexual violence may arise. Additionally, the living environment in the shelter area still appears to lack cleanliness, which can impact the health of the patients and potentially hinder the recovery process. Data collection techniques include direct or covert observation, semi-structured interviews, and documentation. Data analysis follows the steps proposed by Miles and Huberman (Sugiyono, 2017), which involve data reduction, data display, and conclusion verification. Data reduction involves selecting and focusing on relevant information; data display aims to organize and summarize data to facilitate understanding. The final step involves verifying the findings through conclusions (Sugiyono, 2017).
4. **Developmental Aspects in Children and Adolescents** Development in children and adolescents includes feelings such as happiness, love, sadness, and hatred; language development, which pertains to communication skills that distinguish humans from other creatures—it is considered a divine gift for understanding oneself and others; social development, which involves adapting to morals, norms, and culture within the surrounding groups; personality development, which encompasses the formation of behavioral patterns and ways of thinking and feeling over time. According to Syamsuddin (in M. Syamsuddin, 2017), personality is the quality of an individual's behavior in adjusting to their environment.
5. **Mental Disorders and Their Characteristics** Many mental disorders are characterized by inappropriately emotional responses, risky or dangerous behaviors, and feelings of hopelessness, which can disturb those around them. The American Psychiatric Association (APA, 2013) states that mental disorders are health conditions characterized by changes in thought, emotion, or behavior, or a combination of these. The World Health Organization (WHO, 2019) categorizes mental disorders into five main types: depression, bipolar disorder, schizophrenia, dementia, and developmental disorders.
 - **Depression** involves deep sadness and is often associated with suicidal tendencies caused by trauma, loss, or inability to establish relationships, frequently affecting ages 20–30 years (WHO, 2019).
 - **Bipolar Disorder** is marked by episodes of extreme happiness, energy, or irritability (manic episodes and mood swings).
 - **Schizophrenia** is a severe mental disorder affecting thought, behavior, and feelings, often with hallucinations as a symptom (APA, 2013).
 - **Dementia** involves a decline in cognitive functions, usually affecting the elderly, with symptoms including issues in emotional regulation, social behavior, and motivation (WHO, 2019).
 - **Developmental Disorders** often affect children and are characterized by delays or problems in physical, cognitive, social, emotional, or skill development, which may disrupt neural system growth (WHO, 2019).
6. **The Environment of the Liposos Social Shelter** Liposos functions as a health service facility focused on rehabilitation and recovery for individuals with mental disorders, featuring programs such as creative activities and skill development. It serves as a temporary shelter for people with mental illnesses under official supervision. People with mental disorders often exhibit anxiety, engage in risky or dangerous behaviors, and feel hopeless, which can disturb their environment (Syamsuddin, in M. Syamsuddin, 2017). The American Psychiatric Association (APA, 2013) emphasizes that mental disorders involve changes in thought, emotion, or behavior, and the WHO (2019) classifies mental disorders into five main categories.
7. **Prevalence and Initiatives** Statistics reveal that approximately one in two hundred adolescents in Indonesia experience mental disorders within a year, totaling around 15.5 million affected individuals, including 2.45 million adolescents (Kementerian Kesehatan Republik Indonesia, 2023). In Jember alone, 2023 data indicate there are 2,691 recorded cases of persons with mental disorders, underscoring the urgent need for rehabilitation efforts (Dinas Kesehatan Jember, 2023). Rehabilitation programs can help accelerate recovery and support ongoing health (Mulyana et al., 2023). Rehabilitation involves restoring physical, mental, and social functioning through guidance and encouragement from professionals, enabling individuals to live more independently (Mulyana et al., 2023).
8. **Legal and Social Aspects** Indonesian Law No. 18 of 2014 concerning mental health mandates that mental health efforts encompass promotive, preventive, curative, and rehabilitative activities conducted comprehensively by the government, local authorities, and society. Unfortunately, societal attitudes often involve inhumane treatment such as verbal abuse, shackling, abandonment, or social rejection, which can aggravate the conditions of those with mental disorders and hinder their recovery (Law No. 18/2014, Art. 86).

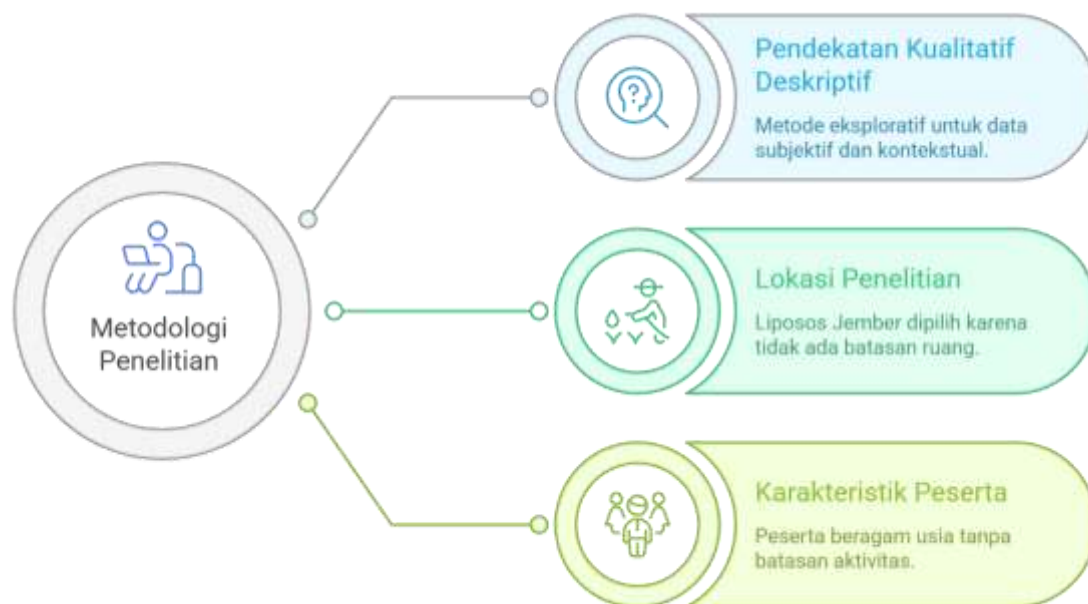
9. **Effectiveness of Rehabilitation Programs** Humans naturally desire good health, motivating various efforts to achieve physical and social well-being. Mental disorders such as mental illness significantly impair individuals' ability to think and behave clearly (WHO, 2019). Law No. 18 of 2014 emphasizes the importance of mental health services for individuals experiencing cognitive, behavioral, and emotional disturbances, which may lead to suffering and social dysfunction (Law No. 18/2014).

3. Research Methodology

This study employs a descriptive qualitative approach to gain an in-depth understanding of perceptions regarding the subject being studied. This approach allows researchers to explore perspectives, experiences, and the meanings held by the participants involved in the phenomenon. Using this approach, the researcher can gather subjective and contextual data more broadly and profoundly about the phenomena under investigation.

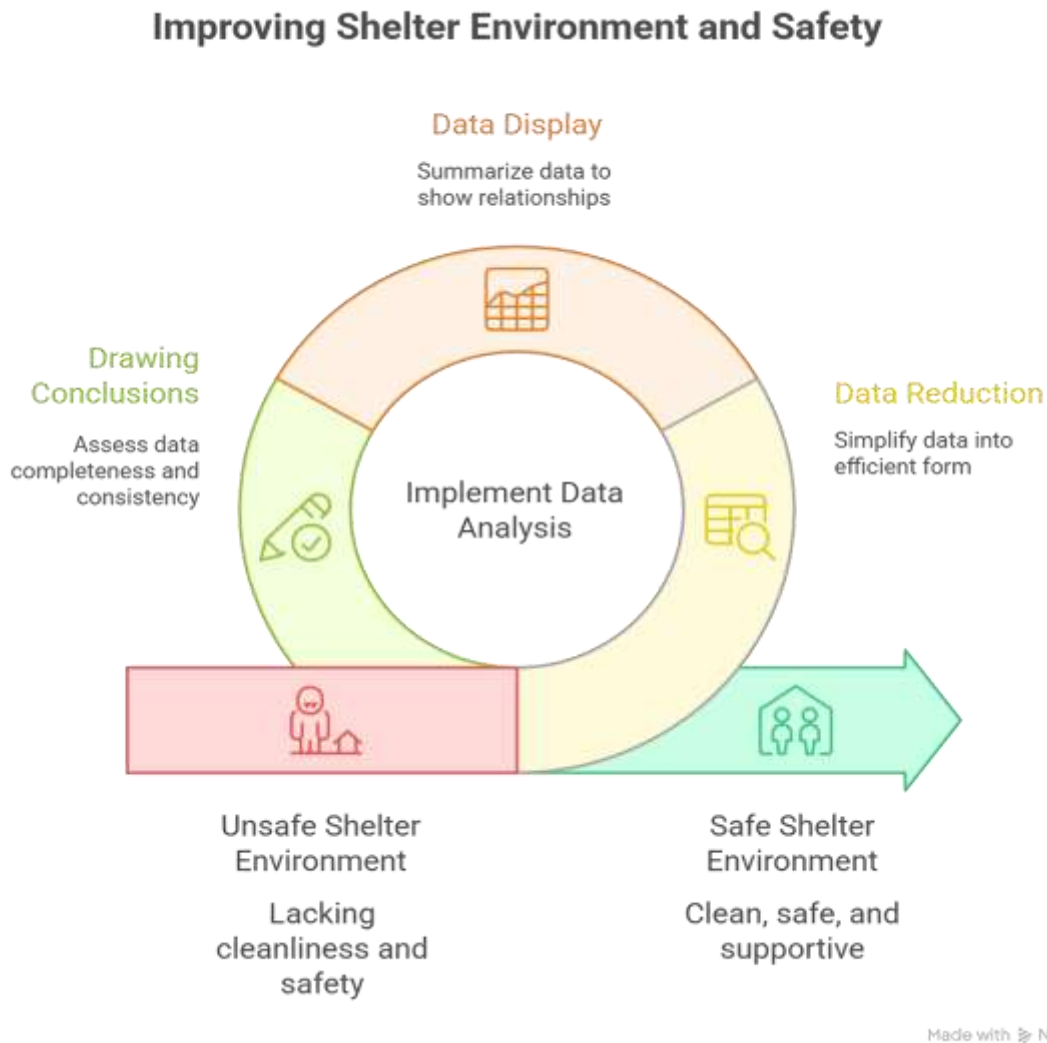
In this study, Liposos Jember was chosen as the research location because, based on preliminary observations conducted by the researcher within the Pondok Social (Liposos) environment, there are no spatial restrictions on activities and resting between male and female patients, who consist of various age groups from adolescents to the elderly.

Figure 1. Methodology



4. Result and Discussion

If this issue is not addressed promptly in the future, it is feared that negative consequences may arise, such as sexual violence. Additionally, the environment within the shelter area still appears to be lacking in cleanliness, which can impact the health of the patients and potentially become an obstacle to the recovery process. The data collection techniques used in this research include direct or covert observation, semi-structured interviews, and documentation. The data analysis technique employed in this research follows the steps of the Miles and Huberman model, as outlined by Sugiyono (2017). Data analysis is a process of simplifying data into a more efficient and understandable form. The steps involved include three stages: 1. Data reduction, where the researcher seeks information directly from the research site, dealing with a large volume of data, and over time, the amount of data collected tends to increase; 2. Data display, where the researcher summarizes and explains the data briefly to relate relationships and groupings to facilitate understanding of the observed events in the field; and 3. Drawing conclusions or verification, which involves assessing the completeness and consistency of the data obtained from the previous stages, to determine whether the program being evaluated is effective or not, along with understanding its impact.



a. Program Understanding

Program understanding refers to an individual's ability to comprehend and grasp the objectives, targets, activities, and outcomes of a program being implemented. Additionally, program understanding encompasses a person's capacity to analyze and evaluate the program, as well as to identify its weaknesses and strengths. At Liposos Jember, a thorough understanding of the program is considered crucial to facilitate community engagement with the planned activities. For example, when the community is informed about the program activities, they are better able to understand the goals and procedures involved, which in turn can improve participation and support for the program.

Program understanding is a comprehensive cognitive process that involves an individual's ability to fully grasp and interpret the various components of a given program, including its objectives, targets, activities, and expected outcomes. It is not merely about knowing the surface details but delving deeper into understanding the core purpose and intended impact of the program. This entails being able to analyze the program's structure, assess its strategies, and evaluate how different activities contribute to achieving the overall goals.

In addition to comprehension, program understanding also encompasses critical thinking skills, enabling individuals to evaluate the effectiveness of the program, identify potential areas for improvement, and recognize its strengths and weaknesses. This evaluative capacity is essential for ensuring that the program is functioning optimally and that resources are being utilized efficiently. It also allows stakeholders to provide constructive feedback and make informed decisions for future improvements. At Liposos Jember, a thorough understanding of the program is regarded as a fundamental component for successful implementation and community engagement. When community members or involved personnel have a clear and detailed

understanding of the program's goals, procedures, and expected outcomes, they are more likely to actively participate and support the activities. This understanding fosters transparency and trust, which are critical for encouraging community involvement and ensuring that the program's initiatives are embraced by local residents.

Moreover, effective communication of the program's aims and processes plays a vital role in enhancing the community's understanding. When the community is well-informed about what the program intends to achieve and how it plans to do so, it can lead to increased participation, better cooperation, and a sense of ownership among community members. This shared understanding ultimately contributes to the sustainability and success of the program, as stakeholders are more motivated and committed to its long-term objectives.

In summary, program understanding is a multi-faceted concept that combines knowledge, analytical evaluation, and effective communication. At Liposos Jember, investing in improving program understanding among community members and stakeholders is considered crucial to fostering active engagement, ensuring transparent implementation, and achieving the desired positive outcomes for the community.

b. Targeted Accuracy

Target accuracy is one of the success indicators, which means that a program has achieved its objectives according to the initial plan. At Liposos Jember, it is crucial to implement the program accurately to ensure maximum success, and recipients of the services feel comfortable and satisfied. For example, during medication distribution, the staff at Liposos only give medicine to Targeted accuracy is a vital success indicator that reflects the degree to which a program successfully meets its predefined objectives and goals as outlined in the initial planning stages. It essentially measures how accurately the activities and outputs align with the original targets, ensuring that the intended results are achieved without unnecessary deviations or errors. High targeted accuracy signifies that the program is being implemented effectively, with precise adherence to set standards, protocols, and strategies designed to fulfill specific needs within the community.

At Liposos Jember, the emphasis on implementing the program with targeted accuracy is of paramount importance. This focus is not only about fulfilling quantitative goals but also about ensuring that the quality of service delivery remains high. Accurate implementation helps in maximizing the benefits of the program and reinforces the trust and confidence of the community and other stakeholders involved. When programs are executed with precision, they tend to generate better outcomes, demonstrate efficiency, and foster a sense of reliability among recipients, thereby increasing overall satisfaction.

For example, during medication distribution activities at Liposos Jember, staff members are trained to carefully assess each client's medical needs before dispensing medicines. This means that they only provide medication to individuals who genuinely require it, based on proper assessment and in accordance with established medical protocols. Such meticulous attention to detail guarantees that resources are not wasted on unnecessary distributions and that clients receive the correct medication in the right dosage and at the appropriate time. This level of precision makes the service delivery more effective and trustworthy, reducing the risks of misuse or adverse effects, and ensuring each recipient feels valued and well cared for.

Furthermore, achieving targeted accuracy involves continuous monitoring and evaluation to identify any discrepancies or inefficiencies in the implementation process. This enables the program team at Liposos Jember to make necessary adjustments and uphold a high standard of fidelity to the original plan. It also encourages accountability among staff and promotes a culture of excellence, where every activity is executed with careful attention to detail.

In addition, targeted accuracy extends beyond service delivery to encompass all aspects of program implementation, including data collection, reporting, resource allocation, and community engagement. Ensuring precision across all these areas is crucial for maintaining the integrity of the program's outcomes and for making informed decisions based on accurate and reliable data. In summary, targeted accuracy is a key measure of success that highlights the importance of precise and efficient program implementation. At Liposos Jember, achieving and maintaining high levels of targeted accuracy is essential for delivering effective services, fostering community trust, optimizing resource use, and ultimately ensuring that the program's objectives are met in the most successful and sustainable manner possible.

c. Timeliness

Timeliness is an important aspect in executing activities or programs. It means that actions should be carried out according to the predetermined schedule without delays. At Liposos Jember, this aspect is highly needed to ensure the smooth running of programs, improve efficiency, and increase public trust in the services provided. For instance, medical check-ups on clients are scheduled and conducted as planned to monitor their health development effectively.

Timeliness is a fundamental and crucial aspect of executing activities or programs, serving as a measure of how well actions are in sync with the established schedule and timeline. It emphasizes the importance of carrying out tasks, interventions, and activities promptly and without unnecessary delays, ensuring that the program remains on track to achieve its objectives within the designated timeframe. Punctuality in implementation not only enhances efficiency but also demonstrates professionalism and reliability, which are vital attributes for the successful delivery of services and the overall credibility of the program.

At Liposos Jember, the significance of timeliness is acknowledged as a core component in the operational framework. Ensuring that all activities are conducted according to a predetermined schedule is essential in maintaining the smooth and uninterrupted

progression of the program's various phases. When activities are executed on time, it helps to prevent backlog, reduce the risk of resource wastage, and maintain a high level of coordination among team members, stakeholders, and the community. In essence, timeliness contributes to creating a well-organized environment where each activity seamlessly flows into the next, resulting in a coherent and efficient program implementation.

The importance of timeliness extends beyond internal operational efficiency; it directly impacts the beneficiaries and the community the program aims to serve. For example, at Liposos Jember, scheduled medical check-ups are conducted exactly as planned to effectively monitor the health development of clients. When medical examinations, treatments, or follow-up consultations are carried out on time, it ensures that health issues are identified early, and appropriate interventions are provided without delay. This proactive approach not only improves health outcomes but also builds trust and confidence among community members, who feel assured that their well-being is prioritized and that services are delivered reliably.

Moreover, adhering to schedules demonstrates respect for clients' time and resources, reinforcing the program's credibility and encouraging community participation. It also allows program managers to better allocate resources, coordinate logistics, and plan future activities more effectively. For instance, if a particular health campaign or outreach activity is delayed, it could hinder overall progress and outcome success, affecting community perception and support. Therefore, strict adherence to timelines is seen as a key factor in ensuring the overall effectiveness and sustainability of the program.

In addition, timeliness is critical for adapting to unforeseen circumstances and making timely adjustments when necessary. For example, if a medical supply shortage or staffing issue arises, identifying it early allows corrective actions to be taken promptly, preventing significant disruption. It also fosters a culture of punctuality and discipline among staff and volunteers, which ultimately enhances the program's reputation and trustworthiness.

In conclusion, timeliness is an indispensable element in program management and implementation. At Liposos Jember, prioritizing and maintaining punctuality in executing activities ensures the smooth running of programs, boosts efficiency, and reinforces public trust in the quality and reliability of services provided. The consistent and timely delivery of health services, in particular, exemplifies the commitment to the community's well-being, making timeliness not just an operational goal but a core value that underpins the program's success and sustainability.

d. Achievement of Goals

Achieving goals refers to the condition where a program or activity produces results that align with the plans and objectives set beforehand. When a program successfully reaches its goals, it can deliver very positive effects, such as returning clients to their families when they have recovered, which serves as a measure of Liposos Jember's performance in handling client issues.

e. Observable Change

Observable change is the tangible or measurable result or impact derived from a program. The success of the program can be assessed by the real changes observed in clients at Liposos Jember, such as behavioral, mental, health, or other measurable transformations. For example, allowing clients to wander outside Liposos Jember has shown significant positive impacts, as clients can quickly experience improvements in behavior and thinking patterns. This is considered an exceptional program because it produces real evidence of accelerated healing. Despite initial resistance due to perceived risks, and ongoing challenges like resource limitations and inadequate facilities, the program demonstrates notable effectiveness in fostering change.

Figure 3. Success indicators of Jember's social services

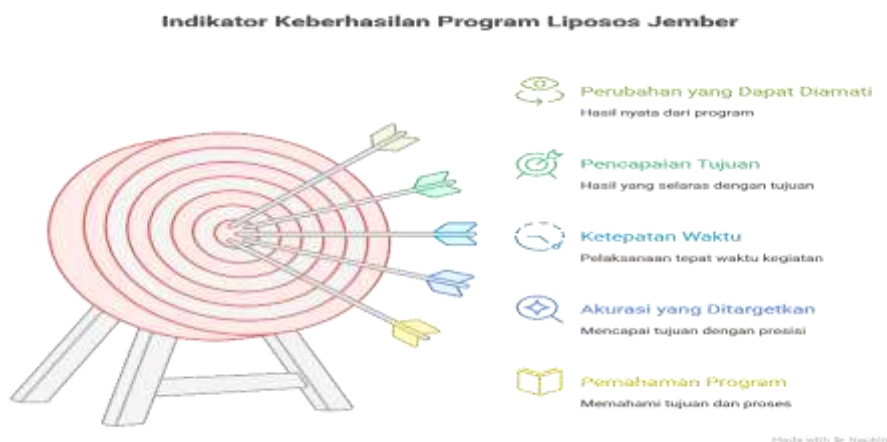


Figure 4. List of ODGJ Liposos Jember 2024

No.	Bulan	Lama	Baru	Dirujuk	Pulang	Kabur	Meninggal	Reunifikasi	Jumlah Keseluruhan ODGJ
1.	Januari	54	22	7	3	5	-	-	60
2.	Februari	60	15	9	4	5	2	-	55
3.	Maret	55	30	6	-	6	4	11	58
4.	April	58	26	17	10	7	2	3	44
5.	Mei	44	24	13	6	6	2	4	37
6.	Juni	37	27	14	-	3	-	10	37
7.	Juli	37	38	10	-	7	1	10	47
8.	Agustus	47	27	7	11	8	-	6	42
9.	September	42	20	3	2	5	3	1	48
10.	Oktober	48	14	2	5	7	3	-	45
11.	November	45	19	3	2	5	3	1	48
12.	Desember	47	22	2	6	6	1	-	54
Total									575

Sources : Liposos Jember, 2024.

Based on the table above, the researcher will explain in more detail as follows:

1. Existing clients are clients with mental disorders (ODGJ) who have been treated at the Liposos Jember shelter for a long time.
2. New clients are clients with mental disorders (ODGJ) who have just been admitted to Liposos Jember within the month to receive care from Liposos Jember.
3. Referred clients are clients who initially received care from Liposos Jember. However, if a client requires more intensive follow-up care due to Liposos Jember's limitations, they will be referred to several agencies collaborating with Liposos, such as Lawang Mental Hospital in Malang, Bondowoso Mental Hospital (PSTW), Pasuruan Mental Hospital (RSBL), Kasiyan Mental Hospital (PSTW), Krikilan/Bwi Mental Hospital (PSTW), Sidoarjo Mental Hospital (PMKS), and Dr. Soebandi Jember Mental Hospital (RSD).
4. Discharged clients are clients who are in stable condition and whose identity and family have been identified.
5. Runaway clients are clients who suddenly run away on their own while still undergoing treatment.
6. A deceased client is a client who died during the monitoring or treatment process at the aquarium or died at the reference facility.
7. Client reunions are activities conducted by Liposos Jember to visit or reunite clients who have previously been sent home to their families or places of origin to monitor their progress.

5. Conclusion

Based on the results of the research conducted, the researcher concludes that the rehabilitation program by the Social Service for individuals with mental disorders (ODGJ) at Liposos Jember has demonstrated quite good effectiveness. This can be observed from several indicator aspects used to measure effectiveness according to Sutrisno, namely: understanding of the program, target accuracy, timeliness, achievement of goals, and tangible changes.

Firstly, in the indicator of Program Understanding, the effectiveness appears to be limited, as evidenced by the number of community reports and referrals of ODGJ clients following the established procedures and requirements. However, a considerable number of community members still do not understand the reporting and referral processes.

Second, in the target accuracy indicator, the program is effective. This can be seen from the process where Liposos strictly provides medication only to clients who genuinely need it.

Third, the rehabilitation program has been conducted on time, helping to reduce the impact of mental disorders on clients.

Fourth, the program has achieved its planned goals. For example, when clients have shown improvement similar to their previous condition, Liposos will return them to their families, which serves as a benchmark of the success of Liposos Jember's handling of these clients.

Fifth, tangible changes in clients at Liposos Jember have been observed, including decreased symptoms of mental illness, improved social skills, and the ability to remember their identity and family members. Clients can also manage their emotions better and avoid losing control. Additionally, communication with clients who initially found it very difficult to engage has significantly improved, as they can now understand and respond correctly.

Thus, Liposos Jember's rehabilitation program in handling ODGJ has shown positive results. However, certain challenges remain, such as some areas being visibly dirty and a lack of human resources, with staff often feeling overwhelmed.

Figure 5. Conclusion



Funding: This research received no external funding.

Conflicts of Interest: Declare conflicts of interest or state "The authors declare no conflict of interest.

Note: All claims expressed in this article are solely those of the authors and do not necessarily represent those of their affiliated organizations, or those of the publisher, the editors and the reviewers.

References

- [1] Ajhuri, K. F. (2019). Psikologi Perkembangan Pendekatan Sepanjang Rentang Kehidupan. In Lukma (Ed.), *Psikologi Perkembangan Pendekatan Sepanjang Rentang Kehidupan*. Penebar Media Pustaka. [https://repository.iainponorogo.ac.id/489/2/LAYOUT Buku Kayyis_cetak.pdf](https://repository.iainponorogo.ac.id/489/2/LAYOUT%20Buku%20Kayyis_cetak.pdf)
- [2] Anis, I., Usman, J., & Arfah, S. R. (2021). Efektivitas Program Pelayanan Kolaborasi Administrasi Kependudukan di Dinas Kependudukan dan Pencatatan Sipil Kabupaten Gowa. *E-Journal UNIMUS*, 2(3), 1105–1116. <https://www.google.com/url?sa=t&source=web&rct=j&opi=89978449&url=https://journal.unismuh.ac.id/index.php/kimap/article/download/5429/3902&ved=2ahUKEwiV-Nbmj4-JAxWITGwGHdn8I8EQFnoECDAQ&usg=AOvVaw0bkEmdHZZc9p3oSbPEO-d9>
- [3] Arie Bowo, F., & Mahrudi, I. (2022). Efektivitas Pelayanan Publik Dasar Dalam Perspektif Kualitas Pelayanan. *Jurnal Studi Interdisipliner Perspektif*, 21(2), 104–114. https://www.google.com/url?sa=t&source=web&rct=j&opi=89978449&url=https://ejournal-jayabaya.id/Perspektif/article/download/30/30&ved=2ahUKEwjp8e_3zluJAXU-UGCHHUxlp04ChAWegQIDhAB&usg=AOvVaw3i62kRJ_zrZ-2r9JAwvKku
- [4] Deddy Mulyadi. (2015). *Studi Kebijakan Publik dan Pelayanan Publik*. ALFABETA, cv.
- [5] Dinsos Jember. (2024). *Perawatan Tahap Lanjut Klien ODGJ UPTD Liposos Jember*. <https://ppid.jemberkab.go.id/index.php/berita-ppid/detail/perawatan-tahap-lanjut-klien-odgj-uptd-liposos-jember>
- [6] Fahri, Z. (2024). *Survei 17,9 Juta Remaja Indonesia Punya Masalah Mental, Ini Gangguan Yng Diderita*. <https://www.google.com/amp/s/www.detik.com/edu/detikpedia/d-7150554/survei-17-9-juta-remaja-indonesia-punya-masalah-mental-ini-gangguan-yang-diderita/amp>
- [7] Gilbert Johanis Siby, Arie J. Rorong, & Helly F. Kolondam. (2024). Efektivitas Program Pemerintah Dalam Pemberdayaan Masyarakat Nelayan Di Kecamatan Madidir Kota Bitung. *Jurnal Administrasi Publik*, X(1), 1–14. <https://www.google.com/url?sa=t&source=web&rct=j&opi=89978449&url=https://ejournal.unsrat.ac.id/v3/index.php/JAP/article/download/52507/45161/128556&ved=2ahUKEwja4oaRto-JAxW3XmwGHedRNucQFnoECCYQAQ&usg=AOvVaw37JxszkpuUdIEYQzIPc0fe>
- [8] Hesti Widiati Noviana. (2021). *Pelayanan Sosial Terhadap Orang Dengan Gangguan Jiwa Di Yayasan Dzikrul Ghofilin Wadaslintang Wonosobo* [Universitas Islam Sunan Kalijaga Yogyakarta]. <https://digilib.uin-suka.ac.id/id/eprint/47424/>
- [9] Kemkes. (2023). *Definisi Gangguan Jiwa dan Jenis-jenisnya*. https://yankes.kemkes.go.id/view_artikel/2224/definisi-gangguan-jiwa-dan-jenis-jenisnya
- [10] Kementerian kesehatan. (2024). Undang-Undang Republik Indonesia Nomor 18 Tahun 2014 Tentang Kesehatan Jiwa. *Applied Microbiology and Biotechnology*, 86(1), 1–69. <https://www.ipkindonesia.or.id/media/2017/12/uu-no-18-th-2014-ttg-kesehatan-jiwa.pdf>
- [11] Melawat, S. H. (2022). Pengantar Administrasi Publik. In *Buku Ajar Pengantar Administrasi Publik* (Cetakan Pe). Universitas Islam Kalimantan Muhammad Arsyad Al-Banjary Banjarmasin. [http://eprints.uniska-bjm.ac.id/13213/1/buku pengantar administrasi publik.pdf](http://eprints.uniska-bjm.ac.id/13213/1/buku%20pengantar%20administrasi%20publik.pdf)

- [12] Nani, F. L., Rowa, H., & Martini, A. (2021). Efektivitas Sistem Akuntabilitas Kinerja Instansi Pemerintah Di Kabupaten Sumba Timur. *Jurnal Ilmu Pemerintahan Suara Khatulistiwa*, 6(1), 102–111. <https://doi.org/10.33701/jipsk.v6i1.1738>
- [13] Neli, S. (2020). *Efektivitas Pelaksanaan Rehabilitasi Bagi Pecandu Dan Korban Penyalagunaan Narkoba Di Badan Narkotika Nasional Provinsi Aceh* [Universitas Islam Negeri Ar-Raniry Banda Aceh]. [https://repository.ar-raniry.ac.id/13476/1/Neli Sa%27adah%2C 160802021%2C FISIP%2CIAN%2C 082255794883.pdf](https://repository.ar-raniry.ac.id/13476/1/Neli%20Sa%27adah%2C%20160802021%2C%20FISIP%2CIAN%2C%20082255794883.pdf)
- [14] Purmadani, M. (2024). Jatim Belum Bebas Pemasungan, Sampang, Madiun dan Blitar Dominasi Kasus. RS. Radarsurabaya.Id. <https://radarsurabaya.jawapos.com/jatim/775003976/jatim-belum-bebas-pemasungan-sampang-madiun-dan-blitar-dominasi-kasus>
- [15] Radar Digital. (2024). Mengkhawatirkan, Selama 2023 ODGJ di Jember Tembus 2.691 Orang. <https://radarjember.jawapos.com/jember/794057046/mengkhawatirkan-selama-2023-odgj-di-jember-tembus-2691-orang>
- [16] Radar Jember Net. (2024). *Ruang Rehabilitasi ODGJ Liposos Jember Overload, Begini Kondisinya*. <https://radarjember.net/posts/ruang-rehabilitasi-odgj-liposos-jember-overload-begini-kondisinya>
- [17] Sugiyono. (2017). Metode Penelitian Kuantitatif, Kualitatif, Dan R&D. ALFABETA, cv.
- [18] Syafri Wirman, A. (2014). Manajemen Sumber Daya Manusia Dalam Organisasi Publik. IPDN PRESS.
- [19] Taufiqurokhman. (2018). perkembangan manajemen pelayanan publik teori dan perkembangan manajemen pelayanan publik. UMJ PRESS 2018.
- [20] Vidya, D. F. (2019). Konsep Dasar Kesehatan Mental. In *UIN Imam Bonjol Padang*. [http://repository.uinib.ac.id/442/3/Bab I s.d Bab VII %28Islam dan Kesehatan Mental%29.pdf](http://repository.uinib.ac.id/442/3/Bab%20I%20s.d%20Bab%20VII%20Islam%20dan%20Kesehatan%20Mental%29.pdf)
- [21] New clients are clients with mental disorders (ODGJ) who have just been admitted to Liposos Jember within the month to receive care from Liposos Jember.
- [22] Referred clients are clients who initially received care from Liposos Jember. However, if a client requires more intensive follow-up care due to Liposos Jember's limitations, they will be referred to several agencies collaborating with Liposos, such as Lawang Mental Hospital in Malang, Bondowoso Mental Hospital (PSTW), Pasuruan Mental Hospital (RSBL), Kasiyan Mental Hospital (PSTW), Krikilan/Bwi Mental Hospital (PSTW), Sidoarjo Mental Hospital (PMKS), and Dr. Soebandi Jember Mental Hospital (RSD).
- [23] Discharged clients are clients who are in stable condition and whose identity and family have been identified.
- [24] Runaway clients are clients who suddenly run away on their own while still undergoing treatment.
- [25] A deceased client is a client who died during the monitoring or treatment process at the aquarium or died at the reference facility.
- [26] Client reunions are activities conducted by Liposos Jember to visit or reunite clients who have previously been sent home to their families or places of origin to monitor their progress.
- [27] Tuffour, I. (2017). A critical overview of interpretative phenomenological analysis: A contemporary qualitative research approach. *Journal of healthcare communications*, 2(4), 52.
- [28] Alhazmi, A. A., & Kaufmann, A. (2022). Phenomenological qualitative methods applied to the analysis of cross-cultural experience in novel educational social contexts. *Frontiers in psychology*, 13, 785134.