



The Opportunities for Enhancing Psychosocial Support Strategies in Mataram, West Nusa Tenggara: Stakeholder-Driven Approaches

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Abstract

Melalui perspektif stakeholder, penelitian ini bertujuan untuk mengidentifikasi strategi yang dapat meningkatkan layanan dukungan psikososial di Mataram, Nusa Tenggara Barat. Metode penelitian yang digunakan adalah kualitatif dengan teknik purposive sampling. Pengumpulan data dilakukan melalui wawancara mendalam, observasi, dan dokumentasi, dan analisis data deskriptif dilakukan dengan software Atlas.ti. Temuan penelitian menunjukkan bahwa meningkatkan kualitas sumber daya manusia melalui pengembangan kapasitas, pembaruan pengetahuan, dan keterlibatan ahli dalam pelatihan dan implementasi program adalah yang terpenting. Selanjutnya, cakupan layanan harus diperluas untuk mencakup semua kelompok umur, seperti remaja, dewasa, dan lansia. Koordinasi lintas sektor yang baik juga penting dalam meningkatkan responsivitas layanan dan memantau kemajuan pasien. Mendidik keluarga dan masyarakat sangat penting dalam mengurangi stigma yang terkait dengan gangguan mental dan meningkatkan pemahaman. Pendekatan inovatif, seperti kegiatan di luar ruangan dengan suasana santai, dapat diterapkan pada pendidikan publik untuk mencapai hasil yang lebih baik. Selain itu, keterlibatan masyarakat dalam proses evaluasi program dukungan psikososial harus ditingkatkan untuk mendapatkan umpan balik yang berharga dan memastikan relevansi dan keberlanjutan program. Kesimpulannya, upaya kolaboratif yang melibatkan peningkatan sumber daya manusia, koordinasi lintas sektor, pendidikan masyarakat, dan partisipasi pemangku kepentingan dapat secara signifikan meningkatkan kualitas layanan dukungan psikososial.

Keywords: *Dukungan Psikososial, Stakeholder, Mataram*

Abstract

Through stakeholder perspectives, this study aims to identify strategies that can enhance psychosocial support services in Mataram, West Nusa Tenggara. The research method employed was qualitative with purposive sampling techniques. Data collection was conducted through in-depth interviews, observation, and documentation, and descriptive data analysis was performed with Atlas—ti software. The research findings indicate that improving human resources' quality via capacity building, knowledge renewal, and expert involvement in training and program implementation is paramount. Furthermore, the scope of services must be broadened to include all age groups, such as adolescents, adults, and older people. Good cross-sector coordination is also crucial in increasing service responsiveness and monitoring patient progress. Educating families and communities is vital in reducing the stigma associated with mental disorders and increasing understanding. Innovative approaches, such as outdoor activities with a relaxed atmosphere, can be applied to public education to achieve better results. Additionally, community involvement in the evaluation process of psychosocial support programs must be increased to gain valuable feedback and ensure program relevance and sustainability. In conclusion, collaborative efforts involving human capital improvement, cross-sector coordination, community education, and stakeholder participation can significantly enhance the quality of psychosocial support services.

Keywords: *Psychosocial Support, Stakeholder, Mataram*

INTRODUCTION

The term psychosocial emphasizes the close relationship between the psychological aspects of human experience and broader social experience. Psychosocial support can also refer to a process to facilitate the achievement of well-being in a person by optimizing the resources that exist in the individual himself and the resources that exist in his community or social environment (Tol et al., 2011; Indasari et al., 2020). Psychosocial support is intended to help individuals and communities alleviate adverse psychological effects, rebuild social structures, and provide important coping mechanisms for people during difficult times.

Psychosocial support is vital in local communities, assisting individuals and groups experiencing psychological and social challenges. Many scholars, such as Jordans et al., (2010), agree that psychosocial support is necessary to address mental health problems in society, as it can facilitate and strengthen individual or community resilience. By addressing individuals' and communities' psychological, emotional, and social needs, psychosocial

support reduces stigma, prevents mental health disorders, and improves overall quality of life. Research has shown that psychosocial support interventions positively impact individual mental health outcomes, social integration, and general societal well-being (IASC, 2007; Stansbury et al., 2006). Therefore, implementing and scaling up psychosocial support strategies is critical to building resilient, inclusive, and supportive local communities.

The effectiveness of these well-established psychosocial support frameworks and initiatives in Indonesia has been evaluated. Studies have assessed the impact and limitations of this strategy to gain insight into its effectiveness. Cordero & Castro (2020) the DKJPS system, examining its implementation and service delivery. The study identifies several strengths, including institutionalizing emergency response approaches and establishing legal frameworks and policies. These measures have facilitated the provision of psychosocial support services to the community. Similarly, the initiative in Mataram, West Nusa Tenggara, which aims to improve mental health services through Mayor Regulation No. 15 of 2020, demonstrates efforts to improve access and quality of mental health care for vulnerable populations. In addition, training programs for mental health professionals, such as BC-CMHN training organized by the NTB Provincial Health Office and training conducted by the Mataram City Health Office, demonstrate proactive measures to address mental health challenges (Rahman et al., 2016). However, the evaluation also revealed limitations, such as increased coordination and collaboration among stakeholders, increased public awareness and acceptance of mental health issues, and the need for ongoing funding to ensure long-term effectiveness. These findings highlight the importance of continuous evaluation and improvement of psychosocial support strategies to optimize their impact in local communities.

Despite the progress made in implementing psychosocial support strategies in local communities in Indonesia, there are still significant gaps and areas for improvement. One crucial gap is greater integration and coordination among mental health and psychosocial support services stakeholders. While various institutions and systems have been established, there often needs to be more collaboration and synergy between them, leading to fragmented service delivery and inefficient resource utilization (Cordero & Castro, 2020; World Health Organisation, 2006). Strengthening partnerships and fostering interdisciplinary collaboration between government agencies, NGOs, community organizations, and healthcare providers is essential to ensure a comprehensive and coordinated approach to psychosocial support (Hertati et al., 2022).

In short, addressing gaps and areas for improvement in psychosocial support strategies requires greater collaboration, increased public awareness, professional training, and ongoing funding mechanisms. By prioritizing these areas, local communities in Indonesia can strengthen their capacity to provide comprehensive and effective psychosocial support to those in need.

Therefore, further research is needed to explore opportunities to improve psychosocial support strategies that stakeholders can apply to local communities in Mataram. Conducting studies and evaluations can provide valuable insights into existing initiatives' effectiveness, challenges, and best practices. Research can help identify innovative approaches, evidence-based interventions, and practical recommendations to improve collaboration, raise public awareness, improve professional training, and establish sustainable funding mechanisms. By conducting research in this area, stakeholders can gain a deeper understanding of local communities' specific needs and contexts, enabling the development of tailored and effective psychosocial support strategies.

RESEARCH METHODS

The research conducted in this study utilizes qualitative methods that involve gathering descriptive data through in-depth interviews, observation, and documentation.

Sample

Our study in Mataram involved purposive sampling to select key stakeholders, including the Mataram Health Office, the Mataram Social Office, and the Health Office. We conducted research with ten respondents from diverse positions, including doctors, program coordinators, field officers, heads of community health centers, psychologists, and administrative staff.

Data Analysis

The data collected in this study underwent detailed analysis and interpretation through descriptive methods. To ensure accuracy, interviews, observations, and documentation are transcribed and checked carefully (Smith, 2003). ATLAS.ti software is used to efficiently manage, organize, and analyze data, providing a systematic approach to examining rich qualitative information collected in research (ATLAS.ti Scientific Software Development GmbH, 2021). This comprehensive analysis process enables a deeper understanding of the data, enabling meaningful interpretation and insights to answer research questions.

RESULTS AND DISCUSSION

Based on stakeholder perspectives, the study found several opportunities to improve psychosocial support in Mataram, West Nusa Tenggara. One of the strategies identified is increasing the quantity and quality of human resources to provide more responsive and quality services. In addition, increased employee incentives and motivation also play an essential role in improving performance and job satisfaction in this area.

Improved coordination across sectors is also considered very important in enhancing psychosocial support. Lack of support from family was found to be a barrier to providing adequate psychosocial support. Therefore, efforts are needed to increase family involvement in mental health care. In the context of the Community Mental Health Implementation Team (TPKJM), good cross-sector coordination was reported to positively impact more responsive services, better monitoring of patient progress, and medication use.

In addition, this study also highlights other strategies, such as education to increase public understanding of mental health, improving the quality of psychosocial support services and facilities, and involving the community in the evaluation of psychosocial support programs.

Increasing the Quantity and Quality of Human Resources

The results showed that increasing the quantity and quality of human resources can positively impact the provision of psychosocial support services. One of the critical aspects of providing quality psychosocial support services is responding quickly to community complaints and needs. For this reason, adding quality human resources can be an effective solution. The lack of mental health workers is also a concern, as they provide accurate information about patients with mental disorders. In this regard, adding active cadres is also necessary to support the work of psychosocial support staff in the field.

In addition, the study found that improving the quality of human resources through capacity building and knowledge renewal is essential. Improving the quality of human resources can help overcome the problem of job transfer for employees of psychosocial support programs. Sometimes, staff with sufficient experience and capacity will be transferred or replaced by a new team with minimal experience. To ensure the alignment of employee quality, it is necessary to improve capabilities through appropriate and targeted training.

The study recommends involving experts in training development to maximize its benefits. Engaging experts can increase participants' self-awareness and motivation, which

in turn will result in a more comprehensive range of participants and improve the quality of training implementation (Walker et al., 2022)

Increase Work Incentives and Motivation

Field workers report that the importance of incentives is based on the work done, where they receive a salary proportional to the amount of work they do. In addition, they also reported that transportation costs while working were not provided and had to be borne by the field workers themselves. This problem can result in a lack of motivation and morale, which in turn can negatively impact the quality of service they provide. Previous studies have shown that motivation and incentives play an important role in improving employee performance and job satisfaction. Herzberg's two-factor theory, introduced by Herzberg & Mausne (1959), explains that job satisfaction and dissatisfaction are influenced by two factors: hygienic and motivating elements.

Hygienic factors are necessary factors to prevent the onset of job dissatisfaction. Examples are adequate salaries, good working conditions, and adequate job security. If these factors are unmet, workers tend to feel dissatisfied and less motivated to carry out their duties. On the other hand, motivating factors contribute to high job satisfaction and motivation. Examples are recognition of job achievement, opportunities to develop skills and career advancement, and responsibilities that provide a sense of accomplishment. These factors can provide a positive boost and motivate workers to give their best in their jobs. In the context of psychosocial support, it is essential to consider the appropriate motivational and incentive factors for field workers to feel valued and motivated in carrying out their duties. This could include reviewing existing incentive systems, including proportionate payment of salaries based on the amount of work done and considering fairer transport cost arrangements for field workers.

In addition, it is also important to recognize good work performance and provide opportunities for workers to develop their skills and career advancement. This can be done through relevant training and development programs and increased responsibility that give a sense of accomplishment. By paying attention to these motivational and incentive factors, it is hoped that field workers will feel more motivated and driven to provide high-quality psychosocial support services, ultimately increasing their job satisfaction and the quality of services offered to the community.

Improving Cross-Sector Coordination

Respondents emphasized the importance of an even distribution of tasks among different departments and good systematic coordination. This is in line with the findings of previous studies that show the need for collaboration and coordination between other sectors for the successful implementation of mental health services (Eisenberg et al., 2007; Thornicroft et al., 2007). Good cross-sector coordination within the Community Mental Health Implementation Team (TPKJM) was reported to impact more responsive services positively, better monitoring of patient progress, and appropriate use of medications. These findings are consistent with the literature emphasizing the effect of coordinated care in improving mental health outcomes (Drake et al., 2009; Sheidow et al., 2021).

In addition, respondents also stated that improving the quality and quantity of human resources, increasing cross-sector cooperation, and improving government policies are some of the steps that can be taken to improve psychosocial support services. These findings align with previous research emphasizing the need for investment in mental health workforce development, policy change, and collaboration across sectors to improve mental health services (Patel et al., 2018; Thornicroft et al., 2016). In this context, it is essential to maintain effective coordination and collaboration between the departments involved in providing psychosocial support services. This can include a transparent and equitable division of tasks and systematic arrangements for sharing information and coordinating holistic care.

In addition, the government also needs to be involved in improving policies that support quality psychosocial support services. This can affect the allocation of adequate resources to improve the quality and quantity of human resources involved and strengthen cross-sector cooperation through policies that encourage effective collaboration and coordination. By undertaking these measures, it is hoped that psychosocial support services can be improved overall, providing more significant benefits to society and improving overall mental well-being.

Education to Increase Public Understanding of Mental Health

The study looked at the influence of education as a strategy to reduce stigma and improve psychosocial support for mental health patients. The study's findings align with previous research that has emphasized the critical role of education in improving people's understanding of mental disorders (Corrigan & Watson, 2018; Thornicroft et al., 2016). Lack of knowledge and negative attitudes toward mental illness can lead to discrimination, social exclusion, and the inability to seek help (Thornicroft et al., 2016). Therefore, educating

families and communities can improve their understanding and reduce negative views of mental illness, making it easier for patients to receive psychosocial support services.

The role of education for families and communities in improving mental health outcomes has been emphasized in previous studies (Raviola et al., 2019). In addition, the study also highlights the importance of innovative approaches in implementing public education, such as holding outdoor activities with a more relaxed atmosphere. Such systems are effective in reducing stigma and improving mental health outcomes (Corrigan et al., 2012). In this context, continuous efforts are needed to provide education that is affordable, accessible, and tailored to the needs of society. Innovative approaches, including outdoor activities and simple methods, can increase people's interest and participation in acquiring knowledge about mental health.

In addition, educational efforts should also include empowering individuals and groups to overcome the stigma associated with mental illness. This can involve providing the resources and support needed to confront stigma and engaging community leaders and advocacy groups in educating the public about the importance of understanding and supporting individuals with mental health issues. By implementing effective and innovative education, it is hoped that the stigma against mental illness can be reduced, and psychosocial support for mental health patients can be improved. This will significantly promote good mental health and an inclusive society.

Improving the Quality of Services and Supporting Facilities for Psychosocial Support

Stakeholders agreed that program implementation, evaluation, monitoring, and reporting improvements are essential to improve the quality of psychosocial support services. It is recommended that the target scope of the program be expanded to include adolescents, adults, and older people. The implementation of psychosocial support should be carried out by technical guidelines and standard operating procedures while still paying attention to local wisdom. Reporting should also be done according to the format commonly used in the local area.

To improve the program's quality, it is necessary to carry out periodic maintenance to evaluate the program's progress and identify obstacles that may be faced. In addition to increasing the number and improving the quality of services, the study also highlights the need for enhanced psychosocial support facilities. In particular, stakeholders stressed the importance of having a residence to accommodate patients with mental disorders after treatment. Providing adequate equipment, such as unique cars and medical robes, is also

necessary to increase safety for individuals with mental health conditions and evacuation workers.

The study also observed the importance of implementing psychosocial support that considers the rights of patients with mental disorders. Stakeholders reported violence and inhumane treatment of mentally ill patients, especially during evacuation. Therefore, priority is needed in a personal and humanist approach to the evacuation process, which does not involve violence and coercion (Walker et al., 2022).

To achieve this goal, stakeholders need to work together to improve the quality of psychosocial support services. This involves coordination between departments, facility improvement, periodic program maintenance, and protection and respect for patient rights. Thus, these efforts are expected to provide better, more humane, and more effective psychosocial support services for individuals with mental disorders.

Involving the Community in Evaluation

Community involvement in the evaluation process of psychosocial support programs is a critical need to ensure that the program meets the needs of its recipients. The results of the study show that currently the community has not been adequately involved in the evaluation process, which is considered a weakness. Previous research has shown that involving communities in the evaluation process can lead to better program outcomes as well as improve community ownership and sustainability of programs (Lasker et al., 2001; Rossi et al., 2004). Community engagement can also provide valuable feedback and insights into the effectiveness, relevance, and suitability of the program for the targeted population.

It is important for stakeholders to pay attention to the importance of community involvement in the evaluation process of psychosocial support programs. One of the ways suggested by respondents is to involve leaders, families, and communities in the evaluation process. This can be an effective approach to ensure active participation of the community in the evaluation process. Through their participation, the community can provide valuable input, experience, and insights to improve the quality and relevance of the program.

By involving communities in program evaluation, stakeholders can gain a better understanding of the needs and preferences of communities served by psychosocial support programs. Thus, the program can be adjusted and improved based on the feedback received, so that it can provide greater benefits to the community that receives it.

Increasing community involvement in the evaluation process of psychosocial support programs can also create stronger bonds between programs and the communities they

serve. This can increase community support and active participation in maintaining the sustainability of the program as well as promote a better understanding of the importance of psychosocial support for the well-being of individuals and society as a whole.

Thus, it is important for stakeholders to take concrete steps to increase community involvement in the evaluation process of psychosocial support programs. Through an inclusive and participatory approach, it is hoped that program evaluation can be more effective, responsive, and in accordance with the needs of the communities served.

CONCLUSION

Based on the findings of the study, it can be concluded that improving psychosocial support services requires several important steps. First, it is necessary to improve the quality of human resources through capacity building, knowledge renewal, and involvement of experts in training and program implementation. In addition, it is important to expand the target scope of services, including adolescents, adults, and the elderly. Good cross-sector coordination is also an essential factor in improving service responsiveness and monitoring patient progress. Furthermore, education to families and communities can significantly reduce stigma and increase understanding of mental disorders. Innovative approaches, such as outdoor activities with a relaxed atmosphere, can be applied in public education to achieve better results. In addition, community participation in the evaluation process of psychosocial support programs also needs to be improved, as it can provide valuable feedback and ensure the relevance and sustainability of the program. In conclusion, collaborative efforts involving human capital improvement, cross-sector coordination, community education, and stakeholder engagement can improve the overall quality of psychosocial support services.

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