

## The Role of the Pasuruan Bina Laras Social Rehabilitation Unit in Rehabilitation Services for People with Mental Disorders (ODGJ) in Realizing Inclusive and Sustainable Services in Accordance with the SDGs Agenda

Drajat Suhartono<sup>1\*</sup>, Ulul Albab<sup>2</sup>, Priyanto<sup>3</sup>  
Universitas Dr. Soetomo Surabaya

**Corresponding Author:** Drajat Suhartono [soehartonodrajat@gmail.com](mailto:soehartonodrajat@gmail.com)

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### ABSTRACT

This research is motivated by the limited professional human resources in the field of social rehabilitation and mental health. The research problem is formulated on how the Technical Implementation Unit (UPT) performs in implementing the principles of accountability and transparency in accordance with public policy mandates. This study uses the theories of public accountability and institutional transparency as the basis for analysis. The research method used is a qualitative approach with a case study, through in-depth interviews, observation, and document analysis. This study concludes that the role of the Bina Laras Pasuruan Social Rehabilitation Unit (UPT) in providing services for people with mental disorders (ODGJ) reflects a concrete effort to realize inclusive, equitable, and sustainable rehabilitation services in accordance with the SDGs agenda.

## INTRODUCTION

Mental health is an integral part of sustainable human development, as it directly impacts productivity, quality of life, and social well-being. Globally, mental health issues have become a serious challenge, with the World Health Organization (WHO) emphasizing that mental disorders are not only a health problem but also have implications for social, economic, and cultural dimensions. Faidah, A. N., Sugiati, T. (2024). Indonesia, as a country with a large population, faces similar problems, particularly related to the limited availability of inclusive and sustainable social rehabilitation services for vulnerable groups such as People with Mental Disorders (ODGJ). Hartanto, M. F. B., & Yulianti, I. (2018).

This situation demands strategic intervention from state institutions, including the Social Service, through technical implementation units (UPT) focused on rehabilitation services. The Bina Laras Pasuruan Social Rehabilitation Unit (UPT) is a key institution in providing comprehensive services for ODGJ, from treatment and recovery to social reintegration. This institution's role not only provides practical impact on improving the quality of life for people with mental disorders (PLWH), but also plays a significant role in supporting the achievement of the Sustainable Development Goals (SDGs), particularly on good health and well-being (Goal 3), reducing inequality (Goal 10), and building peaceful, just, and inclusive societies (Goal 16). <https://sdgs.un.org/goals>.

Although the Social Rehabilitation Unit (UPT) Bina Laras Pasuruan plays a strategic role, several key challenges hinder the effectiveness of its services. The most fundamental issue is the limited professional human resources in the field of social rehabilitation and mental health. The available workforce is often inadequate for the number of people with mental disorders requiring services, while the competencies possessed do not fully meet the standards of inclusion-based rehabilitation services. Furthermore, limited funding and supporting infrastructure hinder the delivery of quality and sustainable services.

Based on the description above, this study aims to analyze the role of the Social Rehabilitation Unit (UPT) Bina Laras Pasuruan in providing rehabilitation services for people with mental disorders (ODGJ) in realizing inclusive and sustainable services in accordance with the SDGs Agenda. The novelty of this research lies in the use of a Public Administration perspective with a New Public Management (NPM) approach to examine rehabilitation services for people with mental disorders (ODGJ), a practice rarely explored compared to the dominance of medical and psychological approaches. Furthermore, this study makes a practical contribution by formulating an inclusive and sustainable service model that can be replicated in other social institutions in Indonesia.

The scope of this research is limited to the role of the UPT Social Rehabilitation Unit (UPT) Bina Laras Pasuruan in the rehabilitation of people with mental disorders (ODGJ), with the scope of analysis encompassing policy, implementation, inclusive service strategies, and their impact on recovery and social reintegration. The urgency of this research lies in the importance of understanding the role of the UPT Social Rehabilitation Unit (UPT) Bina Laras Pasuruan in providing rehabilitation services for people with mental disorders (ODGJ). People with mental disorders (PLWH) are a vulnerable group who often experience stigma, discrimination, and limited access to social and health services. With the increasing number of mental disorders, targeted strategies are needed to achieve inclusive and sustainable services in line with the SDGs agenda. This research is crucial for identifying service effectiveness, challenges, and opportunities for developing social rehabilitation policies to be more responsive to the needs of people with mental disorders (PLWH).

## LITERATURE REVIEW

Research on social rehabilitation for People with Mental Disorders (ODGJ) has so far been largely approached from psychological, medical, religious, or technical skill-based programs. For instance, Akbar (2024) emphasized the importance of religious guidance programs in enhancing the social functioning of ODGJ at UPT Bina Laras Pasuruan. The study focused on spirituality and how religious values could strengthen clients' motivation and social roles. While showing positive outcomes, the research prioritized religious programs as rehabilitation instruments rather than institutional management and public service governance that organize such programs.

Similarly, Siddiq (2023) highlighted the role of staff in maintaining clients' emotional stability at Liposos Jember. Findings revealed that staff served as brokers, facilitators, mediators, advocates, and protectors. Although these findings illustrated the micro-level role of social workers, they did not address how public institutions as organizational entities establish systems, strategies, and policies to optimize such roles. Marpaung & Harahap (2025) in Berastagi also revealed the effectiveness of psychosocial rehabilitation programs in reducing psychotic symptoms and improving social functioning. Meanwhile, Imsiyah (2016) emphasized non-formal education as a rehabilitation strategy for vagrants and beggars, pointing to enabling and inhibiting factors such as resources, facilities, and expertise. Both studies once again showed that the primary focus was programmatic interventions, with limited exploration of institutional management and public administration mechanisms that support such programs.

Further, Riyanto (2018) investigated the performance of UPT Liponsos Keputih Surabaya, moving into the institutional domain by measuring performance using five dimensions of public organizations. However, the assessment was limited to inputs, processes, outputs, outcomes, and impacts, without employing modern public administration frameworks such as New Public Management (NPM). NPM provides critical insights into efficiency, accountability, innovation, and result orientation in public service delivery – highly relevant for assessing the sustainability of ODGJ rehabilitation services.

Additionally, Aima & Safriani (2019) and Anggrain & Mashur (2022) confirmed the crucial role of the Social Affairs Office, both in rehabilitating former drug users and in collaborative governance for handling social welfare problems. Nevertheless, both highlighted recurring challenges, including budget constraints, limited quality of social workers, and suboptimal cross-sector collaboration classic public administration issues that could be further explored through the lens of NPM. From this review, it is evident that most previous studies focus on programmatic, medical, psychological, spiritual, or skill-based interventions, whereas studies examining how public institutions manage, coordinate, and improve the quality of rehabilitation services sustainably remain limited.

The novelty of this study lies in the use of a Public Administration perspective through the New Public Management (NPM) approach in analyzing rehabilitation services for ODGJ at UPT Rehabilitasi Sosial Bina Laras Pasuruan. NPM, as a modern paradigm of public administration, emphasizes efficiency, effectiveness, accountability, result-based orientation, and citizen participation in public service delivery (Kewo, C. L., 2024). By applying NPM, this study not only evaluates programs from a technical standpoint but also examines how public organizations such as UPT Bina Laras are strategically managed to deliver inclusive and sustainable services.

Moreover, the study expands its scope by linking ODGJ rehabilitation services with the Sustainable Development Goals (SDGs), particularly SDG 3 (Good Health and Well-being), SDG 10 (Reduced Inequalities), and SDG 16 (Peace, Justice, and Strong Institutions). Thus, this research not only addresses local issues but also situates them within the global framework of sustainable development.

In short, the contribution of this research lies in shifting the focus from programmatic interventions to institutional public administration analysis, while applying the NPM perspective an approach rarely used in similar studies. This perspective is expected to provide a more comprehensive understanding of how UPT Rehabilitasi Sosial Bina Laras Pasuruan can optimize its role in delivering inclusive, effective, and sustainable rehabilitation services in line with the SDGs.

### ***New Public Management (NPM)***

New Public Management (NPM) emerged as a modern public administration paradigm emphasizing efficiency, effectiveness, accountability, and results orientation (outputs and outcomes) in public service delivery. It formulates seven key principles:

1. Hands-on professional management.
2. Explicit standards and performance measures.
3. Output focus.
4. Decentralization of organizational units.
5. Competition within the public sector.
6. Adoption of private-sector managerial practices.
7. Discipline and resource efficiency (Edward, A. V., Adnan, M. F., & Khaidir, A., 2024).

In the context of ODGJ rehabilitation services at UPT Rehabilitasi Sosial Bina Laras Pasuruan, NPM is relevant as the institution is required to provide efficient, transparent, and results-oriented services. For example, rehabilitation programs are not merely assessed by the number of clients served but also by social reintegration levels, quality-of-life improvements, and service sustainability. NPM also underscores innovation, the use of performance indicators, and cross-actor collaboration (government, families, communities, and the private sector), making it highly suitable for evaluating the effectiveness of ODGJ social rehabilitation programs.

### ***Public Service Theory***

Public service theory emphasizes that government services must uphold principles of accessibility, accountability, transparency, responsiveness, and equity. Through the lens of The New Public Service (NPS), government should “serve rather than steer,” meaning that public services should prioritize citizens’ interests over mere administrative efficiency (Fikri, M. A. R., & Tjenreng, M. B. Z., 2025).

In the case of ODGJ rehabilitation, public service theory can be analyzed through the following indicators:

1. Accessibility – the extent to which ODGJ can access rehabilitation services without geographical, social, or economic barriers.
2. Responsiveness – the speed and adequacy of institutional responses to urgent needs, such as emergency medical care or psychosocial interventions.
3. Equity – ensuring that no discrimination occurs against ODGJ and that all individuals have equal rights to quality services.
4. Accountability and Transparency – the degree to which UPT Bina Laras is able to account for budgets, programs, and rehabilitation outcomes to the public.

### ***Sustainability in Line with the SDGs***

The Sustainable Development Goals (SDGs), particularly SDG 3 (Good Health and Well-being) and SDG 10 (Reduced Inequalities), are highly relevant to the context of ODGJ social rehabilitation. SDG 3 emphasizes ensuring healthy lives and promoting well-being for all at all ages, including vulnerable groups with mental disorders. Meanwhile, SDG 10 stresses reducing inequalities, including the social inclusion of marginalized groups ([United Nations, 2025](#)).

Indicators of sustainability in this study include:

1. Program Sustainability – ensuring long-term continuity of rehabilitation services, independent of temporary projects.
2. Social Inclusiveness – guaranteeing that ODGJ are treated equally and empowered to reintegrate into communities.
3. Economic and Social Empowerment – integrating rehabilitation services with skills training, economic empowerment, and advocacy for ODGJ rights.
4. Multi-sector Collaboration – the extent to which UPT Bina Laras partners with health agencies, NGOs, local communities, and the private sector.

By adopting the SDGs as an analytical framework, this study not only evaluates short-term service effectiveness but also assesses contributions to broader global development goals: establishing rehabilitation services that are inclusive, sustainable, and aligned with the international development agenda.

### **METHODOLOGY**

This study employs a qualitative approach with a case study design, aimed at gaining an in-depth understanding of the role of UPT Rehabilitasi Sosial Bina Laras Pasuruan in providing rehabilitation services for People with Mental Disorders (ODGJ). This approach was chosen because it allows for a contextual exploration of service processes, program implementation, forms of collaboration among stakeholders, and the lived experiences of beneficiaries in realizing inclusive and sustainable services in line with the SDGs agenda (Kusmarni, Y., 2012).

The primary data sources in this study were informants, consisting of management and staff of UPT, representatives of the Social Service Office, companion workers, and family members. Informants were selected through purposive sampling, taking into account the representativeness of perspectives and roles directly related to rehabilitation services for ODGJ (Creswell, J. W., & Hirose, M., 2019).

Data collection techniques included in-depth interviews, participant observation, and document review. Semi-structured interviews were conducted to obtain detailed information on perceptions, experiences, and challenges in the rehabilitation process. Participant observation was carried out in the UPT Bina Laras Pasuruan environment to examine daily service practices, interactions between staff and beneficiaries, and supporting facilities. In addition, documents such as regulations, activity reports, and service guidelines served as complementary data sources (Creswell, J. W., & Hirose, M., 2019).

Data were analyzed thematically using an interpretive approach, following the model of Miles and Huberman (1994), which consists of three stages: data reduction, data display, and conclusion drawing. Data validity was ensured through source and technique triangulation, as well as by confirming findings with informants (member checking) to guarantee validity, reliability, and accountability. To further strengthen credibility, data collection was conducted gradually with extended researcher engagement in the field, enabling a deeper understanding of the research context. Through this approach, the study is expected to provide a comprehensive overview of the role of UPT Bina Laras Pasuruan in the rehabilitation services for ODGJ.

## **RESEARCH RESULTS**

### ***Accessibility***

The role of UPT is assessed based on the extent to which People with Mental Disorders (ODGJ) are able to access and utilize services without geographical, social, or economic barriers. In practice, this includes a simplified referral pathway, affordable or subsidized service costs, transportation support, disability-friendly facilities, active outreach to families and communities, and the availability of proper accommodation. Strong accessibility performance contributes directly to SDG 3 (Good Health and Well-being) and SDG 10 (Reduced Inequalities).

### ***Responsiveness***

The role of UPT is also determined by the speed and accuracy of its response to the needs of ODGJ, particularly in crisis situations such as aggression, suicide risk, or urgent psychosocial needs. Practices include rapid coordination with health services, individualized assessments, and tailored intervention plans. Key indicators comprise median response time from reporting to case handling, case resolution rates within SOP deadlines, continuity of therapy (attendance consistency), reduced relapse or readmission rates, and client/family satisfaction levels. Strong responsiveness reinforces the achievement of SDG Target 3.4 (mental health and well-being).

### ***Equity***

UPT plays a role in ensuring non-discrimination and equal treatment by providing reasonable accommodation. This includes gender-, age-, culture-, and religion-sensitive services; rehabilitation materials that are easy to understand; and family involvement as care partners. Indicators include demographic diversity of service recipients (gender, age, social status), the presence or absence of discrimination complaints, the availability of disability-friendly service materials, and the proportion of personalized care plans. Maintaining equity enhances social inclusion and directly contributes to SDG 10 (Reduced Inequalities).

### ***Accountability and Transparency***

The role of UPT is also measured through its ability to ensure accountability in budgets, programs, and outcomes. Practices include the establishment of clear performance indicators (output-outcome), publication of performance and financial reports, internal and external audits, accessible grievance mechanisms, and stakeholder involvement (families, communities, health centers, and the Social Service Office). Indicators include the regularity of performance reporting, audit opinions, complaint follow-up rates, the availability of open performance dashboards, and social reintegration rates (returning to school or work, improved social functioning). This pillar strengthens SDG 16 (Strong Institutions) and SDG 17 (Partnerships for the Goals).

## **DISCUSSION**

### ***Accessibility of Services at UPT Rehabilitasi Sosial Bina Laras Pasuruan***

The findings of this study reveal that accessibility is a crucial factor in determining the effectiveness of social rehabilitation services for People with Mental Disorders (ODGJ) at UPT Rehabilitasi Sosial Bina Laras Pasuruan. Strong accessibility is reflected in the simplified referral system, which prevents families and health workers from facing complicated bureaucratic procedures. Moreover, the affordability of service fees, with partial costs subsidized by the government, plays a significant role in ensuring the continuity of services for families with limited economic resources. Transportation support and disability-friendly facilities further highlight UPT's efforts to reduce physical and social barriers that may hinder ODGJ from receiving proper services.

Additionally, active outreach practices, such as engagement with families and communities, expand the reach of services so that ODGJ unable to visit the UPT can still be accommodated. The provision of adequate accommodation also demonstrates that services are not solely focused on medical recovery but also on improving the quality of life of ODGJ during rehabilitation. These achievements align with SDG 3 (Good Health and Well-being) and SDG 10 (Reduced Inequalities). Hence, UPT not only fulfills its function as a basic service provider but also strengthens its strategic role in promoting inclusive and equitable social development.

### ***Responsiveness and Equity in UPT Services***

The study findings indicate that responsiveness is a critical aspect of UPT Rehabilitasi Sosial Bina Laras Pasuruan's role. Responsiveness is reflected in the institution's ability to provide timely and appropriate interventions during crisis conditions experienced by ODGJ, such as aggression or suicide risk. Intensive coordination with healthcare services, immediate individual assessments, and the preparation of tailored intervention plans demonstrate the organization's readiness to address the complex and dynamic needs of ODGJ. Indicators such as median response time, case resolution within SOP deadlines, continuity of therapy, and levels of client and family satisfaction serve as benchmarks of responsiveness quality. Optimal responsiveness results in reduced relapse rates and improved well-being, in line with SDG Target 3.4 on mental health and well-being.



On the other hand, the principle of equity requires that every ODGJ receives services without discrimination, regardless of gender, social status, or economic background. Equity is realized through equal access and service quality, especially for vulnerable groups facing structural barriers. This principle ensures that UPT acts not only as a technical service provider but also as an agent of social inclusion. Such an approach supports the achievement of SDG 10 on reducing inequalities, ensuring that every individual has the right to quality rehabilitation. Thus, the combination of responsiveness and equity reinforces UPT's legitimacy in delivering inclusive and sustainable rehabilitation services.

### *Equity in Service Delivery*

Equity in UPT's services for ODGJ is a fundamental aspect that underscores the principles of non-discrimination and equality in the fulfillment of health rights. The practice of equity is evident in the provision of services sensitive to differences in gender, age, culture, and religion, ensuring that each individual feels respected and has equal access. This is further strengthened through the provision of rehabilitation materials that are easy to understand, including in disability-friendly formats, along with intensive support for families as primary partners in the care process. Indicators such as demographic representation of service recipients, the absence or minimal occurrence of discrimination complaints, and the high proportion of personalized care plans serve as tangible evidence of equity implementation. Thus, sustained equity not only improves the quality of services but also strengthens the social inclusion of ODGJ, while aligning with SDG 10, particularly in reducing social inequalities and expanding fair access to mental health services.

### *Accountability and Transparency*

Accountability and transparency are fundamental elements of UPT Rehabilitasi Sosial Bina Laras Pasuruan's performance, as they form the basis of legitimacy and public trust in its services. The study shows that accountability is practiced through clear performance indicators based on outputs and outcomes, the regular publication of performance and financial reports, and both internal and external audits. Transparency is also realized through accessible grievance mechanisms that allow service users and families to voice concerns and ensure measurable follow-up actions.

Moreover, the involvement of multiple stakeholders—such as families, communities, local health centers, and the Social Service Office—reflects participatory governance that strengthens policy legitimacy. Indicators of accountability success include the regularity of performance reporting, audit quality, the availability of open performance dashboards, and the reintegration rate of ODGJ into schools, workplaces, and communities. Therefore, accountability and transparency not only ensure internal effectiveness but also contribute to the achievement of SDG 16 (Peace, Justice, and Strong Institutions) and SDG 17 (Partnerships for the Goals), supporting sustainable development through inclusive governance.

## **CONCLUSION AND RECOMMENDATIONS**

This study concludes that the role of the UPT Rehabilitasi Sosial Bina Laras Pasuruan in providing services for people with mental disorders (ODGJ) reflects a tangible effort to realize inclusive, equitable, and sustainable rehabilitation services in line with the Sustainable Development Goals (SDGs). The aspect of accessibility highlights the importance of ensuring the availability of services without social, economic, or geographical barriers. Responsiveness is evident in the institution's ability to promptly and appropriately address both emergency and psychosocial needs of ODGJ. The principle of equity guarantees that services are delivered without discrimination, while considering diversity in gender, age, and culture. Meanwhile, accountability and transparency strengthen institutional governance through performance accountability, complaint mechanisms, and stakeholder engagement. Collectively, these four aspects significantly contribute to reinforcing a social rehabilitation system aligned with SDG 3, 10, 16, and 17. These findings emphasize that UPT holds a strategic position as a key actor in promoting social development oriented toward inclusion and sustainability.

Based on the findings, it is recommended that UPT Rehabilitasi Sosial Bina Laras Pasuruan continue to strengthen accessibility, responsiveness, equity, as well as accountability and transparency. Developing community-based programs is crucial to ensure more effective social reintegration of ODGJ, including enhanced collaboration with families, schools, workplaces, primary health centers, and social service agencies. Furthermore, establishing an accessible complaint mechanism and advancing open-data transparency through public dashboards should be prioritized to foster public participation. Future research is encouraged to expand the scope of study to other UPTs across different regions, thereby generating comparative insights into best practices in social rehabilitation. Consequently, the research findings may serve as a reference for formulating more inclusive, sustainable, and SDG-oriented policies.

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