

## **ARTICLE ACCEPTANCE LETTER**

Dear  
Agussani Agussani  
Universitas Muhammadiyah Sumatera Utara

Thank you for your cooperation in performing all the changes requested by the reviewers. At the same time, we gladly inform you that your paper entitled “*CHALLENGES OF PROFESSIONAL SOCIAL WORKERS IN THE FRAMEWORK OF COMMUNITY EMPOWERMENT IN THE ERA OF REVOLUTION 4.0 TOWARDS THE SOCIETY REVOLUTION 5.0*” for which you are the correspondence author, was accepted for publication in Islam Realitas: Journal of Islamic and Social Studies.

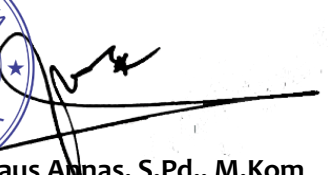
As a result, your article/paper will be published in Volume 7, No. 1 (2021).

Thank you for making Islam Realitas: Journal of Islamic and Social Studies a vehicle for your research interests.

Bukittinggi, February 10, 2021

Head of Rumah Jurnal IAIN Bukittinggi



  
Firdaus Annas, S.Pd., M.Kom

Editor in Chief



Dr. Syafwan Rozi, M.Ag



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STATISTIC

## AUTHOR

Submissions

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## KEYWORDS

Abdullah Saeed, Progressive Islam, Humanist. Barat CEDAW, Kebebasan mutlak, Feminisme Chinese, Malay, Conflict, Integration, Palembang Democracy, Pilkada, local strongmen Identity, Social Construction, Power Relations Islam Islamization, Students, New Order, Public Sphere, Symbols Keywords : Psychotherapy, Cognitive, Islam, Terrorist Mediating, Female Ulama, Religious Authority. Limited public sphere Moral Reasoning, High Intellectual Student, Gifted, Parenting Style Muslim migran worker, Unskill, Kampung Inggris, Local economic Peradaban Perkawinan Bada Agama-Indonesia- Alquran dan Hadits Sastra Arab Social theology, faith, good deed, moral constitution, industrial technique Validity, Reliability, Islamic- science integracy etika, perempuan, ruang publik masjid, ideologi keagamaan, radikalisme, Kota Bekasi paradigm, regional development planning, maqasid al-syaria tolerance between religious adherents, religious harmony, FKUB, mediation, religious conflicts

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## #3789 Summary

SUMMARY REVIEW EDITING

## Submission

|                |                                                                                                                                                     |                                          |
|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
| Authors        | Agussani Agussani                                                                                                                                   |                                          |
| Title          | CHALLENGES OF PROFESSIONAL SOCIAL WORKERS IN THE FRAMEWORK OF COMMUNITY EMPOWERMENT IN THE ERA OF REVOLUTION 4.0 TOWARDS THE SOCIETY REVOLUTION 5.0 |                                          |
| Original file  | <a href="#">3789-9924-1-SM.DOCX</a> 2020-12-23                                                                                                      |                                          |
| Supp. files    | None                                                                                                                                                | <a href="#">ADD A SUPPLEMENTARY FILE</a> |
| Submitter      | Dr Agussani Agussani                                                                                                                                |                                          |
| Date submitted | December 23, 2020 - 09:55 PM                                                                                                                        |                                          |
| Section        | Articles                                                                                                                                            |                                          |
| Editor         | None assigned                                                                                                                                       |                                          |

## Status

|               |                     |
|---------------|---------------------|
| Status        | Awaiting assignment |
| Initiated     | 2020-12-23          |
| Last modified | 2020-12-23          |

## Submission Metadata

[EDIT METADATA](#)

## Authors

|                                                 |                                         |
|-------------------------------------------------|-----------------------------------------|
| Name                                            | Agussani Agussani                       |
| Affiliation                                     | Universitas Muhammadiyah Sumatera Utara |
| Country                                         | Indonesia                               |
| Bio Statement                                   | Fakultas Ilmu Sosial dan Ilmu Politik   |
| Principal contact for editorial correspondence. |                                         |

## Title and Abstract

Title CHALLENGES OF PROFESSIONAL SOCIAL WORKERS IN THE FRAMEWORK OF COMMUNITY EMPOWERMENT IN THE ERA OF REVOLUTION 4.0 TOWARDS THE SOCIETY REVOLUTION 5.0

Abstract Abstrak

Social workers are professions that provide assistance or assistance in services to individuals, groups, and communities in need. The advancement of human civilization in technology requires social workers to be civilized so that it is necessary to master the technology to support the effectiveness and efficiency of social workers. This article aims to explain the challenges of social workers' professionalism in order to do their work in the field of community empowerment based on information technology. The method used in this research is the literature method by reading the results of studies on social workers who comply with technology, including studies that explain the opportunities and challenges of social workers in empowering technology-based communities. This article found several things: the challenge of professionalism of technology-based social workers is internal concerning the capacity and ability to use digital communication facilities. This can be overcome by training and mentoring and conducting technological innovations to strengthen social work in community empowerment. This article contributes important knowledge that it turns out that social workers must be civilized with information technology in today's digital era, in order to support the professionalism of social workers in order to empower the community by using a dualistic approach in the era of industrial revolution 4.0 towards the Society 5.0 revolution.

## Abstrak

Pekerja sosial (Social worker) merupakan profesi yang memberikan bantuan pertolongan dan pelayanan pada individu, kelompok, maupun masyarakat yang membutuhkan. Kemajuan peradaban manusia dalam bidang teknologi menuntut pekerja sosial untuk beradaptasi dengan penguasaan teknologi tersebut dalam rangka menunjang efektifitas dan efisiensi pekerja sosial. Artikel ini bertujuan untuk menjelaskan tantangan pekerja sosial profesional dalam rangka melakukan pemberdayaan masyarakat berbasis teknologi informasi. Metode yang digunakan dalam penelitian ini adalah metode literatur dengan membaca hasil-hasil kajian mengenai pekerja sosial yang bersinergi dengan teknologi, termasuk juga kajian yang menjelaskan peluang dan tantangan pekerja sosial dalam melakukan pemberdayaan masyarakat berbasis teknologi. Artikel ini menemukan beberapa hal yaitu bentuk tantangan profesionalisme pekerja sosial berbasis teknologi adalah secara internal berkenaan dengan kapasitas dan kemampuan pemanfaatan sarana komunikasi digital, hal ini dapat diatasi dengan pelatihan dan pendampingan serta melakukan inovasi teknologi guna memperkuat kerja-kerja sosial dalam rangka pemberdayaan masyarakat. Artikel ini memberi kontribusi pengetahuan penting bahwa ternyata pekerja sosial harus beradaptasi dengan teknologi informasi di era digital saat ini. guna mendukung profesionalisme



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berkesadaran dengan strategi memberdayakan masyarakat yang menggunakan dualistic approach pekerja sosial dalam rangka pemberdayaan masyarakat dengan menggunakan dualistic approach pada era revolusi industri 4.0 menuju revolusi Society 5.0.

## Indexing

Keywords Professional Social Worker Challenges; Community Empowerment; Industrial Revolution 4.0; Society Revolution 5.0

Language en

## Supporting Agencies

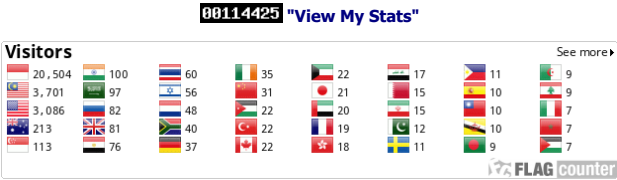
Agencies —

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#### KEYWORDS

Bank Wakaf Mikro Commercialization  
Concept of ignorance, Epistemology of the Qur'an, Contemporary ulama.  
Counterterrorism Deradicalization  
Extremists Human security, Malaysia, NGOs, Survival, Syrians Muslim refugees. Islamic Law, Gender, and Oligarchical-Patriarchal. Islamic colleges, Science integration, Central Sumatra Islamic microfinance institutions Islamic rural banks Jihadists Kebudayaan Minang Masjid Harakatul Jannah Microfinance institutions Orang Minang Ranah Rantau Rehabilitation School dropout, Katwe refugees camp, Barriers. Social performance Tablighi Jamaat, Islamic transnational movement, and radicalism

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## #3789 Review

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### Submission

Authors Agussani Agussani

Title CHALLENGES OF PROFESSIONAL SOCIAL WORKERS IN THE FRAMEWORK OF COMMUNITY EMPOWERMENT IN THE ERA OF REVOLUTION 4.0 TOWARDS THE SOCIETY REVOLUTION 5.0

Section Articles

Editor Firdaus Annas

### Peer Review

#### Round 1

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Initiated 2021-01-05

Last modified 2021-01-14

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Reviewer B [3789-10404-1-RV.DOCX](#) 2021-01-14

### Editor Decision

Decision —

Notify Editor Editor/Author Email Record No Comments

Editor Version [3789-10313-1-ED.DOCX](#) 2021-01-05

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**CHALLENGES OF PROFESSIONAL SOCIAL WORKERS IN THE FRAMEWORK OF COMMUNITY EMPOWERMENT IN THE ERA OF REVOLUTION 4.0 TOWARDS THE SOCIETY REVOLUTION****5.0**

Comment [in1]: I did not find a proper explanation about the challenges in the article

|                               |                            |                              |
|-------------------------------|----------------------------|------------------------------|
| Submission: date, month, year | Revised: date, month, year | Published: date, month, year |
|-------------------------------|----------------------------|------------------------------|

**Abstrak**

~~Social workers are professions that provide assistance or assistance in services to individuals, groups, and communities in need. The advancement of human civilization in technology requires social workers to be civilized so that it is necessary to master the technology to support the effectiveness and efficiency of social workers. This article aims to explain the challenges of social workers' professionalism in order to do their work in the field of community empowerment based on information technology. The method used in this research is the literature method by reading the results of studies on social workers who comply with technology, including studies that explain the opportunities and challenges of social workers in empowering technology-based communities. This article found several things: the challenge of professionalism of technology-based social workers is internal concerning the capacity and ability to use digital communication facilities. This can be overcome by training and mentoring and conducting technological innovations to strengthen social work in community empowerment. This article contributes important knowledge that it turns out that social workers must be civilized with information technology in today's digital era, in order to support the professionalism of social workers in order to empower the community by using a dualistic approach in the era of industrial revolution 4.0 towards the Society 5.0 revolution.~~

**Keywords:** Professional Social Worker Challenges, Community Empowerment, Industrial Revolution 4.0, Society Revolution 5.0

**Abstrak**

~~Pekerja sosial (*Social worker*) merupakan profesi yang memberikan bantuan pertolongan dan pelayanan pada individu, kelompok, maupun masyarakat yang membutuhkan. Kemajuan peradaban manusia dalam bidang teknologi menuntut pekerja sosial untuk beradaptasi dengan penguasaan teknologi tersebut dalam rangka menunjang efektivitas dan efisiensi pekerja sosial. Artikel ini bertujuan untuk menjelaskan tantangan pekerja sosial profesional dalam rangka melakukan pemberdayaan masyarakat berbasis teknologi informasi. Metode yang digunakan dalam penelitian ini adalah metode literatur dengan membaca hasil-hasil kajian mengenai pekerja sosial yang bersentuhan dengan teknologi, termasuk juga kajian yang menjelaskan peluang dan tantangan pekerja sosial dalam melakukan pemberdayaan masyarakat berbasis teknologi. Artikel ini menemukan beberapa hal yaitu bentuk tantangan profesionalisme pekerja sosial berbasis teknologi adalah secara internal berkenaan dengan kapasitas dan kemampuan pemanfaatan sarana komunikasi digital, hal ini dapat diatasi dengan pelatihan dan pendampingan serta melakukan inovasi teknologi guna memperkuat kerja-kerja sosial dalam rangka pemberdayaan masyarakat. Artikel ini memberi kontribusi pengetahuan penting bahwa ternyata pekerja sosial harus beradaptasi dengan teknologi informasi di era digital saat ini, guna mendukung profesionalisme pekerja sosial dalam rangka pemberdayaan masyarakat dengan menggunakan dualistic approach pada era revolusi industri 4.0 menuju revolusi Society 5.0.~~

**Kata Kunci:** Tantangan Pekerja Sosial Profesional, Pemberdayaan Masyarakat, Revolusi Industri 4.0, Revolusi Society 5.0

Comment [in2]: Saya lihat kalimat "Pekerja sosial (*Social worker*) merupakan profesi yang memberikan bantuan pertolongan dan pelayanan pada individu, kelompok, maupun masyarakat yang membutuhkan", tidak perlu ditulis di abstrak.

Comment [in3]: Terlepas dari isu bahasa, bagian *introduction* tampaknya belum bisa menjelaskan masalah penelitian. Saya membayangkan bagian ini menjelaskan *existing condition* pekerja sosial di Indonesia pada era 4.0 dan aspek apa saja yang diasumsikan akan menjadi "challenges" dalam peralihan ke era 5.0.

Saya hanya menemukan paparan umum tentang regulasi pemerintah dan sedikit penjelasan teoritis tentang 4.0. Ditambah terdapat beberapa kalimat dengan diksi seperti memberikan kesimpulan ketimbang memaparkan persoalan yang ada.

Selain itu tidak juga ditemukan penjelasan tentang apa yang membedakan penelitian ini dengan penelitian yang lalu.

Sehubungan dengan ini ada pertanyaan yang lebih fundamental: apakah aktifitas pekerja sosial di Indonesia selama ini sudah layak dikatakan memenuhi kriteria era 4.0? Apa argumen penulis untuk mengatakan, misalnya, "sudah" atau "belum"?

Banyak hal yang harus dikerjakan untuk meyakinkan pembaca bahwa artikel ini memiliki kontribusi pada ilmu pengetahuan.

**Background**

The social worker is actually a job that requires a set of skills, responsibility, and corporates.<sup>1</sup> This illustrates that social

workers are no longer a side job. This explanation can refute your argument that the profession of social workers in Indonesia is

<sup>1</sup> Andari Soetji, 'Peran Pekerja Sosial Dalam Pendampingan Sosial The Role Of Social Workers In

Social Assistance', *Journal of Chemical Information and Modeling*, 53.9 (2019), 1689–99.



still considered a curative service that everyone can do.<sup>2</sup>

Rachmanto social worker professions are rare and not even attractive to some people due to a lack of understanding and socialization about social workers' profession as a profession of help to individuals, groups in need. Whereas in various countries, the social workers' profession has contributed very much, especially in community empowerment.<sup>3</sup>

However, in fact, this social work profession has a set of regulations and provisions that govern the competencies that must be owned by every social worker. Through this regulation, every social worker is protected by law and can collaborate with various parties, both government and private.

~~However, in fact, this social work profession has a set of regulations and provisions that govern the competencies that must be owned by every social worker. Through this regulation, every social worker is protected by law and can collaborate with various parties, both government and private.~~

Regulation of the Minister of Social Affairs Number 12 the Year 2017 concerning Social Worker Competency Standards accompanied by Attachment to Regulation of the Minister of Social Affairs Number 12 the Year 2017 concerning Social Worker Competency Standards containing Social Worker Competency Standards signed by Minister of Social Affairs Khofifah Indar Parawansa on July 10, 2017 states that the Social Worker Competency Standards are intended as a reference for Social Workers in carrying out social work practices and/or for certification

<sup>2</sup> Edi Suharto, 'Peran Pekerja Sosial Dalam Penanganan Masalah Sosial Global' (Jakarta: Disampaikan pada Seminar "Isu-Isu Global dan Masalah Sosial Strategis yang Berpengaruh terhadap Pembangunan Kesejahteraan Sosial" Departemen Sosial RI, 2004).

<sup>3</sup> Rachmanto, 'Pekerjaan Sosial Sebagai Suatu Profesi', *Jurnal Informasi Kajian Permasalahan Sosial Dan Usaha Kesejahteraan Sosial*, Vol 7.No. 2 (2002), 34.

bodies to test the competencies of Social Workers which include, knowledge, skills, professional attitudes of social work required to carry out social work practices<sup>4</sup>.

In explaining the profession of social workers in Regulation of the Minister of Social Affairs, it is explained that there are three types of social worker levels, namely Social Worker Assistants, Generali Social Workers, and Specialist Social Workers who have preventive, curative, rehabilitative, and development functions.

In Indonesia, the professions of social workers include involved in the Family of Hope Program (PKH), Family Welfare Consultation Program (LK3), Child and Family Protection Program, Prosperous People's Assistance Program (Rastra), and so on.

Along with the technological advances that are currently sporadically moving progressively, it takes an increase in the ability of social workers who can be civilized in the face of global challenges, especially in the era of industrial revolution 4.0 and towards the industrial revolution 5.0 where the fight between culture and technology is increasing rapidly forming the character of an individualistic society, away from mutual values, and even towards a moral crisis.

Industrial Revolution 4.0 by quoting Kasali's opinion, there are six pillars of technology that are characteristic, namely: Internet of Things (IoT), Cloud Computing, Big Data Analytics, Artificial Intelligence, Super Apps, and Broadband Infrastructure<sup>5</sup>. From these six characteristics, there will also be challenges that must be faced by the

Comment [in4]: Please consider changing it to:  
The social worker is a job that requires a set of skills, responsibility, and corporates. The definition illustrates that it is no longer a side job or curative service that everyone can do, as commonly expected in Indonesia.

Comment [in5]: ???

Comment [in6]: Why do you use however here?

Comment [in7]: How about social workers that run the program of civil organization, such as Muhammadiyah and NU?

Comment [in8]: You need to also refer to other expert and make a comparison. Why do you refer solely to Kasali?

<sup>4</sup> Berita Negara Tahun 2017, '12 Tahun 2017 Tentang Standar Kompetensi Pekerja Sosial', 2018 <<https://www.jogloabang.com/sosial/standar-kompetensi-pekerja-sosial-indonesia>>.

<sup>5</sup> Irfan Melilanny, 'Transformasi Praktik Pekerjaan Sosial Menuju Masyarakat 5.0', *Sosio Informa*, 6.02 (2020), 170.



community, namely aspects of knowledge, technology, economy, social, and politics.

The challenge makes the situation uncertain in every one or (uncertainty). Era 4.0 is the world's situation in which the digital revolution is rapidly occurring, so it is known as the era of disruption that means uprooted from its roots. The era of disruption is marked by fundamental changes due to massive changes in society in technology and impact on every aspect of life, namely disruptive regulation, disruptive culture, disruptive mindset, and disruptive marketing.

Resistance from technological advances ultimately puts culture and technology in two main vortexes, namely technology positioned as a tool to preserve culture and technology that creates new cultures in society. One of the cultures that emerged from the current era of technology is the culture of virtual solidarity that later became a trend and the development of information technology. Solidarity is a sense of unity, togetherness, and sympathy from a group of people who have a certain similarity.<sup>6</sup>

In the end, the development of this technology will change the way of view, behavior, attitudes, and patterns of community empowerment for social workers, and this is where it becomes an issue and also as a medium for social workers to evaluate how competent they are in carrying out their social work profession and what challenges will be faced in carrying out the social worker profession based on social reality and advances in science and technology, especially in the era of Industrial Revolution 4.0.

Based on these problems, this article becomes important to examine the challenges of social worker professionalism to empower

the community in the era of industrial revolution 4.0, which is currently the global world is heading there. This needs to be done because social services is an activity that is very attached to the profession of social workers, and of course, the development of information and communication technology is an unavoidable transformational process and brings consequences to rethink the challenges and opportunities for the social work profession.

The method used to answer the problem is by collecting sources that examine social workers, both in the form of legislation and in the form of research results. Therefore, the data management from this article is done periodically by coding and tabulating it and analyzing the relevant materials with the focus of this article.

### Social Reality of Society in the Era of Industrial Revolution 4.0

The era of disruption defines industrial revolution 4.0 or plural was originally a phenomenon that occurred in economics, especially in business. a Harvard Professor Bisinis calls it an innovative disruption. Disruptive itself is a condition when a business is required to continue to innovate following developments so that the business is not only to meet current needs but can anticipate future needs.<sup>7</sup>

The industrial revolution is a phase measured by the development of world science and technology. It is called the digital revolution because of the proliferation of computers and recording from all fields. One of the uniqueness of the Industry 4.0 era is the application of artificial intelligence. Almost all fields occur automation with the presence of technological advances. Technological advances that successfully

Comment [in9]: Why are you very comfortable stating it? Did you do a research or have literatures that showed it?

Comment [in11]: Penjelasan tentang social reality dalam konteks ini harusnya ditujukan untuk menjelaskan kenapa sebuah situasi menjadi challenges bagi social worker.

Lalu, apa teori yang digunakan untuk menjelaskan sebuah realitas sosial? Bagaimana realitas berpengaruh pada aktifitas pekerja sosial?

Comment [in10]: Terlepas dari isu bahasa, bagian *introduction* tampaknya belum bisa menjelaskan masalah penelitian. Saya membayangkan bagian ini menjelaskan *existing condition* pekerja sosial di Indonesia pada era 4.0 dan aspek apa saja yang diasumsikan akan menjadi "challenges" dalam peralihan ke era 5.0.

Saya hanya menemukan paparan umum tentang regulasi pemerintah dan sedikit penjelasan teoritis tentang 4.0. Ditambah terdapat beberapa kalimat dengan diksi seperti memberikan kesimpulan ketimbang memaparkan persoalan yang ada.

Sehubungan dengan ini ada pertanyaan yang lebih fundamental: apakah aktifitas pekerja sosial di Indonesia selama ini sudah layak dikatakan memenuhi kriteria era 4.0? Apa argumen penulis untuk mengatakan, misalnya, "sudah" atau "belum"?

<sup>6</sup> Warto Warto, 'Budaya Gadget Di Pondok Pesantren Mitra IAIN Purwokerto', *IBDA': Jurnal Kajian Islam Dan Budaya*, 15.2 (2018), 346–64 <<https://doi.org/10.24090/ibda.v15i2.2017.pp346-364>>.

<sup>7</sup> Banu Prasetyo and Danumi Trisyanti, 'Strategi Pembangunan Nasional Menghadapi Revolusi Industri 4.0', in *Revolusi Industri 4.0 Dan Tantangan Perubahan Sosial*, 2019, IV, 22–27.



create changes to human activities in scale, scope, complexity, and transformation from previous life experiences.

The phenomenon of disruption does not only occur in the business world. However, it has expanded in other areas such as education, government, culture, politics, and law. For example, in the political field, political movements to gather time through the concentration of time have been replaced with social media-based movements. The government sector is also now challenged to implement bureaucracy effectively efficiently based on e-governance.

Industrial Era 4.0 is in an atmosphere of globalization that brings people to uncertain situations, and there are at least three things that indicate that globalization will be able to bring disaster to society.<sup>8</sup>, first globalization is based on the ideology of free-market fundamentalism that adheres to the myth of "the invisible hand" and antipathy to the state's role. As a result, the private market can perform its role more efficiently, which in turn encourages economic growth and social welfare through the mechanism of "seeping effects down." However, in reality, the "invisible hand" cannot regulate the market perfectly, especially in developing countries, due to information imperfections and market incompleteness. Indeed, under these conditions, state intervention is necessary to respond to imperfection and even market failure.

Second, globalization strengthens the hegemony of multinational or transnational corporations, and third, the dangers of globalization are not only caused by a load of neoliberalism ideology and capitalist interests of the world. Furthermore, it is supported by

three important international institutions: the World Bank, the International Monetary Fund (IMF), and the World Trade Organization (WTO) that can grip the world.

In this era, the reality of society also encourages social change, which includes elements of material and immaterial culture, meaning that every element of social culture that is material and immaterial (spiritual) is also inclined to change. In contrast to what Kingsley Davis described as social change as changes that occur in society's structure and function so that it will be called a social change if the order and function in society are changed. For example, when there appears a union of workers or labor organizations that in capitalist society causes a change in relations between workers and employers which then implies also the change of economic or even political organization (in certain countries there are turned into political parties, for example, the labor party in England).<sup>9</sup>

Many argue that the tendency to change in society is a natural phenomenon as a result of social relations, and many experts argue that social change occurs as a result of changes that occur in elements that maintain balance in a society, such as economic, cultural, and technological, political, geographical and so on, which basically boils down to the conclusion that change is a circular and unbroken chain of events.

In terms of social change norms, then if the norm is based on the regularity of social life, social change, which is a change in the structure of society, occurs as a result of changes in social norms. When the norms in a

Comment [in12]: What do you mean?

Comment [in13]: Please consider: The emergence of worker organizations in capitalist society has resulted in the shifts in the relationship between employer and employee, which lead to adaptations within economic and political organization.

Comment [in14]: Please list the name of the experts. Who are they? In which publications they argued about you have mentioned in this paragraph

<sup>8</sup> Edi Suharto, 'Peran Pekerja Sosial Dalam Penanganan Masalah Sosial Global' (Jakarta: Disampaikan pada Seminar "Isu-Isu Global dan Masalah Sosial Strategis yang Berpengaruh terhadap Pembangunan Kesejahteraan Sosial" Departemen Sosial RI, 2004).

<sup>9</sup> Syamsidar, 'Dampak Perubahan Sosial Budaya Terhadap Pendidikan', *Al-Irsyad Al-Nafs Jurnal Bimbingan Penyuluhan Islam*, 2.1 (2015), 83-92 <[journal.uin-alauddin.ac.id/index.php/Al-Irsyad\\_Al-Nafs/article/download/.../2406](http://journal.uin-alauddin.ac.id/index.php/Al-Irsyad_Al-Nafs/article/download/.../2406)>.



community structure have changed, then the change in society has occurred.<sup>10</sup>

Environmental developments that occur at the domestic, regional, and global levels have implications for people's lives and color various life areas. Various issues in several fields that occur due to domestic, regional and global developments bring Indonesia to a critical situation, requiring handling where social workers can be a part.

Community and Sustainable Environment can be interpreted as a community order with the availability of resources, both material (SDA) and social (HR). People who can meet the needs of life without any shortcomings; communities that have a comfortable and safe environment; a society that has values of justice, values of kindness, virtue, and piety both individually and socially; communities that have a beautiful and beautiful living environment; communities that have a social environment that is full of peaceful, tolerant, respectful, empathy, and understanding each other.

On the other hand, globalization also opens opportunities for the development of various forms of social services following society's development and its problems. Indonesia has the opportunity to learn from other countries in dealing with the problems that occur.

Besides, the problem that also threatens the community is a problem that stems from environmental conditions. This problem can be caused by human beings themselves who do not have social sensitivity. There are various forms of this, including landslides, floods, and forest fires.

Similarly, in the socio-economic aspect, there is a gap in economic inequality or economic inequality. The problem that occurs as a result of economic inequality is

backwardness, namely that people are not able to keep up with developments and progress as happens in other communities.

Along with the global market and post-industrialist symptoms include the condition and structure of the family and social life. Family structures tend to be nuclear and cosmopolitan families. Besides, post-modernist alienation is also characterized by alienation in people who are in busy people's lives. In such a society, the family's function is then linked to its main function, so that what happens is a deviation from family members such as juvenile delinquency and deviations of other social norms.

The reality of society in the era of revolution 5.0 is because of society's unpreparedness in responding to the current technological advances and the rapid influence of globalization, thus making people confused in responding to it. Modification of human life to achieve such transformation can be realized through four basic cultural structures: ethical constitution, aesthetics, work orientation, and technological knowledge<sup>11</sup>.

#### **Social Worker Professions in the Era of Industrial Revolution 4.0**

Social work is a practice-based profession and academic discipline that promotes social change and development, social cohesion, and community empowerment. Social justice principles, human rights, collective responsibility, and respect for diversification are central to social work. Supported by social work theories, social sciences, humanities, and indigenous knowledge, social work involves people and structures to overcome life's challenges and improve well-being.

Comment [in15]: Pada bagian ini hanya ditemukan teori umum tentang aktifitas pekerja sosial. Tidak ditemukan penjelasan apa yang berbeda dari aktifitas pekerja sosial pada era 4.0, seperti yang dijanjikan pada judul.

<sup>10</sup> David Berry, *Pokok-Pokok Pikiran Dalam Sosiologi*, ed. by Paulus Wirutomo (Jakarta: Raja Grafindo Persada, 2003).

<sup>11</sup> Nunu Nurhanuddin and Hardi Putra Wirman, 'Social Theology: Re-Actualizing Cultural Values Into Society Transformation', *Islam Realitas: Journal of Islamic & Social Studies*, 4.1 (2018), 57 <[https://doi.org/10.30983/islam\\_realitas.v4i1.652](https://doi.org/10.30983/islam_realitas.v4i1.652)>.



Social workers have a complex scope of job roles, which has led to debates about which should come first. Their activities are often seen as activities that focus only on children and adults considered 'at risk'.<sup>12</sup>

Social work as a profession has undergone significant changes, both internally and externally. This change is part of a larger ideological shift towards neoliberalism.<sup>13</sup> The neo-liberalization of social work has become a result-oriented profession, information gathering, supervision that no longer relies on a critical and radical value base. However, social workers remain optimistic about the future and true to their core values.

The social work profession is broader than most disciplines concerning the variety and types of problems addressed by the arrangements in which the work occurs, the level of practice, the interventions used, and the population served.

Social workers can engage in various jobs ranging from hospitals, schools, clinics, police departments, public institutions, the court system to private practices or businesses. Social work practices require knowledge of human development and behavior.<sup>14</sup>

Rapid socio-cultural, economic, and political changes have implications for the social work profession. Similarly, the application of ISO applied in developed

countries is a challenge that must be responded to. The social work profession must be encouraged continuously so that it can apply national and international standards. Therefore, education and training and standardization, and certification of social workers play a significant role in shaping the 'direction' and existence of the social work profession.

Social workers are a unique profession because the relationship between clients and social workers is the main tool of the service, but social workers use their skills to build professional relationships.

Social workers are professional activities to improve their ability to function socially and create community conditions that allow them to achieve goals. Siporin defines the style of social work practitioners as a factor that greatly influences therapeutics' effectiveness and is a way to express the creative arts of practitioners. The meaning and function of the style are made clear. The practitioner's general style is analyzed as a combination of elements of personal and professional style, responsive to the performance of artistic tasks in helping the client. The case presentation illustrates the specific style of social workers. The broader cultural influence of the practitioner's style also deserves to be recognized.

The widespread problems in modern society, such as differences in lifestyle, values, race, ethnicity, culture, religious identity, forcing social welfare efforts carried out by social workers are always responsive and willing to learn to understand what is happening in society. Thus, social workers need skills to realize and encourage the spirit and improve the ability of clients. Therefore, social workers can provide services under their intervention's objectives based on a "strengths perspective."<sup>15</sup>

<sup>12</sup> Jo Moriarty, Mary Baginsky, and Jill Manthorpe, 'Literature Review of Roles and Issues within the Social Work Profession in England,' *King's College London*, March 2015, 35 <<http://www.professionalstandards.org.uk/docs/default-source/publications/research-paper/literature-review-roles-and-issues-within-the-social-work-profession-in-england-2015.pdf?sfvrsn=6>>.

<sup>13</sup> Janine Butler-Warke, Alice Yuill, Chris Bolger, 'The Changing Face of Social Work: Social Worker Perceptions of a Neoliberalising Profession,' *Critical and Radical Social Work*, Vol. 8.1 (2020), 59–75 <<https://www.ingentaconnect.com/content/tpp/crs/2020/00000008/00000001/art00005>>.

<sup>14</sup> Caroline F. Ware, 'The Role of the Social Worker in Community Development,' *International Social Work*, 10.4 (1967), 13–17 <<https://doi.org/10.1177/002087286701000402>>.

<sup>15</sup> Purwobowono, 'Perkembangan Konsep Kesejahteraan Sosial Dan Pekerja Sosial Profesional



Therefore, there is a change in social welfare, which is a paradigm that comes not suddenly. The change has historical roots since Wilensky and Leabaux<sup>16</sup> Introduced two social welfare concepts, namely the concept of social welfare based on 'residual' and social welfare based on 'institutional.' In America, it developed 'residual and developmental.'

Purwowibowo mentioned that the concept of social welfare experienced three stages of development in the midst of social change, namely the first stage, when the Poverty Law, namely Elizabeth Poor Law (1601), was introduced to provide social security in the form of assistance or assistance services to the poor in England, the second stage, social welfare in the context of the welfare state. In this case, the state provides social expenditure to its citizens to ensure minimum service standards for all its citizens, and the third stage, the concept of prosperous society (Welfare Society), which is based on the concept that the aspirations that come from the community regarding efforts to maximize individual development.<sup>17</sup>

The Social Worker Profession is time to get a greater place and space in solving the nation's problems, where social problems are as important as other problems that require extra attention and solutions.

### Professionalism Challenges of Social Workers in the Era of Industrial Revolution 4.0 in Community Empowerment framework in the Era of Society 5.0.

In every job, the professional aspect becomes an important point, especially in today's modern era. Therefore, professionals

demand workers perform consistently with 'certain professional standards.'

The profession of social workers today has not received appreciation from the wider community proportionately. This may be because the existence of this profession has not been felt benefits by the community. Many public members, even high-ranking state officials, do not know what exactly social workers are dealing with. There is currently extensive development in this profession, namely the emergence of a generalist-generalist social work approach in the framework of community empowerment.

The principles of empowerment from a social work perspective are: Every problem is seen as a common challenge that must be faced; Orientation to simultaneous problems with the orientation to the source of strength; All processes are intended to produce the best in the future; The relationship between actors is collaborative; and Positions between actors in the form of partnerships.

For social workers' profession in carrying out their profession, there are professional standards that can be used as indicators for social workers in carrying out their profession daily. In addition to professional standards can also help practitioners when faced with ethical dilemmas and can also help supervisors of institutions and other administrative personnel evaluate their workers' performance.<sup>18</sup>

The professional standard is covering three objectives—first, internal oversight and accountability mechanisms for the profession. Clients who have concerns about their interactions with social workers can bring complaints to professional committees about investigations. The committee may request a series of sanctions, including the revocation

Di Era Global', *Jurnal Ilmu Kesejahteraan Sosial HUMANITAS*, 1.2 (2019), 64–75.

<sup>16</sup> Wickenden Elizabeth, *Social Welfare in a Changing World* (Washington DC: University Press, 1965).

<sup>17</sup> Purwowibowo.

<sup>18</sup> Srinika Jayaratne, Tom Croxton, and Debra Mattison, 'Social Work Professional Standards: An Exploratory Study,' *Social Work*, 42.2 (1997), 187–99 <<https://doi.org/10.1093/sw/42.2.187>>.

Comment [in16]: Paragraf penutup tidak menjelaskan apa-apa dari apa yang dijanjikan dalam judul bagian ini: "Social Worker Professions in the Era of Industrial Revolution 4.0 "



of member vessels in professional associations.

Second, the standard of care is a measure of quality control for exercise. In countries where social workers are licensed or registered, these standards can help regulators hear client complaints against them to determine whether sanctions should be imposed in the event of a violation.

Third, the standard of care is the criterion by which the law will judge social workers. While not all legal action against social workers involves standards of care<sup>19</sup>.

The initial spirit of technological advancement was to facilitate human life. Since the invention of the machine and the beginning of the era of automation has made production more multiple and cut the time and costs incurred. However, in the end, all these conveniences have a big human impact because it makes the use of human power significantly reduced.<sup>20</sup> As a result, there has been an increase in the number of unemployed. Right at this point, it is necessary to have a development paradigm that improves human abilities in the field of technology and needs to improve its own human mentality.

The change in social welfare concept towards institutional and developmental concepts also has a first-line function in industrial society. Therefore, the paradigm 'Social welfare' must be changed. There are seven components or pillars of the social welfare paradigm that, according to Romanyshyn (1989), need to be socialized, namely, First, the Residual Concept Becomes Institutional. In the residual paradigm of placing social welfare programs outside the normal institutions of society. Second, the Concept of Charity Becomes the Concept of The Rights of Citizens. This change in

concept is a very long historical process. Third, the Concept of Special Becomes Universal. For the layperson, social welfare is often defined by a special program intended for the poor. Fourth, The Minimum Concept Towards Optimum. The new paradigm of social welfare should move from the limited assertion that only minimal resources are provided to individuals who have problems: fifth, the Concept of Individual Reformation to Social Reform. The old paradigm departs from the assumption that social welfare is formed and allocated to individuals who experience moral decline: sixth, the Concept of Voluntary Service Towards Public Service. Public responsibility for social welfare services is truly a 19th and early 20th-century tradition: seventh, The Concept of Welfare for the Poor and the Concept of Prosperous Society for the Rich. In the concept of welfare society, all social institutions must be evaluated critically in the sense of the extent of their contribution in terms of maximizing development for the benefit of individuals and society at large.

The presence of the era of industrial revolution 4.0 that offers new literacy, namely data, technology, and human literacy, as a new thesis of the digital technology era, since 2018 appeared "anti-thesis" from Japan that better upholds "human" in addition to the emergence of data and technology revolution. According to Japan's Cabinet Office, Society 5.0 is defined as a human-centered society that balances economic progress with social problem solving through a system that strongly integrates virtual space and physical space.<sup>21</sup>

As a developed country with high-tech capabilities, Japan does not mean it does not have "internal" problems, including a smaller

<sup>19</sup> Jayaratne, Croxton, and Mattison.

<sup>20</sup> Bell Daniel, *The Coming of Post Industrial Society* (New York: Basic Books, 1976).

<sup>21</sup> Nuning Zaidaha and others, 'Pembelajaran Seni Multikultural Menghadapi Konstruksi Masyarakat 5.0 Pada Era Vuca', *Seminar Nasional Pascasarjana 2019*, 2019.



birth rate, a smaller number of productive age populations, and an increasingly elderly population. With such unfavorable demographic conditions, the use of technology is certainly one of the options. But how technology is utilized without degrading the values of Japanese society is close, that later became the foundation of the concept formulated Society 5.0<sup>22</sup>.

Society 5.0 focuses on life balance despite being based on technological advances. A working system that transforms digital technology but focuses not only on its technology but also the spirit of spirituality and humanity in utilizing technology, thus achieving a balance between cyberspace and the physical world. There are five elements in Society 5.0, namely: Emotional elements, intellectual elements, physical elements, social elements, and spiritual elements. The five elements are intertwined with each other in a balance.

The concept of Society 5.0 is expected to minimize the negative impact of robotics and artificially intelligent technology so as not to master human life without control, but human actors who master and control robotics and artificially intelligent technology. Thus, Society 5.0 is a fores looking forward to organizing an ideal public life, in response to the industrial revolution 4.0, which is feared to degrade humans' role due to dependence on advances in robotic technology and artificial intelligence. With Society 5.0, it is expected that there is a balance of life between the use of technology and the quality of human life that is more human.

Actually, the concept of revolution 4.0 and Society 5.0 does not have much difference. It

is just that the concept of Society 5.0 focuses more context on humans. If the Industrial Revolution 4.0 uses artificial intelligence as the main component in making changes in the future, then Society 5.0 uses modern technology to rely solely on humans as its main component. Society 4.0 allows us to access as well as share information on the internet. Society 5.0 is an era where all technology is part of man himself. The Internet is not just to share information but to live life.

Society 5.0 is an evolutionary stage of human society, starting with Society 1.0, which begins with human society's life by hunting to meet its needs. Furthermore, Society 2.0 has opened agricultural fields and plantations as the main food source. Then Society 3.0 is characterized by industrialization in all fields. In Society 5.0, there are advances in information technology and the internet to connect. Society 5.0 focuses on utilizing technology for humankind's welfare by controlling the negative impact it causes.

Society 5.0 is parallel capable of achieving economic development while providing solutions to social problems. Therefore Society 5.0, although it relies on technological advances but is focused and human-centered. The principle in Society 5.0 is that anyone can enjoy a high quality of life and can enjoy a prosperous life.

In this situation, professional social workers are faced with a variety of challenges that require the professionalism of social workers. The urgent thing to do is to certify social workers. For a profession, standardization of competencies that become the basis for carrying out the next step, namely certification is for Articulation and professional advocacy; Quality demands (standards); Accountability demands

Comment [in17]: What is your proof behind this statement?

Comment [in18]: References are not found

<sup>22</sup> Hani Atun Mumtaha and Halwa Annisa Khoiri, 'Analisis Dampak Perkembangan Revolusi Industri 4.0 Dan Society 5.0 Pada Perilaku Masyarakat Ekonomi (E-Commerce)', *JURNAL PILAR TEKNOLOGI: Jurnal Ilmiah Ilmu Ilmu Teknik*, 4.2 (2019), 55–60 <<https://doi.org/10.33319/piltek.v4i2.39>>.



(principles) and; Monopoly of the field of work and restrictions on market supply.<sup>23</sup>

The challenges of globalization and increasing the quantity and quality of social problems require reliable human resources that have knowledge, skills & attitude to improve the quality of service. Social Work Human Resources plays an important role in responding to these changes. The level and quality of social services are determined by the quality of Human Resources Social Work.

Especially in the era of industrial revolution 4.0 and facing the current era of society 5.0, social workers must have Social Welfare Human Resources' qualifications and competencies reflected from the competencies of knowledge, skills, and values with the formula Knowledge + Skills + Values = Competence.

Therefore, today's professional social workers' most fundamental challenge is to carry out their duties and functions effectively as professional social workers, and then the social work education system needs to be fundamentally reorganized. Reorganization can include curriculum, educational process, teaching staff, field practice supervisors, libraries, textbooks, or social work laboratories where students practice field.

For the completeness of standardization and certification of social work, it is necessary to review and follow up on matters related to granting licenses or licenses of practice, assessors, and competency tests for professional social workers.

Professional social workers should also be able to take advantage of developments in information technology because the problems of the clients they handle are actually not far from what their clients consume information.

<sup>23</sup> Agustus Fajar and Rudi Saprudin Darwis, 'Tantangan Kiprah Pekerja Sosial Profesional Di Indonesia', *Prosiding Penelitian Dan Pengabdian Kepada Masyarakat*, 4.1 (2017), 29 <<https://doi.org/10.24198/jppm.v4i1.14207>>.

Therefore, these information media play a vital role in shaping one's mind, which will shape his actions and life as a whole.

However, social workers' use of information as part of relief efforts for their clients is not without difficulties. Ethical dilemmas seem to be the most important issue in using information technology as a means of assistance for clients. The social work code of conduct requires professionals in this field to respect client privacy. Social workers are forbidden from forcing clients to pass on information they do not wish to convey.

In fact, social workers in the era of Industrial Revolution 4.0 and facing the Era of Society 5.0 social workers should be able to use a dualistic approach that conventionally handles clients and can also be done digitally.

## Conclusion

Social change of society in the era of industrial revolution 4.0 and facing society revolution 5.0 is actually a tough challenge for social workers because the situation demands professionalism supported by competence based on social workers' standard criteria. Therefore, efforts are needed to improve social workers' competence by reformulating the educational curriculum of social workers. The most important thing is to be reviewed and acted upon on matters related to granting licenses or licenses of practice, assessors, and competency tests for professional social workers.

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**CHALLENGES OF PROFESSIONAL SOCIAL WORKERS IN THE FRAMEWORK OF COMMUNITY EMPOWERMENT IN THE ERA OF REVOLUTION 4.0 TOWARDS THE SOCIETY REVOLUTION 5.0**

5.0

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**Abstrak**

*Social workers are professions that provide assistance or assistance in services to individuals, groups, and communities in need. The advancement of human civilization in technology requires social workers to be civilized so that it is necessary to master the technology to support the effectiveness and efficiency of social workers. This article aims to explain the challenges of social workers' professionalism in order to do their work in the field of community empowerment based on information technology. The method used in this research is the literature method by reading the results of studies on social workers who comply with technology, including studies that explain the opportunities and challenges of social workers in empowering technology-based communities. This article found several things: the challenge of professionalism of technology-based social workers is internal concerning the capacity and ability to use digital communication facilities. This can be overcome by training and mentoring and conducting technological innovations to strengthen social work in community empowerment. This article contributes important knowledge that it turns out that social workers must be civilized with information technology in today's digital era, in order to support the professionalism of social workers in order to empower the community by using a dualistic approach in the era of industrial revolution 4.0 towards the Society 5.0 revolution.*

**Keywords:** Professional Social Worker Challenges, Community Empowerment, Industrial Revolution 4.0, Society Revolution 5.0

**Abstrak**

Pekerja sosial (*Social worker*) merupakan profesi yang memberikan bantuan pertolongan dan pelayanan pada individu, kelompok, maupun masyarakat yang membutuhkan. Kemajuan peradaban manusia dalam bidang teknologi menuntut pekerja sosial untuk beradaptasi dengan penguasaan teknologi tersebut dalam rangka menunjang efektifitas dan efisiensi pekerja sosial. Artikel ini bertujuan untuk menjelaskan tantangan pekerja sosial profesional dalam rangka melakukan pemberdayaan masyarakat berbasis teknologi informasi. Metode yang digunakan dalam penelitian ini adalah metode literatur dengan membaca hasil-hasil kajian mengenai pekerja sosial yang bersentuhan dengan teknologi, termasuk juga kajian yang menjelaskan peluang dan tantangan pekerja sosial dalam melakukan pemberdayaan masyarakat berbasis teknologi. Artikel ini menemukan beberapa hal yaitu bentuk tantangan profesionalisme pekerja sosial berbasis teknologi adalah secara internal berkenaan dengan kapasitas dan kemampuan pemanfaatan sarana komunikasi digital, hal ini dapat diatasi dengan pelatihan dan pendampingan serta melakukan inovasi teknologi guna memperkuat kerja-kerja sosial dalam rangka pemberdayaan masyarakat. Artikel ini memberi kontribusi pengetahuan penting bahwa ternyata pekerja sosial harus beradaptasi dengan teknologi informasi di era digital saat ini, guna mendukung profesionalisme pekerja sosial dalam rangka pemberdayaan masyarakat dengan menggunakan dualistic approach pada era revolusi industri 4.0 menuju revolusi Society 5.0.

**Kata Kunci:** Tantangan Pekerja Sosial Profesional, Pemberdayaan Masyarakat, Revolusi Industri 4.0, Revolusi Society 5.0

**Background**

The social worker is actually a job that requires a set of skills, responsibility, and corporates.<sup>1</sup> This illustrates that social

workers are no longer a side job. This explanation can refute your argument that the profession of social workers in Indonesia is

<sup>1</sup> Andari Soetji, 'Peran Pekerja Sosial Dalam Pendampingan Sosial The Role Of Social Workers In

Social Assistance', *Journal of Chemical Information and Modeling*, 53.9 (2019), 1689–99.

Comment [MAN1]: This topic is very broad and hardly relevant to the journal's scope

Despite the fact that this article is well written in English, it unfortunately does not convey a new data and its analysis on the issue of problems faced by social and professional workers. There is not definition and limitation of social workers, making it difficult to propose a strong argument on the topic because it is very common and general.

The author seems to talk about common phenomena in the industrial and modern era that challenges workers to advance their knowledge and to serve community.

Comment [Reviewer2]: Moreover, the title and topic is not both directly and indirectly related to Islam. What is a specific issue of Islam and social problems, as the journal is concerned, that this paper want to address?

No specific data is proposed by the author and thus no specific knowledge is gained. This is very general problem with a study based on library or literary research. The author also does not review existing scholarship on this issue, making it difficult to catch novelty or academic contribution of this paper

Alternatively, the author may analyze an Islamic concept (based on authoritative textual sources, such as the Qur'an or hadis, or Muslim scholar perception regarding social and community development and how to increase social workers professionalism. This will become a good library research paper. Alternatively, this study must be based on empirical investigation on the experience of Muslim social workers in dealing with social service or problems of social service in a Muslim community.

In short, with the current state of being, this paper can hardly contribute any knowledge and does not fit to the journal's scope.

Comment [MAN3]: The abstract is good in the sense that it is well written and delivers the content of the article. However, there is no specific finding or argument in this study. The final statement is very general.

Comment [MAN4]: This is a very broad term and therefore does not give a meaning of specific classification, making it easy to slip into a general conclusion



still considered a curative service that everyone can do.<sup>2</sup>

Rachmanto social worker professions are rare and not even attractive to some people due to a lack of understanding and socialization about social workers' profession as a profession of help to individuals, groups in need. Whereas in various countries, the social workers' profession has contributed very much, especially in community empowerment.<sup>3</sup>

However, in fact, this social work profession has a set of regulations and provisions that govern the competencies that must be owned by every social worker. Through this regulation, every social worker is protected by law and can collaborate with various parties, both government and private.

However, in fact, this social work profession has a set of regulations and provisions that govern the competencies that must be owned by every social worker. Through this regulation, every social worker is protected by law and can collaborate with various parties, both government and private.

Regulation of the Minister of Social Affairs Number 12 the Year 2017 concerning Social Worker Competency Standards accompanied by Attachment to Regulation of the Minister of Social Affairs Number 12 the Year 2017 concerning Social Worker Competency Standards containing Social Worker Competency Standards signed by Minister of Social Affairs Khofifah Indar Parawansa on July 10, 2017 states that the Social Worker Competency Standards are intended as a reference for Social Workers in carrying out social work practices and/or for certification

bodies to test the competencies of Social Workers which include, knowledge, skills, professional attitudes of social work required to carry out social work practices<sup>4</sup>.

In explaining the profession of social workers in Regulation of the Minister of Social Affairs, it is explained that there are three types of social worker levels, namely Social Worker Assistants, Generali Social Workers, and Specialist Social Workers who have preventive, curative, rehabilitative, and development functions.

In Indonesia, the professions of social workers include involved in the Family of Hope Program (PKH), Family Welfare Consultation Program (LK3), Child and Family Protection Program, Prosperous People's Assistance Program (Rastra), and so on.

Along with the technological advances that are currently sporadically moving progressively, it takes an increase in the ability of social workers who can be civilized in the face of global challenges, especially in the era of industrial revolution 4.0 and towards the industrial revolution 5.0 where the fight between culture and technology is increasing rapidly forming the character of an individualistic society, away from mutual values, and even towards a moral crisis.

Industrial Revolution 4.0 by quoting Kasali's opinion, there are six pillars of technology that are characteristic, namely: Internet of Things (IoT), Cloud Computing, Big Data Analytics, Artificial Intelligence, Super Apps, and Broadband Infrastructure<sup>5</sup>. From these six characteristics, there will also be challenges that must be faced by the

Comment [MAN5]: Is this a name of person or a concept?

<sup>2</sup> Edi Suharto, 'Peran Pekerja Sosial Dalam Penanganan Masalah Sosial Global' (Jakarta: Disampaikan pada Seminar "Isu-Isu Global dan Masalah Sosial Strategis yang Berpengaruh terhadap Pembangunan Kesejahteraan Sosial" Departemen Sosial RI, 2004).

<sup>3</sup> Rachmanto, 'Pekerjaan Sosial Sebagai Suatu Profesi', *Jurnal Informasi Kajian Permasalahan Sosial Dan Usaha Kesejahteraan Sosial*, Vol 7.No. 2 (2002), 34.

<sup>4</sup> Berita Negara Tahun 2017, '12 Tahun 2017 Tentang Standar Kompetensi Pekerja Sosial', 2018 <<https://www.jogloabang.com/sosial/standar-kompetensi-pekerja-sosial-indonesia>>.

<sup>5</sup> Irfan Melilanny, 'Transformasi Praktik Pekerjaan Sosial Menuju Masyarakat 5.0', *Sosio Informa*, 6.02 (2020), 170.



community, namely aspects of knowledge, technology, economy, social, and politics.

The challenge makes the situation uncertain in every one or (uncertainty). Era 4.0 is the world's situation in which the digital revolution is rapidly occurring, so it is known as the era of disruption that means uprooted from its roots. The era of disruption is marked by fundamental changes due to massive changes in society in technology and impact on every aspect of life, namely disruptive regulation, disruptive culture, disruptive mindset, and disruptive marketing.

Resistance from technological advances ultimately puts culture and technology in two main vortexes, namely technology positioned as a tool to preserve culture and technology that creates new cultures in society. One of the cultures that emerged from the current era of technology is the culture of virtual solidarity that later became a trend and the development of information technology. Solidarity is a sense of unity, togetherness, and sympathy from a group of people who have a certain similarity.<sup>6</sup>

In the end, the development of this technology will change the way of view, behavior, attitudes, and patterns of community empowerment for social workers, and this is where it becomes an issue and also as a medium for social workers to evaluate how competent they are in carrying out their social work profession and what challenges will be faced in carrying out the social worker profession based on social reality and advances in science and technology, especially in the era of Industrial Revolution 4.0.

Based on these problems, this article becomes important to examine the challenges of social worker professionalism to empower

the community in the era of industrial revolution 4.0, which is currently the global world is heading there. This needs to be done because social services is an activity that is very attached to the profession of social workers, and of course, the development of information and communication technology is an unavoidable transformational process and brings consequences to rethink the challenges and opportunities for the social work profession.

The method used to answer the problem is by collecting sources that examine social workers, both in the form of legislation and in the form of research results. Therefore, the data management from this article is done periodically by coding and tabulating it and analyzing the relevant materials with the focus of this article.

### Social Reality of Society in the Era of Industrial Revolution 4.0

The era of disruption defines industrial revolution 4.0 or plural was originally a phenomenon that occurred in economics, especially in business. a Harvard Professor Bisinis calls it an innovative disruption. Disruptive itself is a condition when a business is required to continue to innovate following developments so that the business is not only to meet current needs but can anticipate future needs.<sup>7</sup>

The industrial revolution is a phase measured by the development of world science and technology. It is called the digital revolution because of the proliferation of computers and recording from all fields. One of the uniqueness of the Industry 4.0 era is the application of artificial intelligence. Almost all fields occur automation with the presence of technological advances. Technological advances that successfully

Comment [MAN7]: This section on method is too short and is inadequate as well as confusing.

Comment [MAN6]: There is no problem in the previous paragraphs. Instead, they discusses a very general and common phenomena. Meanwhile, research problems must be specific, better put in questions. What questions this study wants to address?

<sup>6</sup> Warto Warto, 'Budaya Gadget Di Pondok Pesantren Mitra IAIN Purwokerto', *IBDA': Jurnal Kajian Islam Dan Budaya*, 15.2 (2018), 346–64 <<https://doi.org/10.24090/ibda.v15i2.2017.pp346-364>>.

<sup>7</sup> Banu Prasetyo and Danumi Trisyanti, 'Strategi Pembangunan Nasional Menghadapi Revolusi Industri 4.0', in *Revolusi Industri 4.0 Dan Tantangan Perubahan Sosial*, 2019, IV, 22–27.



create changes to human activities in scale, scope, complexity, and transformation from previous life experiences.

The phenomenon of disruption does not only occur in the business world. However, it has expanded in other areas such as education, government, culture, politics, and law. For example, in the political field, political movements to gather time through the concentration of time have been replaced with social media-based movements. The government sector is also now challenged to implement bureaucracy effectively efficiently based on e-governance.

Industrial Era 4.0 is in an atmosphere of globalization that brings people to uncertain situations, and there are at least three things that indicate that globalization will be able to bring disaster to society.<sup>8</sup> First globalization is based on the ideology of free-market fundamentalism that adheres to the myth of "the invisible hand" and antipathy to the state's role. As a result, the private market can perform its role more efficiently, which in turn encourages economic growth and social welfare through the mechanism of "sleeping effects down." However, in reality, the "invisible hand" cannot regulate the market perfectly, especially in developing countries, due to information imperfections and market incompleteness. Indeed, under these conditions, state intervention is necessary to respond to imperfection and even market failure.

Second, globalization strengthens the hegemony of multinational or transnational corporations, and third, the dangers of globalization are not only caused by a load of neoliberalism ideology and capitalist interests of the world. Furthermore, it is supported by

three important international institutions: the World Bank, the International Monetary Fund (IMF), and the World Trade Organization (WTO) that can grip the world.

In this era, the reality of society also encourages social change, which includes elements of material and immaterial culture, meaning that every element of social culture that is material and immaterial (spiritual) is also inclined to change. In contrast to what Kingsley Davis described as social change as changes that occur in society's structure and function so that it will be called a social change if the order and function in society are changed. For example, when there appears a union of workers or labor organizations that in capitalist society causes a change in relations between workers and employers which then implies also the change of economic or even political organization (in certain countries there are turned into political parties, for example, the labor party in England).<sup>9</sup>

Many argue that the tendency to change in society is a natural phenomenon as a result of social relations, and many experts argue that social change occurs as a result of changes that occur in elements that maintain balance in a society, such as economic, cultural, and technological, political, geographical and so on, which basically boils down to the conclusion that change is a circular and unbroken chain of events.

In terms of social change norms, then if the norm is based on the regularity of social life, social change, which is a change in the structure of society, occurs as a result of changes in social norms. When the norms in a

<sup>8</sup> Edi Suharto, 'Peran Pekerja Sosial Dalam Penanganan Masalah Sosial Global' (Jakarta: Disampaikan pada Seminar "Isu-Isu Global dan Masalah Sosial Strategis yang Berpengaruh terhadap Pembangunan Kesejahteraan Sosial" Departemen Sosial RI, 2004).

<sup>9</sup> Syamsidar, 'Dampak Perubahan Sosial Budaya Terhadap Pendidikan', *Al-Irsyad Al-Nafs Jurnal Bimbingan Penyuluhan Islam*, 2.1 (2015), 83-92 <[journal.uin-alauddin.ac.id/index.php/Al-Irsyad\\_Al-Nafs/article/download/.../2406](http://journal.uin-alauddin.ac.id/index.php/Al-Irsyad_Al-Nafs/article/download/.../2406)>.



community structure have changed, then the change in society has occurred.<sup>10</sup>

Environmental developments that occur at the domestic, regional, and global levels have implications for people's lives and color various life areas. Various issues in several fields that occur due to domestic, regional and global developments bring Indonesia to a critical situation, requiring handling where social workers can be a part.

Community and Sustainable Environment can be interpreted as a community order with the availability of resources, both material (SDA) and social (HR). People who can meet the needs of life without any shortcomings; communities that have a comfortable and safe environment; a society that has values of justice, values of kindness, virtue, and piety both individually and socially; communities that have a beautiful and beautiful living environment; communities that have a social environment that is full of peaceful, tolerant, respectful, empathy, and understanding each other.

On the other hand, globalization also opens opportunities for the development of various forms of social services following society's development and its problems. Indonesia has the opportunity to learn from other countries in dealing with the problems that occur.

Besides, the problem that also threatens the community is a problem that stems from environmental conditions. This problem can be caused by human beings themselves who do not have social sensitivity. There are various forms of this, including landslides, floods, and forest fires.

Similarly, in the socio-economic aspect, there is a gap in economic inequality or economic inequality. The problem that occurs as a result of economic inequality is

backwardness, namely that people are not able to keep up with developments and progress as happens in other communities.

Along with the global market and post-industrialist symptoms include the condition and structure of the family and social life. Family structures tend to be nuclear and cosmopolitan families. Besides, post-modernist alienation is also characterized by alienation in people who are in busy people's lives. In such a society, the family's function is then linked to its main function, so that what happens is a deviation from family members such as juvenile delinquency and deviations of other social norms.

The reality of society in the era of revolution 5.0 is because of society's unpreparedness in responding to the current technological advances and the rapid influence of globalization, thus making people confused in responding to it. Modification of human life to achieve such transformation can be realized through four basic cultural structures: ethical constitution, aesthetics, work orientation, and technological knowledge<sup>11</sup>.

#### **Social Worker Professions in the Era of Industrial Revolution 4.0**

Social work is a practice-based profession and academic discipline that promotes social change and development, social cohesion, and community empowerment. Social justice principles, human rights, collective responsibility, and respect for diversification are central to social work. Supported by social work theories, social sciences, humanities, and indigenous knowledge, social work involves people and structures to overcome life's challenges and improve well-being.

<sup>10</sup> David Berry, *Pokok-Pokok Pikiran Dalam Sosiologi*, ed. by Paulus Wirutomo (Jakarta: Raja Grafindo Persada, 2003).

<sup>11</sup> Nunu Nurhanuddin and Hardi Putra Wirman, 'Social Theology: Re-Actualizing Cultural Values Into Society Transformation', *Islam Realitas: Journal of Islamic & Social Studies*, 4.1 (2018), 57 <[https://doi.org/10.30983/islam\\_realitas.v4i1.652](https://doi.org/10.30983/islam_realitas.v4i1.652)>.



Social workers have a complex scope of job roles, which has led to debates about which should come first. Their activities are often seen as activities that focus only on children and adults considered 'at risk'.<sup>12</sup>

Social work as a profession has undergone significant changes, both internally and externally. This change is part of a larger ideological shift towards neoliberalism.<sup>13</sup> The neo-liberalization of social work has become a result-oriented profession, information gathering, supervision that no longer relies on a critical and radical value base. However, social workers remain optimistic about the future and true to their core values.

The social work profession is broader than most disciplines concerning the variety and types of problems addressed by the arrangements in which the work occurs, the level of practice, the interventions used, and the population served.

Social workers can engage in various jobs ranging from hospitals, schools, clinics, police departments, public institutions, the court system to private practices or businesses. Social work practices require knowledge of human development and behavior.<sup>14</sup>

Rapid socio-cultural, economic, and political changes have implications for the social work profession. Similarly, the application of ISO applied in developed

countries is a challenge that must be responded to. The social work profession must be encouraged continuously so that it can apply national and international standards. Therefore, education and training and standardization, and certification of social workers play a significant role in shaping the 'direction' and existence of the social work profession.

Social workers are a unique profession because the relationship between clients and social workers is the main tool of the service, but social workers use their skills to build professional relationships.

Social workers are professional activities to improve their ability to function socially and create community conditions that allow them to achieve goals. Siporin defines the style of social work practitioners as a factor that greatly influences therapeutics' effectiveness and is a way to express the creative arts of practitioners. The meaning and function of the style are made clear. The practitioner's general style is analyzed as a combination of elements of personal and professional style, responsive to the performance of artistic tasks in helping the client. The case presentation illustrates the specific style of social workers. The broader cultural influence of the practitioner's style also deserves to be recognized.

The widespread problems in modern society, such as differences in lifestyle, values, race, ethnicity, culture, religious identity, forcing social welfare efforts carried out by social workers are always responsive and willing to learn to understand what is happening in society. Thus, social workers need skills to realize and encourage the spirit and improve the ability of clients. Therefore, social workers can provide services under their intervention's objectives based on a "strengths perspective."<sup>15</sup>

<sup>12</sup> Jo Moriarty, Mary Baginsky, and Jill Manthorpe, 'Literature Review of Roles and Issues within the Social Work Profession in England,' *King's College London*, March 2015, 35 <<http://www.professionalstandards.org.uk/docs/default-source/publications/research-paper/literature-review-roles-and-issues-within-the-social-work-profession-in-england-2015.pdf?sfvrsn=6>>.

<sup>13</sup> Janine Butler-Warke, Alice Yuill, Chris Bolger, 'The Changing Face of Social Work: Social Worker Perceptions of a Neoliberalising Profession,' *Critical and Radical Social Work*, Vol. 8.1 (2020), 59–75 <<https://www.ingentaconnect.com/content/tpp/crs/w/2020/00000008/00000001/art00005>>.

<sup>14</sup> Caroline F. Ware, 'The Role of the Social Worker in Community Development,' *International Social Work*, 10.4 (1967), 13–17 <<https://doi.org/10.1177/002087286701000402>>.

<sup>15</sup> Purwobowono, 'Perkembangan Konsep Kesejahteraan Sosial Dan Pekerja Sosial Profesional



Therefore, there is a change in social welfare, which is a paradigm that comes not suddenly. The change has historical roots since Wilensky and Leabaux<sup>16</sup> Introduced two social welfare concepts, namely the concept of social welfare based on 'residual' and social welfare based on 'institutional.' In America, it developed 'residual and developmental.'

Purwobowono mentioned that the concept of social welfare experienced three stages of development in the midst of social change, namely the first stage, when the Poverty Law, namely Elizabeth Poor Law (1601), was introduced to provide social security in the form of assistance or assistance services to the poor in England, the second stage, social welfare in the context of the welfare state. In this case, the state provides social expenditure to its citizens to ensure minimum service standards for all its citizens, and the third stage, the concept of prosperous society (Welfare Society), which is based on the concept that the aspirations that come from the community regarding efforts to maximize individual development.<sup>17</sup>

The Social Worker Profession is time to get a greater place and space in solving the nation's problems, where social problems are as important as other problems that require extra attention and solutions.

#### **Professionalism Challenges of Social Workers in the Era of Industrial Revolution 4.0 in Community Empowerment framework in the Era of Society 5.0.**

In every job, the professional aspect becomes an important point, especially in today's modern era. Therefore, professionals

demand workers perform consistently with 'certain professional standards.'

The profession of social workers today has not received appreciation from the wider community proportionately. This may be because the existence of this profession has not been felt benefits by the community. Many public members, even high-ranking state officials, do not know what exactly social workers are dealing with. There is currently extensive development in this profession, namely the emergence of a generalist-generalist social work approach in the framework of community empowerment.

The principles of empowerment from a social work perspective are: Every problem is seen as a common challenge that must be faced; Orientation to simultaneous problems with the orientation to the source of strength; All processes are intended to produce the best in the future; The relationship between actors is collaborative; and Positions between actors in the form of partnerships.

For social workers' profession in carrying out their profession, there are professional standards that can be used as indicators for social workers in carrying out their profession daily. In addition to professional standards can also help practitioners when faced with ethical dilemmas and can also help supervisors of institutions and other administrative personnel evaluate their workers' performance.<sup>18</sup>

The professional standard is covering three objectives—first, internal oversight and accountability mechanisms for the profession. Clients who have concerns about their interactions with social workers can bring complaints to professional committees about investigations. The committee may request a series of sanctions, including the revocation

Di Era Global', *Jurnal Ilmu Kesejahteraan Sosial HUMANITAS*, 1.2 (2019), 64–75.

<sup>16</sup> Wickenden Elizabeth, *Social Welfare in a Changing World* (Washington DC: University Press, 1965).

<sup>17</sup> Purwobowono.

<sup>18</sup> Srinika Jayaratne, Tom Croxton, and Debra Mattison, 'Social Work Professional Standards: An Exploratory Study,' *Social Work*, 42.2 (1997), 187–99 <<https://doi.org/10.1093/sw/42.2.187>>.



of member vessels in professional associations.

Second, the standard of care is a measure of quality control for exercise. In countries where social workers are licensed or registered, these standards can help regulators hear client complaints against them to determine whether sanctions should be imposed in the event of a violation.

Third, the standard of care is the criterion by which the law will judge social workers. While not all legal action against social workers involves standards of care<sup>19</sup>.

The initial spirit of technological advancement was to facilitate human life. Since the invention of the machine and the beginning of the era of automation has made production more multiple and cut the time and costs incurred. However, in the end, all these conveniences have a big human impact because it makes the use of human power significantly reduced.<sup>20</sup> As a result, there has been an increase in the number of unemployed. Right at this point, it is necessary to have a development paradigm that improves human abilities in the field of technology and needs to improve its own human mentality.

The change in social welfare concept towards institutional and developmental concepts also has a first-line function in industrial society. Therefore, the paradigm 'Social welfare' must be changed. There are seven components or pillars of the social welfare paradigm that, according to Romanyshyn (1989), need to be socialized, namely, First, the Residual Concept Becomes Institutional. In the residual paradigm of placing social welfare programs outside the normal institutions of society. Second, the Concept of Charity Becomes the Concept of The Rights of Citizens. This change in

concept is a very long historical process. Third, the Concept of Special Becomes Universal. For the layperson, social welfare is often defined by a special program intended for the poor. Fourth, The Minimum Concept Towards Optimum. The new paradigm of social welfare should move from the limited assertion that only minimal resources are provided to individuals who have problems: fifth, the Concept of Individual Reformation to Social Reform. The old paradigm departs from the assumption that social welfare is formed and allocated to individuals who experience moral decline: sixth, the Concept of Voluntary Service Towards Public Service. Public responsibility for social welfare services is truly a 19th and early 20th-century tradition: seventh, The Concept of Welfare for the Poor and the Concept of Prosperous Society for the Rich. In the concept of welfare society, all social institutions must be evaluated critically in the sense of the extent of their contribution in terms of maximizing development for the benefit of individuals and society at large.

The presence of the era of industrial revolution 4.0 that offers new literacy, namely data, technology, and human literacy, as a new thesis of the digital technology era, since 2018 appeared "anti-thesis" from Japan that better upholds "human" in addition to the emergence of data and technology revolution. According to Japan's Cabinet Office, Society 5.0 is defined as a human-centered society that balances economic progress with social problem solving through a system that strongly integrates virtual space and physical space.<sup>21</sup>

As a developed country with high-tech capabilities, Japan does not mean it does not have "internal" problems, including a smaller

<sup>19</sup> Jayaratne, Croxton, and Mattison.

<sup>20</sup> Bell Daniel, *The Coming of Post Industrial Society* (New York: Basic Books, 1976).

<sup>21</sup> Nuning Zaidaha and others, 'Pembelajaran Seni Multikultural Menghadapi Konstruksi Masyarakat 5.0 Pada Era Vuca', *Seminar Nasional Pascasarjana 2019*, 2019.



birth rate, a smaller number of productive age populations, and an increasingly elderly population. With such unfavorable demographic conditions, the use of technology is certainly one of the options. But how technology is utilized without degrading the values of Japanese society is close, that later became the foundation of the concept formulated Society 5.0<sup>22</sup>.

Society 5.0 focuses on life balance despite being based on technological advances. A working system that transforms digital technology but focuses not only on its technology but also the spirit of spirituality and humanity in utilizing technology, thus achieving a balance between cyberspace and the physical world. There are five elements in Society 5.0, namely: Emotional elements, intellectual elements, physical elements, social elements, and spiritual elements. The five elements are intertwined with each other in a balance.

The concept of Society 5.0 is expected to minimize the negative impact of robotics and artificially intelligent technology so as not to master human life without control, but human actors who master and control robotics and artificially intelligent technology. Thus, Society 5.0 is a fores looking forward to organizing an ideal public life, in response to the industrial revolution 4.0, which is feared to degrade humans' role due to dependence on advances in robotic technology and artificial intelligence. With Society 5.0, it is expected that there is a balance of life between the use of technology and the quality of human life that is more human.

Actually, the concept of revolution 4.0 and Society 5.0 does not have much difference. It

is just that the concept of Society 5.0 focuses more context on humans. If the Industrial Revolution 4.0 uses artificial intelligence as the main component in making changes in the future, then Society 5.0 uses modern technology to rely solely on humans as its main component. Society 4.0 allows us to access as well as share information on the internet. Society 5.0 is an era where all technology is part of man himself. The Internet is not just to share information but to live life.

Society 5.0 is an evolutionary stage of human society, starting with Society 1.0, which begins with human society's life by hunting to meet its needs. Furthermore, Society 2.0 has opened agricultural fields and plantations as the main food source. Then Society 3.0 is characterized by industrialization in all fields. In Society 5.0, there are advances in information technology and the internet to connect. Society 5.0 focuses on utilizing technology for humankind's welfare by controlling the negative impact it causes.

Society 5.0 is parallel capable of achieving economic development while providing solutions to social problems. Therefore Society 5.0, although it relies on technological advances but is focused and human-centered. The principle in Society 5.0 is that anyone can enjoy a high quality of life and can enjoy a prosperous life.

In this situation, professional social workers are faced with a variety of challenges that require the professionalism of social workers. The urgent thing to do is to certify social workers. For a profession, standardization of competencies that become the basis for carrying out the next step, namely certification is for Articulation and professional advocacy; Quality demands (standards); Accountability demands

<sup>22</sup> Hani Atun Mumtaha and Halwa Annisa Khoiri, 'Analisis Dampak Perkembangan Revolusi Industri 4.0 Dan Society 5.0 Pada Perilaku Masyarakat Ekonomi (E-Commerce)', *JURNAL PILAR TEKNOLOGI: Jurnal Ilmiah Ilmu Ilmu Teknik*, 4.2 (2019), 55–60  
<<https://doi.org/10.33319/piltek.v4i2.39>>.



(principles) and; Monopoly of the field of work and restrictions on market supply.<sup>23</sup>

The challenges of globalization and increasing the quantity and quality of social problems require reliable human resources that have knowledge, skills & attitude to improve the quality of service. Social Work Human Resources plays an important role in responding to these changes. The level and quality of social services are determined by the quality of Human Resources Social Work.

Especially in the era of industrial revolution 4.0 and facing the current era of society 5.0, social workers must have Social Welfare Human Resources' qualifications and competencies reflected from the competencies of knowledge, skills, and values with the formula Knowledge + Skills + Values = Competence.

Therefore, today's professional social workers' most fundamental challenge is to carry out their duties and functions effectively as professional social workers, and then the social work education system needs to be fundamentally reorganized. Reorganization can include curriculum, educational process, teaching staff, field practice supervisors, libraries, textbooks, or social work laboratories where students practice field.

For the completeness of standardization and certification of social work, it is necessary to review and follow up on matters related to granting licenses or licenses of practice, assessors, and competency tests for professional social workers.

Professional social workers should also be able to take advantage of developments in information technology because the problems of the clients they handle are actually not far from what their clients consume information.

Therefore, these information media play a vital role in shaping one's mind, which will shape his actions and life as a whole.

However, social workers' use of information as part of relief efforts for their clients is not without difficulties. Ethical dilemmas seem to be the most important issue in using information technology as a means of assistance for clients. The social work code of conduct requires professionals in this field to respect client privacy. Social workers are forbidden from forcing clients to pass on information they do not wish to convey.

In fact, social workers in the era of Industrial Revolution 4.0 and facing the Era of Society 5.0 social workers should be able to use a dualistic approach that conventionally handles clients and can also be done digitally.

### Conclusion

Social change of society in the era of industrial revolution 4.0 and facing society revolution 5.0 is actually a tough challenge for social workers because the situation demands professionalism supported by competence based on social workers' standard criteria. Therefore, efforts are needed to improve social workers' competence by reformulating the educational curriculum of social workers. The most important thing is to be reviewed and acted upon on matters related to granting licenses or licenses of practice, assessors, and competency tests for professional social workers.

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## CHALLENGES OF PROFESSIONAL SOCIAL WORKERS IN THE FRAMEWORK OF COMMUNITY EMPOWERMENT IN THE ERA OF REVOLUTION 4.0 TOWARDS THE SOCIETY REVOLUTION 5.0

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### Abstrak

*This article aims to explain the challenges of social workers' professionalism in order to do their work in the field of community empowerment based on information technology. The method used in this research is the literature method by reading the results of studies on social workers who comply with technology, including studies that explain the opportunities and challenges of social workers in empowering technology-based communities. This article found several things: the challenge of professionalism of technology-based social workers is internal concerning the capacity and ability to use digital communication facilities. This can be overcome by training and mentoring and conducting technological innovations to strengthen social work in community empowerment. This article contributes important knowledge that it turns out that social workers must be civilized with information technology in today's digital era, in order to support the professionalism of social workers in order to empower the community by using a dualistic approach in the era of industrial revolution 4.0 towards the Society 5.0 revolution.*

**Keywords:** Professional Social Worker Challenges, Community Empowerment, Industrial Revolution 4.0, Society Revolution 5.0

### Abstrak

Artikel ini bertujuan untuk menjelaskan tantangan pekerja sosial profesional dalam rangka melakukan pemberdayaan masyarakat berbasis teknologi informasi. Metode yang digunakan dalam penelitian ini adalah metode literatur dengan membaca hasil-hasil kajian mengenai pekerja sosial yang bersentuhan dengan teknologi, termasuk juga kajian yang menjelaskan peluang dan tantangan pekerja sosial dalam melakukan pemberdayaan masyarakat berbasis teknologi. Artikel ini menemukan beberapa hal yaitu bentuk tantangan profesionalisme pekerja sosial berbasis teknologi adalah secara internal berkenaan dengan kapasitas dan kemampuan pemanfaatan sarana komunikasi digital, hal ini dapat diatasi dengan pelatihan dan pendampingan serta melakukan inovasi teknologi guna memperkuat kerjas-kerja sosial dalam rangka pemberdayaan masyarakat. Artikel ini memberi kontribusi pengetahuan penting bahwa ternyata pekerja sosial harus beradaptasi dengan teknologi informasi di era digital saat ini, guna mendukung profesionalisme pekerja sosial dalam rangka pemberdayaan masyarakat dengan menggunakan dualistic approach pada era revolusi industri 4.0 menuju revolusi Society 5.0.

**Kata Kunci:** Tantangan Pekerja Sosial Profesional, Pemberdayaan Masyarakat, Revolusi Industri 4.0, Revolusi Society 5.0

### Background

The social worker is a job that requires a set of skills, responsibility, and corporates<sup>1</sup>. The definition illustrates that it is no longer a side job or curative service that everyone can do, as commonly expected in Indonesia.<sup>2</sup>

<sup>1</sup> Andari Soetji, 'Peran Pekerja Sosial Dalam Pendampingan Sosial The Role Of Social Workers In Social Assistance', *Journal of Chemical Information and Modeling*, 53.9 (2019), 1689–99.

<sup>2</sup> Edi Suharto, 'Peran Pekerja Sosial Dalam Penanganan Masalah Sosial Global' (Jakarta: Disampaikan pada Seminar "Isu-Isu Global dan

According to Rachmanto<sup>3</sup>, social worker professions are rare and not even attractive to some people due to a lack of understanding and socialization about social workers' profession as a profession of help to individuals, groups in need. Whereas in various countries, the social workers'

Masalah Sosial Strategis yang Berpengaruh terhadap Pembangunan Kesejahteraan Sosial'Departemen Sosial RI, 2004).

<sup>3</sup> Rachmanto, 'Pekerjaan Sosial Sebagai Suatu Profesi', *Jurnal Informasi Kajian Permasalahan Sosial Dan Usaha Kesejahteraan Sosial*, Vol 7.No. 2 (2002), 34.



profession has contributed very much, especially in community empowerment.<sup>4</sup>

Social work profession has a set of regulations and provisions that govern the competencies that must be owned by every social worker. Through this regulation, every social worker is protected by law and can collaborate with various parties, both government and private.

Regulation of the Minister of Social Affairs Number 12 the Year 2017 concerning Social Worker Competency Standards accompanied by Attachment to Regulation of the Minister of Social Affairs Number 12 the Year 2017 concerning Social Worker Competency Standards containing Social Worker Competency Standards signed by Minister of Social Affairs Khofifah Indar Parawansa on July 10, 2017 states that the Social Worker Competency Standards are intended as a reference for Social Workers in carrying out social work practices and/or for certification bodies to test the competencies of Social Workers which include, knowledge, skills, professional attitudes of social work required to carry out social work practices<sup>5</sup>.

In explaining the profession of social workers in Regulation of the Minister of Social Affairs, it is explained that there are three types of social worker levels, namely Social Worker Assistants, General Social Workers, and Specialist Social Workers who have preventive, curative, rehabilitative, and development functions.

In Indonesia, the professions of social workers include involved in the Family of Hope Program (PKH), Family Welfare Consultation Program (LK3), Child and Family Protection Program, Prosperous

People's Assistance Program (Rastra), and so on.

Along with the technological advances that are currently sporadically moving progressively, it takes an increase in the ability of social workers who can be civilized in the face of global challenges, especially in the era of industrial revolution 4.0 and towards the industrial revolution 5.0 where the fight between culture and technology is increasing rapidly forming the character of an individualistic society, away from mutual values, and even towards a moral crisis.

Industrial Revolution 4.0 by quoting Kasali's opinion, there are six pillars of technology that are characteristic, namely: Internet of Things (IoT), Cloud Computing, Big Data Analytics, Artificial Intelligence, Super Apps, and Broadband Infrastructure<sup>6</sup>. From these six characteristics, there will also be challenges that must be faced by the community, namely aspects of knowledge, technology, economy, social, and politics<sup>7</sup>.

The challenge makes the situation uncertain in every one or (uncertainty). Era 4.0 is the world's situation in which the digital revolution is rapidly occurring, so it is known as the era of disruption that means uprooted from its roots. The era of disruption is marked by fundamental changes due to massive changes in society in technology and impact on every aspect of life, namely disruptive regulation, disruptive culture, disruptive mindset, and disruptive marketing.

Resistance from technological advances ultimately puts culture and technology in two main vortexes, namely technology positioned as a tool to preserve culture and technology

<sup>6</sup> Irfan Melilanny, 'Transformasi Praktik Pekerjaan Sosial Menuju Masyarakat 5.0', *Sosio Informa*, 6.02 (2020), 170.

<sup>7</sup> Hani Atun Mumtaha and Halwa Annisa Khoiri, 'Analisis Dampak Perkembangan Revolusi Industri 4.0 Dan Society 5.0 Pada Perilaku Masyarakat Ekonomi (E-Commerce)', *JURNAL PILAR TEKNOLOGI: Jurnal Ilmiah Ilmu Ilmu Teknik*, 4.2 (2019), 55–60 <<https://doi.org/10.33319/piltek.v4i2.39>>.

<sup>4</sup> Rachmanto.

<sup>5</sup> Berita Negara Tahun 2017, '12 Tahun 2017 Tentang Standar Kompetensi Pekerja Sosial', 2018 <<https://www.jogloabang.com/sosial/standar-kompetensi-pekerja-sosial-indonesia>>.

that creates new cultures in society. One of the cultures that emerged from the current era of technology is the culture of virtual solidarity that later became a trend and the development of information technology. Solidarity is a sense of unity, togetherness, and sympathy from a group of people who have a certain similarity.<sup>8</sup>

In the end, the development of this technology will change the way of view, behavior, attitudes, and patterns of community empowerment for social workers, and this is where it becomes an issue and also as a medium for social workers to evaluate how competent they are in carrying out their social work profession and what challenges will be faced in carrying out the social worker profession based on social reality and advances in science and technology, especially toward The Society Revolution 5.0.

Based on these problems, this article becomes important to examine the challenges of social worker professionalism to empower the community in the era of industrial revolution 4.0, which is currently the global world is heading there. This needs to be done because social services is an activity that is very attached to the profession of social workers, and of course, the development of information and communication technology is an unavoidable transformational process and brings consequences to rethink the challenges and opportunities for the social work profession.

The method used to answer the problem is by collecting sources that examine social workers, both in the form of legislation and in the form of research results. Therefore, the data management from this article is done periodically by coding and tabulating it and

analyzing the relevant materials with the focus of this article.

### **Social Reality of Society in the Era of Industrial Revolution 4.0**

The era of disruption defines industrial revolution 4.0 or plural was originally a phenomenon that occurred in economics, especially in business. a Harvard Professor Bisinis calls it an innovative disruption. Disruptive itself is a condition when a business is required to continue to innovate following developments so that the business is not only to meet current needs but can anticipate future needs.<sup>9</sup>

The industrial revolution is a phase measured by the development of world science and technology. It is called the digital revolution because of the proliferation of computers and recording from all fields. One of the uniqueness of the Industry 4.0 era is the application of artificial intelligence. Almost all fields occur automation with the presence of technological advances. Technological advances that successfully create changes to human activities in scale, scope, complexity, and transformation from previous life experiences.

The phenomenon of disruption does not only occur in the business world. However, it has expanded in other areas such as education, government, culture, politics, and law. For example, in the political field, political movements to gather time through the concentration of time have been replaced with social media-based movements. The government sector is also now challenged to implement bureaucracy effectively efficiently based on e-governance.

Industrial Era 4.0 is in an atmosphere of globalization that brings people to uncertain situations, and there are at least three things

<sup>8</sup> Warto Warto, 'Budaya Gadget Di Pondok Pesantren Mitra IAIN Purwokerto', *IBDA': Jurnal Kajian Islam Dan Budaya*, 15.2 (2018), 346–64 <<https://doi.org/10.24090/ibda.v15i2.2017.pp346-364>>.

<sup>9</sup> Banu Prasetyo and Danumi Trisyanti, 'Strategi Pembangunan Nasional Menghadapi Revolusi Industri 4.0', in *Revolusi Industri 4.0 Dan Tantangan Perubahan Sosial*, 2019, IV, 22–27.



that indicate that globalization will be able to bring disaster to society.<sup>10</sup>, first globalization is based on the ideology of free-market fundamentalism that adheres to the myth of "the invisible hand" and antipathy to the state's role. As a result, the private market can perform its role more efficiently, which in turn encourages economic growth and social welfare through the mechanism of "seeping effects down." However, in reality, the "invisible hand" cannot regulate the market perfectly, especially in developing countries, due to information imperfections and market incompleteness. Indeed, under these conditions, state intervention is necessary to respond to imperfection and even market failure.

Second, globalization strengthens the hegemony of multinational or transnational corporations, and third, the dangers of globalization are not only caused by a load of neoliberalism ideology and capitalist interests of the world. Furthermore, it is supported by three important international institutions: the World Bank, the International Monetary Fund (IMF), and the World Trade Organization (WTO) that can grip the world.

In this era, the reality of society also encourages social change, which includes elements of material and immaterial culture, meaning that every element of social culture that is material and immaterial (spiritual) is also inclined to change. Also Kingsley Davis described as social change as changes that occur in society's structure and function so that it will be called a social change if the order and function in society are changed. For example, when there appears a union of workers or labor organizations that in capitalist society causes a change in relations

between workers and employers which then implies also the change of economic or even political organization (in certain countries there are turned into political parties, for example, the labor party in England).<sup>11</sup>

Many argue that the tendency to change in society is a natural phenomenon as a result of social relations, and many experts argue, such as Rusmin<sup>12</sup>, Banu<sup>13</sup> and Richar Hogart<sup>14</sup> dan Paul<sup>15</sup> state that social change occurs as a result of changes that occur in elements that maintain balance in a society, such as economic, cultural, and technological, political, geographical and so on, which basically boils down to the conclusion that change is a circular and unbroken chain of events.

In terms of social change norms, then if the norm is based on the regularity of social life, social change, which is a change in the structure of society, occurs as a result of changes in social norms. When the norms in a community structure have changed, then the change in society has occurred.<sup>16</sup>

Environmental developments that occur at the domestic, regional, and global levels have implications for people's lives and color various life areas. Various issues in several fields that occur due to domestic, regional and

<sup>10</sup> Edi Suharto, 'Peran Pekerja Sosial Dalam Penanganan Masalah Sosial Global' (Jakarta: Disampaikan pada Seminar "Isu-Isu Global dan Masalah Sosial Strategis yang Berpengaruh terhadap Pembangunan Kesejahteraan Sosial" Departemen Sosial RI, 2004).

<sup>11</sup> Syamsidar, 'Dampak Perubahan Sosial Budaya Terhadap Pendidikan', *Al-Irsyad Al-Nafs Jurnal Bimbingan Penyuluhan Islam*, 2.1 (2015), 83-92 <[journal.uin-alauddin.ac.id/index.php/Al-Irsyad\\_Al-Nafs/article/download/.../2406](http://journal.uin-alauddin.ac.id/index.php/Al-Irsyad_Al-Nafs/article/download/.../2406)>.

<sup>12</sup> Rusmin Tumanggor, 'Pemberdayaan Kearifan Lokal Memacu Kesetaraan Komunitas Adat Terpencil', *Jurnal Penelitian Dan Pengembangan Kesejahteraan Sosial*, 12.01 (2007), 1-17.

<sup>13</sup> Prasetyo and Trisyanti, IV.

<sup>14</sup> Richard Hoggart, 'The Uses of Literacy', *The Uses of Literacy*, 2017, 1-320 <<https://doi.org/10.4324/9781351302043>>.

<sup>15</sup> Paul M. Muchinsky, *Inovasi Pendidikan Suatu Analisis Terhadap Kebijakan Baru Pendidikan, Psychology Applied to Work: An Introduction to Industrial and Organizational Psychology, Tenth Edition Paul*, 2012, LIII <<https://doi.org/10.1017/CBO9781107415324.004>>.

<sup>16</sup> David Berry, *Pokok-Pokok Pikiran Dalam Sosiologi*, ed. by Paulus Wirutomo (Jakarta: Raja Grafindo Persada, 2003).



global developments bring Indonesia to a critical situation, requiring handling where social workers can be a part.

Community and Sustainable Environment can be interpreted as a community order with the availability of resources, both material (SDA) and social (HR). People who can meet the needs of life without any shortcomings; communities that have a comfortable and safe environment; a society that has values of justice, values of kindness, virtue, and piety both individually and socially; communities that have a beautiful and beautiful living environment; communities that have a social environment that is full of peaceful, tolerant, respectful, empathy, and understanding each other.

On the other hand, globalization also opens opportunities for the development of various forms of social services following society's development and its problems. Indonesia has the opportunity to learn from other countries in dealing with the problems that occur.

Besides, the problem that also threatens the community is a problem that stems from environmental conditions. This problem can be caused by human beings themselves who do not have social sensitivity. There are various forms of this, including landslides, floods, and forest fires.

Similarly, in the socio-economic aspect, there is a gap in economic inequality or economic inequality. The problem that occurs as a result of economic inequality is backwardness, namely that people are not able to keep up with developments and progress as happens in other communities.

Along with the global market and post-industrialist symptoms include the condition and structure of the family and social life. Family structures tend to be nuclear and cosmopolitan families. Besides, post-modernist alienation is also characterized by alienation in people who are in busy people's

lives. In such a society, the family's function is then linked to its main function, so that what happens is a deviation from family members such as juvenile delinquency and deviations of other social norms.

The reality of society in the era of revolution 5.0 is because of society's unpreparedness in responding to the current technological advances and the rapid influence of globalization, thus making people confused in responding to it. Modification of human life to achieve such transformation can be realized through four basic cultural structures: ethical constitution, aesthetics, work orientation, and technological knowledge<sup>17</sup>.

### **The New Paradigm of Social Workers; Stages to Social Welfare**

Social work is a practice-based profession and academic discipline that promotes social change and development, social cohesion, and community empowerment. Social justice principles, human rights, collective responsibility, and respect for diversification are central to social work. Supported by social work theories, social sciences, humanities, and indigenous knowledge, social work involves people and structures to overcome life's challenges and improve well-being.

Social workers have a complex scope of job roles, which has led to debates about which should come first. Their activities are often seen as activities that focus only on children and adults considered 'at risk'.<sup>18</sup>

<sup>17</sup> Nunu Nurhanuddin and Hardi Putra Wirman, 'Social Theology: Re-Actualizing Cultural Values Into Society Transformation', *Islam Realitas: Journal of Islamic & Social Studies*, 4.1 (2018), 57 <[https://doi.org/10.30983/islam\\_realitas.v4i1.652](https://doi.org/10.30983/islam_realitas.v4i1.652)>.

<sup>18</sup> Jo Moriarty, Mary Baginsky, and Jill Manthorpe, 'Literature Review of Roles and Issues within the Social Work Profession in England,' *King's College London*, March 2015, 35 <<http://www.professionalstandards.org.uk/docs/default-source/publications/research-paper/literature-review-roles-and-issues-within-the-social-work-profession-in-england-2015.pdf?sfvrsn=6>>.



Social work as a profession has undergone significant changes, both internally and externally. This change is part of a larger ideological shift towards neoliberalism.<sup>19</sup> The neo-liberalization of social work has become a result-oriented profession, information gathering, supervision that no longer relies on a critical and radical value base. However, social workers remain optimistic about the future and true to their core values.

The social work profession is broader than most disciplines concerning the variety and types of problems addressed by the arrangements in which the work occurs, the level of practice, the interventions used, and the population served.

Social workers can engage in various jobs ranging from hospitals, schools, clinics, police departments, public institutions, the court system to private practices or businesses. Social work practices require knowledge of human development and behavior.<sup>20</sup>

Rapid socio-cultural, economic, and political changes have implications for the social work profession. Similarly, the application of ISO applied in developed countries is a challenge that must be responded to. The social work profession must be encouraged continuously so that it can apply national and international standards. Therefore, education and training and standardization, and certification of social workers play a significant role in shaping the 'direction' and existence of the social work profession.

Social workers are a unique profession because the relationship between clients and

social workers is the main tool of the service, but social workers use their skills to build professional relationships.

Social workers are professional activities to improve their ability to function socially and create community conditions that allow them to achieve goals. Siporin defines the style of social work practitioners as a factor that greatly influences therapeutics' effectiveness and is a way to express the creative arts of practitioners. The meaning and function of the style are made clear. The practitioner's general style is analyzed as a combination of elements of personal and professional style, responsive to the performance of artistic tasks in helping the client. The case presentation illustrates the specific style of social workers. The broader cultural influence of the practitioner's style also deserves to be recognized.

The widespread problems in modern society, such as differences in lifestyle, values, race, ethnicity, culture, religious identity, forcing social welfare efforts carried out by social workers are always responsive and willing to learn to understand what is happening in society. Thus, social workers need skills to realize and encourage the spirit and improve the ability of clients. Therefore, social workers can provide services under their intervention's objectives based on a "strengths perspective."<sup>21</sup>

Therefore, there is a change in social welfare, which is a paradigm that comes not suddenly. The change has historical roots since Wilensky and Leabaux<sup>22</sup> Introduced two social welfare concepts, namely the concept of social welfare based on 'residual' and social

<sup>19</sup> Janine Butler-Warke, Alice; Yuill, Chris; Bolger, 'The Changing Face of Social Work: Social Worker Perceptions of a Neoliberalising Profession,' *Critical and Radical Social Work*, Vol. 8.1 (2020), 59–75 <<https://www.ingentaconnect.com/content/tpp/crs-w/2020/00000008/00000001/art00005>>.

<sup>20</sup> Caroline F. Ware, 'The Role of the Social Worker in Community Development,' *International Social Work*, 10.4 (1967), 13–17 <<https://doi.org/10.1177/002087286701000402>>.

<sup>21</sup> Purwobowo, 'Perkembangan Konsep Kesejahteraan Sosial Dan Pekerja Sosial Profesional Di Era Global', *Jurnal Ilmu Kesejahteraan Sosial HUMANITAS*, 1.2 (2019), 64–75.

<sup>22</sup> Wickenden Elizabeth, *Social Welfare in a Changing World* (Washington DC: University Press, 1965).

welfare based on 'institutional.' In America, it developed 'residual and developmental.'

Purwowibowo mentioned that the concept of social welfare experienced three stages of development in the midst of social change, namely the first stage, when the Poverty Law, namely Elizabeth Poor Law (1601), was introduced to provide social security in the form of assistance or assistance services to the poor in England, the second stage, social welfare in the context of the welfare state. In this case, the state provides social expenditure to its citizens to ensure minimum service standards for all its citizens, and the third stage, the concept of prosperous society (Welfare Society), which is based on the concept that the aspirations that come from the community regarding efforts to maximize individual development.<sup>23</sup>

The Social Worker Profession is time to get a greater place and space in solving the nation's problems, where social problems are as important as other problems that require extra attention and solutions, especially in the era of Industrial Revolution 4.0 towards the Social Revolution 5.0 concerning some of the following functions; First, Enabling or Facilitation Function. Function as Strengtheners. Second, this function is related to education and training to strengthen community capacity (Capacity Building), Function as a Protection. Third, this function is related to the interaction between the companion and external institutions for the sake of the community he accompanied and the Function as a Supporting Giver. Fourth, Based on the practical application of skills that support positive programs from the community.

**Professionalism Challenges of Social Workers in the Era of Industrial Revolution 4.0 in Community Empowerment framework in the Era of Society 5.0.**

<sup>23</sup> Purwowibowo.

In every job, the professional aspect becomes an important point, especially in today's modern era. Therefore, professionals demand workers perform consistently with 'certain professional standards.'

The profession of social workers today has not received appreciation from the wider community proportionately. This may be because the existence of this profession has not been felt benefits by the community. Many public members, even high-ranking state officials, do not know what exactly social workers are dealing with. There is currently extensive development in this profession, namely the emergence of a generalist-generalist social work approach in the framework of community empowerment.

The principles of empowerment from a social work perspective are: Every problem is seen as a common challenge that must be faced; Orientation to simultaneous problems with the orientation to the source of strength; All processes are intended to produce the best in the future; The relationship between actors is collaborative; and Positions between actors in the form of partnerships.

For social workers' profession in carrying out their profession, there are professional standards that can be used as indicators for social workers in carrying out their profession daily. In addition to professional standards can also help practitioners when faced with ethical dilemmas and can also help supervisors of institutions and other administrative personnel evaluate their workers' performance.<sup>24</sup>

The professional standard is covering three objectives—first, internal oversight and accountability mechanisms for the profession. Clients who have concerns about their interactions with social workers can bring

<sup>24</sup> Srinika Jayaratne, Tom Croxton, and Debra Mattison, 'Social Work Professional Standards: An Exploratory Study,' *Social Work*, 42.2 (1997), 187–99 <<https://doi.org/10.1093/sw/42.2.187>>.



complaints to professional committees about investigations. The committee may request a series of sanctions, including the revocation of member vessels in professional associations.

Second, the standard of care is a measure of quality control for exercise. In countries where social workers are licensed or registered, these standards can help regulators hear client complaints against them to determine whether sanctions should be imposed in the event of a violation.

Third, the standard of care is the criterion by which the law will judge social workers. While not all legal action against social workers involves standards of care<sup>25</sup>.

The initial spirit of technological advancement was to facilitate human life. Since the invention of the machine and the beginning of the era of automation has made production more multiple and cut the time and costs incurred. However, in the end, all these conveniences have a big human impact because it makes the use of human power significantly reduced.<sup>26</sup> As a result, there has been an increase in the number of unemployed. Right at this point, it is necessary to have a development paradigm that improves human abilities in the field of technology and needs to improve its own human mentality.

The change in social welfare concept towards institutional and developmental concepts also has a first-line function in industrial society. Therefore, the paradigm 'Social welfare' must be changed. There are seven components or pillars of the social welfare paradigm that, according to Romanyshyn (1989), need to be socialized, namely, First, the Residual Concept Becomes Institutional. In the residual paradigm of placing social welfare programs outside the

normal institutions of society. Second, the Concept of Charity Becomes the Concept of The Rights of Citizens. This change in concept is a very long historical process. Third, the Concept of Special Becomes Universal. For the layperson, social welfare is often defined by a special program intended for the poor. Fourth, The Minimum Concept Towards Optimum. The new paradigm of social welfare should move from the limited assertion that only minimal resources are provided to individuals who have problems: fifth, the Concept of Individual Reformation to Social Reform. The old paradigm departs from the assumption that social welfare is formed and allocated to individuals who experience moral decline: sixth, the Concept of Voluntary Service Towards Public Service. Public responsibility for social welfare services is truly a 19th and early 20th-century tradition: seventh, The Concept of Welfare for the Poor and the Concept of Prosperous Society for the Rich. In the concept of welfare society, all social institutions must be evaluated critically in the sense of the extent of their contribution in terms of maximizing development for the benefit of individuals and society at large.

The presence of the era of industrial revolution 4.0 that offers new literacy, namely data, technology, and human literacy, as a new thesis of the digital technology era, since 2018 appeared "anti-thesis" from Japan that better upholds "human" in addition to the emergence of data and technology revolution. According to Japan's Cabinet Office, Society 5.0 is defined as a human-centered society that balances economic progress with social problem solving through a system that strongly integrates virtual space and physical space.<sup>27</sup>

<sup>25</sup> Jayaratne, Croxton, and Mattison.

<sup>26</sup> Bell Daniel, *The Coming of Post Industrial Society* (New York: Basic Books, 1976).

<sup>27</sup> Nuning Zaidaha and others, 'Pembelajaran Seni Multikultural Menghadapi Konstruksi Masyarakat 5.0 Pada Era Vuca', *Seminar Nasional Pascasarjana 2019*, 2019.



As a developed country with high-tech capabilities, Japan does not mean it does not have "internal" problems, including a smaller birth rate, a smaller number of productive age populations, and an increasingly elderly population. With such unfavorable demographic conditions, the use of technology is certainly one of the options. But how technology is utilized without degrading the values of Japanese society is close, that later became the foundation of the concept formulated Society 5.0<sup>28</sup>.

Society 5.0 focuses on life balance despite being based on technological advances. A working system that transforms digital technology but focuses not only on its technology but also the spirit of spirituality and humanity in utilizing technology, thus achieving a balance between cyberspace and the physical world. Muller et al. in Pilloni stated that Industry 4.0's attention is too focused on economic and technological dimensions. Its social impact must also be taken into account and, obviously, the impact of technology.<sup>29</sup> A simple example is in education, that technology in the field of education should not change the role of educators in teaching moral education and nudity to learners. There are five elements in Society 5.0, namely: Emotional elements, intellectual elements, physical elements, social elements, and spiritual elements. The five elements are intertwined with each other in a balance.

The concept of Society 5.0 is expected to minimize the negative impact of robotics and artificially intelligent technology so as not to master human life without control, but human actors who master and control robotics and artificially intelligent technology.

<sup>28</sup> Mumtaha and Khoiri.

<sup>29</sup> Virginia Pilloni, 'How Data Will Transform Industrial Processes: Crowdsensing, Crowdsourcing and Big Data as Pillars of Industry 4.0', *Future Internet*, 10.4 (2018) <<https://doi.org/10.3390/fi10030024>>.

Thus, Society 5.0 is a fores looking forward to organizing an ideal public life, in response to the industrial revolution 4.0, which is feared to degrade humans' role due to dependence on advances in robotic technology and artificial intelligence. With Society 5.0, it is expected that there is a balance of life between the use of technology and the quality of human life that is more human.<sup>30</sup>

Actually, the concept of revolution 4.0 and Society 5.0 does not have much difference. It is just that the concept of Society 5.0 focuses more context on humans. If the Industrial Revolution 4.0 uses artificial intelligence as the main component in making changes in the future, then Society 5.0 uses modern technology to rely solely on humans as its main component. Society 4.0 allows us to access as well as share information on the internet. Society 5.0 is an era where all technology is part of man himself. The Internet is not just to share information but to live life<sup>31</sup>.

Society 5.0 is an evolutionary stage of human society, starting with Society 1.0, which begins with human society's life by hunting to meet its needs. Furthermore, Society 2.0 has opened agricultural fields and plantations as the main food source.<sup>32</sup> Then Society 3.0 is characterized by industrialization in all fields. In Society 5.0, there are advances in information technology and the internet to connect. Society 5.0 focuses on utilizing technology for humankind's welfare by controlling the negative impact it causes.

<sup>30</sup> Sandro Serpa and others, 'Digital Society and Social Dynamics', *Digital Society and Social Dynamics*, September, 2020 <<https://doi.org/10.14738/eb.17.2020>>.

<sup>31</sup> Carlos Miguel Ferreira and Sandro Serpa, 'Society 5.0 and Social Development', *Preprints*, 1.November (2018), 1–6 <<https://doi.org/10.20944/preprints201811.0108.v1>>.

<sup>32</sup> Hitachi, *Society 5.0 A People-Centric Super-Smart Society* (Japan: Springer, 2018).



Society 5.0 is parallel capable of achieving economic development while providing solutions to social problems. Therefore Society 5.0, although it relies on technological advances but is focused and human-centered. The principle in Society 5.0 is that anyone can enjoy a high quality of life and can enjoy a prosperous life.<sup>33</sup>

In this situation, professional social workers are faced with a variety of challenges that require the professionalism of social workers. The urgent thing to do is to certify social workers. For a profession, standardization of competencies that become the basis for carrying out the next step, namely certification is for Articulation and professional advocacy; Quality demands (standards); Accountability demands (principles) and; Monopoly of the field of work and restrictions on market supply.<sup>34</sup>

The challenges of globalization and increasing the quantity and quality of social problems require reliable human resources that have knowledge, skills & attitude to improve the quality of service. Social Work Human Resources plays an important role in responding to these changes. The level and quality of social services are determined by the quality of Human Resources Social Work.

Especially in the era of industrial revolution 4.0 and facing the current era of society 5.0, social workers must have Social Welfare Human Resources' qualifications and competencies reflected from the competencies of knowledge, skills, and values with the formula Knowledge + Skills + Values = Competence.

Therefore, today's professional social workers' most fundamental challenge is to carry out their duties and functions effectively

as professional social workers, and then the social work education system needs to be fundamentally reorganized. Reorganization can include curriculum, educational process, teaching staff, field practice supervisors, libraries, textbooks, or social work laboratories where students practice field.

For the completeness of standardization and certification of social work, it is necessary to review and follow up on matters related to granting licenses or licenses of practice, assessors, and competency tests for professional social workers.

Professional social workers should also be able to take advantage of developments in information technology because the problems of the clients they handle are actually not far from what their clients consume information. Therefore, these information media play a vital role in shaping one's mind, which will shape his actions and life as a whole.

However, social workers' use of information as part of relief efforts for their clients is not without difficulties. Ethical dilemmas seem to be the most important issue in using information technology as a means of assistance for clients. The social work code of conduct requires professionals in this field to respect client privacy. Social workers are forbidden from forcing clients to pass on information they do not wish to convey.

In fact, social workers in the era of Industrial Revolution 4.0 and facing the Era of Society 5.0 social workers should be able to use a dualistic approach that conventionally handles clients and can also be done digitally.

## Conclusion

Social change of society in the era of industrial revolution 4.0 and facing society's 5.0 revolution is actually a tough challenge for social workers. The biggest challenge that must be faced is social workers' ability to utilize the advancement of science and

<sup>33</sup> Serpa and others.

<sup>34</sup> Agustus Fajar and Rudi Saprudin Darwis, 'Tantangan Kiprah Pekerja Sosial Profesional Di Indonesia', *Prosiding Penelitian Dan Pengabdian Kepada Masyarakat*, 4.1 (2017), 29 <<https://doi.org/10.24198/jppm.v4i1.14207>>.



technology without neglecting the values of humanity with the aim of prospering society. Therefore, professionalism is required that is supported by competence based on the standard criteria of social workers. This is necessary to improve the competence of social workers by reformulating the educational curriculum of social workers. The most important thing is to be reviewed and acted upon on matters related to granting licenses or licenses of practice, assessors, and competency tests for professional social workers.

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