

Eksplorasi Pengalaman dan Kebutuhan Dukungan Anggota Keluarga yang Berduka Selama Pandemi COVID-19

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Abstract: *Social support is one of the important things for someone who is grieving to be able to deal with their grief. Meanwhile, the current COVID-19 pandemic can exacerbate a person's grieving experience and risk causing serious psychological problems if not treated immediately. But until now there have not been many researches that have tried to explore what kind of support that a person actually needs in dealing with grief during a pandemic. Therefore, the purpose of this study is to explore the experiences and support needs of family members who have lost during the COVID-19 pandemic. This research consists of 159 participants with the following criteria: (1) individuals aged 18-40 years, (2) having experienced the loss of a family member who died during the COVID-19 pandemic, (3) Indonesian citizens. The 159 participants consisted of 38 men and 121 women with the majority of participants aged 18-25 years at 76.1%. This research is an exploratory study using open-ended questions through a survey method. The results showed that the majority of participants felt helped by the social support received and there was a match between the support received and expected, namely emotional support. Responses of perception to perceived support raise three major themes: (1) Appreciation of the type of support received, (2) Reasons of support does not help, and (3) Barriers to someone providing support. While the form of supports that are expected were categorized into three main themes: (1) Emotional as many as 152 responses, (2) Instrumental as many as 60 responses, (3) Informational as many as 9 responses.*

Keyword: *Support needs, grief, COVID-19 pandemic.*

Abstrak: Dukungan sosial merupakan salah satu hal penting bagi seseorang yang berduka untuk mampu menghadapi kedukaannya dengan baik. Sedangkan pandemi COVID-19 yang terjadi saat ini dapat memperparah pengalaman berduka seseorang dan berisiko menimbulkan permasalahan psikologis serius jika tidak segera ditangani. Tetapi sampai saat ini belum banyak penelitian yang mencoba untuk mengeksplorasi terkait kebutuhan dukungan yang sebenarnya seseorang perlukan dalam menghadapi kedukaan selama masa pandemi. Maka dari itu tujuan dari penelitian ini adalah mengeksplorasi pengalaman dan kebutuhan dukungan anggota keluarga yang kehilangan selama pandemi COVID-19. Penelitian ini terdiri atas 159 partisipan dengan kriteria: (1) individu berusia 18-40 tahun, (2) telah mengalami kehilangan anggota keluarga yang meninggal selama pandemi COVID-19, (3) warga negara Indonesia. Adapun 159 partisipan terdiri atas 38 laki-laki dan 121 perempuan dengan mayoritas usia partisipan yaitu 18-25 tahun sebesar 76,1%. Penelitian ini merupakan studi eksplorasi dengan menggunakan pertanyaan terbuka melalui metode survei. Hasil penelitian menunjukkan mayoritas partisipan merasa terbantu dengan dukungan sosial yang diterima serta terdapat kesesuaian antara

dukungan yang diterima dan diharapkan yaitu berupa dukungan emosional. Respon persepsi terhadap dukungan yang diterima memunculkan tiga tema besar, yaitu: (1) Apresiasi terhadap jenis dukungan yang diterima, (2) Alasan dukungan tidak membantu, dan (3) Hambatan seseorang memberikan dukungan. Sedangkan bentuk dukungan yang diharapkan memunculkan tiga tema besar juga, yaitu: (1) Emosional sebanyak 152 respon, (2) Instrumental sebanyak 60 respon, (3) Informasional sebanyak 9 respon.

Kata kunci: Kebutuhan dukungan, berduka, pandemi COVID-19.