

APPROPRIATE TREATMENT AND SUPPORT CAN INCREASE THE ADVERSITY OF PERSON WITH DISABILITIES: A CASE STUDY IN GOVERNMENT SOCIAL INSTITUTION

Dr. Wiwien Dinar Pratisti,
Nonik Dwi Aprianingsih

ABSTRACT

Physical disability sometimes make people hampered in work or achievement. They also experience insults, injustices and other inhibited behaviors. On the other hand, they are required to survive with all their limitations. Therefore, it takes adversity in order to survive, work, and be creative. One form of government concern for persons with disabilities is the provision of institutions appointed to handle persons with physical disabilities. The institution is assigned to provide facilities, guidance and support. The facilities, guidance and support provided are expected to increase adversity of persons with physical disabilities, because adversity can be increased by providing appropriate treatment and support. The purpose of this study was to understand and describe the adversity features of persons with disabilities in government social institution, which is engaged in community empowerment and rehabilitation for persons with disabilities. The research method used was a qualitative case study where data collection was obtained from semi-structured interviews and observations. There were 6 selected informants using purposive sampling with the criteria for informants with physical disabilities who were in government social institution and informed consent was proven. The results showed that people with disabilities have an adversity quotient because they exhibited behavior that was an indicator of the dimensions of adversity quotient, i.e control (C), origin and ownership (O2), reach (R), and endurance (E). In Control dimension, they have the ability to control emotions when they have difficulties with their circumstances and hear unpleasant words from the community, by being patient and grateful. In Origin and ownership dimension, they do not blame others for the difficulties they face but instead place mistakes on their different physical conditions, that resulting in a lack of confidence in the community and try to solve it. In Reach dimension was shown when experiencing difficulties they believes that all problems that arise can be solved, can be limited the scope of the problem in the future. In Endurance dimension, they have the motivation to resolve problems and believe that all difficulties have a solution so they were sure to survive and try to face difficulties although some of them let the problem flow. The result showed that facilities, guidance and support being done in government social institution was usefull to increase the adversity of disabilities.

Keywords: adversity, disabilities, control, origin and ownership, reach, endurance

1. INTRODUCTION

Basically, people with physical disabilities have similarities with other human beings, only differing in the imperfections of the body condition they have (Damayanti & Rostiana in Setyawati, 2017). It is not easy for people with disabilities to be able to survive with these conditions to continue working and achieving. They must have the ability to survive and face difficulties in life or commonly called adversity. Persons with disabilities are the inability of a person's limbs to carry out their functions due to reduced ability of a limb to carry out their normal functions due to injury, illness, or imperfect growth (Efendi, 2008)

Adversity, sometimes called adversity quotient, is the intelligence and ability that a person has in overcoming difficulties and the ability to survive (Stoltz, 2005). According to Stoltz (in Nikam & Uplane, 2013), adversity is the science of human resilience, a capability of human to survive after getting stress or struggle after face a problem. People who successfully apply the power of struggle, will perform optimally in the face of difficulties and challenges faced every day. Actually, they did not just learn from this challenge but they also responded better and faster. Adversity is designed to measure the style of individuals responding to adverse situations. There are four dimensions of CO2RE that make up the struggle, namely control (C), origin and ownership (O2), reach (R), and endurance (E). This dimension shows what needs to be done to improve its overall fighting spirit (Santos, 2012).

Stoltz (2005) describe the dimensions as follow, Control (C) is a condition where someone is able to empower difficult situations, control the response and the ability to not be discouraged in dealing with difficult situations. Origin and ownership (O2), consist of two things, who or what is the origin of difficulties and the extent to which someone recognizes the consequences of that difficulty. Origin is the ability to understand the source of a problem, and one's ability to assess the behavior carried out to correct a problem. Ownership is the ability to take responsibility for difficulties that occur. Reach (R) is a person's ability to analyze and limit problems and the extent to which a person estimate how far the difficulties will affect other aspects or activities in his life. Endurance (E=durability) is about how long the difficulties and causes will last. Someone who feels unable to face a problem will more easily fail and less able to survive than someone who puts the effort first.

Stoltz (2005) describes that the term adversity quotient is a new conceptual framework for understanding and improving all aspects of success, especially at work. A measure of adversity quotient is to find out a person's response to an adversity, and a set of tools that have a scientific basis to improve responses to an adversity that can improve self-effectiveness and professionalism. At first, Stoltz (2005) used adversity quotient in work. Along with many people who are interested in adversity quotient, the use of adversity quotient is increasingly widespread, covering the world of education and society in general, as a group or individually.

One of the problem is that every individual is not born with a perfect body condition, so that individuals who are born imperfectly will experience difficulties in realizing their desires and social participation is greatly reduced (Tuffrey, 2013). However, if they believed that they can realize and fulfill their desires, those who have imperfections in body condition will be able to realize them with all the opportunities available. And it was not easy to reach. They must proceed themselves through a series of steps, procedures or treatment, even experienced varied of problems. Result of Shriral, Palgi, Bodner, and Shmotkin research in 2016 showed that experience and poor treatment actually weakens the physical condition of a person with physical disabilities, but proper treatment will make people with physical disabilities stronger and optimistic about their future.

Another study conducted by Novianty (2014) on three women with Systemic Lupus Erythematosus (SLE). They were RS, NM, and PR, we put initial name as ethical consideration, They were patient in one hospital who felt very burdened and made them surrender without any conviction to recover. After getting some treatment in the hospital, they became more confidence and believe that they were able to finish something. Actually, they were able to finish school. For RS and PR, who has lost one of legs for each, recognized it in the first time makes it very hard, and not easy to accept it. After joining the program in the hospital, they try to adjust the situation and accept condition and gradually become stronger and struggle when face some difficulties. Only NM had negative view that causes lack of motivation in dealing with the illness, although she got the same treatment. Result of Novianty's research (2014) showed that physical deprivation causes a person feel worse, but adversity quotient was subsequent efforts to convince them that they were able to accept the conditions and become better and optimistic. Adversity quotient can be developed through appropriate treatment, done by government institutions or private. One part of the treatment given to disability in the form of social support.

Social support from the environment come from family, friends, adults in the vicinity or government institution assigned to manage people who experience physical imperfections both due to illness, congenital and due to accidents. Appropriate social support can accelerate someone's mental health (Froland, Brodsky, Olson, and Stewart, 2000), because social support could be a psychological reinforcement that motivate a person to be more optimistic about their future and prevent worse events (Tomori, Srikrishnan, Ridgeway, Solomon, Mehta, Solomon, and Celentano, 2016).

One government institution in Indonesia which take the responsibility for disabilities is BBRSPDF (Balai Besar Rehabilitasi Sosial Penyandang Disabilitas Fisik or Center for Social Rehabilitation of Persons with Physical Disabilities) "Prof. Dr. Soeharso" in Surakarta. This institution is under the auspices of the social department which has the main task of organizing affairs in the fields of social rehabilitation, social security, social empowerment, social protection, and handling the poor to assist the President in organizing state government and inclusiveness. Assistance provided by BBRSPDF in the form of providing skills to be economically independent, capital for entrepreneurship, and psychological reinforcement. One of the main programs of BBRSPDF recently is the optimization of family's role in assisting family members who experience physical deficiencies. It is hoped that families, together with the institution, provide appropriate psychological support or psychological reinforcement so that persons with physical disabilities can struggle for life and are more optimistic about their future. Because of that, BBRSPDF trained the families how to treat person with physical disabilities, especially their family member, about adversity quotient (<https://soeharso.kemsos.go.id/>)

Given the importance of the adversity quotient to achieve desires, to improve responses to an adversity that improve self-effectiveness and professionalism, it also very interesting for the disabilities to adjust the situation and accept their condition and gradually become stronger and struggle when face some difficulties. BBRPDF is chosen as a research site because they offer psychological reinforcement that may consist of adversity quotient or develop adversity quotient indirectly. So researchers were interested in examine and explore the adversity of people with disabilities in the BBRSPDF Prof. Dr. Soeharso Surakarta. The purpose of this study was to understand and describe of the adversity possessed by persons with disabilities in BBRSPDF Prof. Dr. Soeharso Surakarta. Which can then be formulated "How about the adversity of persons with physical disabilities in the BBRSPDF Prof. Dr. Soeharso Surakarta? "

2. METHODS

The method used in this research is a qualitative method with a case study approach. The selection of informants was chosen by purposive sampling. Identification of research informants can be seen in table 1.

Table 1. Identification of research's informant

No	Name (Initial)	Sexe	Age(years)	Source of Disabilities
1.	AN	F	±21	Non-innate
2.	LAW	M	±17	Non-innate
3.	BL	F	±19	Non-innate
4.	HR	M	±18	Non-innate
5.	RK	F	±21	Innate
6.	N	F	±30	Innate

Data collected from all informants was done by semi-structured interviews and observations. The interview guidelines were made according to the research questions and used aspects of the adversity quotient of Paul G. Stoltz's theory. Test for validation data uses the member checks method, which is the process of checking the data that has been obtained is in accordance with what the data giver has delivered.

The data analysis technique used by researchers is content analysis, which is open data collection based on questions given to participants as well as sources of information provided by participants. Step of data analyzed were preparing and processing data, understanding the whole data and writing special notes of the data obtained, coding data, shaping themes, and interpreting data (Creswell, 2013)

3. RESULT AND DISCUSSION

This study revealed that persons with physical disabilities at BBRSPDF Prof. Dr. Soeharso Surakarta has good adversity quotient because four dimensions of adversity quotient are fulfilled, namely control, origin and ownership, reach, and endurance. In Control dimension, people with physical disabilities are able to control emotions when they have difficulty with the situation and hear unpleasant words from the community and environment, they have their own way of expressing and controlling emotions that arise, by being patient and grateful. In other word, the disabilities have their own strategy to control their emotion by being patient and grateful. They could take the benefit of their disabilities, because they thought that physical disabilities they had is came from God. So it was out of place if it always regrets what has happened. Maybe the physical disabilities they experience are a sign that they are loved by God. This result is different from research conducted by Cordova (2010) which states that the physical disabilities that are carried actually encourage adult Latinos to consume illegal drugs or substance abused.

In Origin and ownership dimension, people with physical disabilities understand the causes of the difficulties they face based on their physical conditions. Physical disabilities made them less confidence in the community or social environment. But they took responsibility to the problem, and try to solve the problem. Reach dimension is shown by the believe that people with disabilities can solve all problems that arise whenever they experience difficulties in their respective ways so as to limit the scope of the problem in the future. Endurance dimension, people with disabilities when experiencing difficulties have the motivation to resolve and believe that every difficulty faced has a solution so that they are confident or being able to survive and try to face problems.

From this research, it can be concluded that every dimension of adversity quotient can be seen starting from the dimension of control, which is a way for someone to respond and deal with difficulties faced. The persons with disabilities in dealing with a problem with patience and gratitude so that they are able to survive facing problems. They tought that physical disabilities they had is came from God, and because God is love them, so it was better to trying to resilience and adjust. With this result, people with disabilities deal with problems calmly without despair. This is in accordance with Stoltz (2015), he stated that dimension of control is a condition where someone is able to empower in difficult situations, control the response and the ability to not be discouraged in dealing with difficult situations. It is also in accordance with Stoltz (2005) that people who have higher adversity quotient have persistence in life and do not easily give up whenever they the face problems. People who have low adversity quotient become easily discouraged, easily give up on the difficult situation and do not want to try harder.

In the dimension of origin and ownership, the causes of subjects with physical disabilities experience difficulties because they feel they that have physical limitations, that cause of feeling different from others, lack of confidence and find it difficult to adapt to new environments, experience limitation of motion and activities, and must be prepared with bad words from others about the disabilities they had. The informants of this research was aware of the source of their problems, and they try do solve it. They try to get along with peers and people around them, try to talk and communicate with others. This is in accordance with the Stoltz (2005) that origin is the ability to understand the source of the problem, and the ability to assess the behavior carried out to correct the problem. Ownership is the ability to be responsible when facing or overcoming difficulties. This aspect of ownership drives a person to solve difficulties or problems.

In the dimension of reach, people with physical disabilities feel limitations in movement that affect their daily activities and social activities, and focus on their shortcomings. Even so, people with physical disabilities do not want to drag on thinking about the physical disabilities they have. They try to overcome various problems, never give up, try to suppress shame, try to be more confident which is done by many activities together with fellow physical disabilities friends at BBRSPDF Dr. Soeharso, Surakarta. The results of this study were in accordance with Stoltz (2005) which states that in the aspect of reach there is a measure of a person's ability to analyze and try to limit the scope of the problem so that it does not affect his entire life.

In the endurance dimension, it can be seen from the ability of persons with physical disabilities to survive and overcome problems. The biggest support and motivation of people with disabilities facing a problem is both parents. Due to physical disabilities, they feel guilty towards their parents because it became an additional burden for their parents. But it also becomes a spirit and motivation for people with disabilities to adapt to their shortcomings, overcome them well, and believe that every problem has a solution. They try to follow various training given by BBRSPDF diligently in order to make money to help their parents. The results of this study on the endurance aspect are consistent with the opinion of Stoltz (2005) that the endurance aspect (endurance) is the effort and ability needed to overcome difficulties and find the cause. A person who tries his best to overcome a problem will be more successful than someone who only relies on ability without effort. All research informants believe that all problems will have a solution if they are willing to try. This result due to Kulik (2018) that adversity make people become strong and easier to solve the problem.

The description of the psychological dynamics of these 4 dimensions for persons with physical disabilities begins with the acceptance that the physical condition is a gift from God so that there is no need to be discouraged or angry or disappointed but be patient and grateful. They realize that physical imperfection is a problem because it often invites ridicule, harsh words, narrowing job opportunities or activities. However, persons with physical disabilities try to be strong and prepare themselves so that they do not suffer. They try to find a solution to the problem and do not want to think about the problem drag on. Besides that, they also don't want to be a burden on their parents. Finally they signed up for BBRSPDF to take part in a series of treatments and gain social support, in the form of working capital, work skills, attention and affection from fellow persons with disabilities to be more independent, and able to struggle to face the future. This result has the same result with Greenberg, Baron-Cohen, Rosenberg, (2018) that stated adversity can lead to posttraumatic growth and made people better.

When analyzing data based on sources of disability (innate and non-innate), the results show that the reach dimension is the first and most powerful dimension in non-innate disabilities (namely AN, LAW, BL and HR) because they always repeats the statement that all problems can be solved and they try to solve them with great effort and feel confident that they can overcome all the problems. Stoltz (2005) states that someone who has a low reach considers that the difficulty faced is a disaster that has a wide impact. On the contrary, people who have a high reach assume that all problems are limited and can be overcome. Efforts made by AN, LAW, BL and HR are to participate in various skills activities provided at BBRSPDF Dr. Soeharso. AN took sewing courses, LAW took photography classes, BL took salon classes, and HR was active in handicraft classes. In addition, AN and LAW also followed the pursuit of package C and English tutoring facilitated by BBRSPDF Prof. Dr. Soeharso Surakarta for people with physical disabilities who have dropped out of school. The efforts made are expected to be able to limit and overcome problems, especially financial problems.

In persons with disabilities from innate, namely RK and N, it showed that the control dimension is more dominant affecting them so that they are better able to control themselves when facing difficulties. They control their emotion by being patient and grateful. This is in accordance with Stoltz (2005), that control begins with the understanding that anything can be done and passed as long as there is an effort for it. People with higher adversity quotient feel greater control over life's events; while those with low adversity quotient lack control over the problem, making it more difficult to overcome the problem. RK and N are able to control themselves in difficult situations, because of disabilities experienced since birth that make themselves more quickly adapt and control themselves so that they were immediately free from problems and more flexible in adjustment.

Based on the age of the disabilities, which is in the range of 17-21 years, it turns out they need the support of others when solving problems. They also tried to find activities to adapt and socialize in the community in order to increase self-confidence. Support from people around them can increase their confidence, which makes it easier for them to deal with problems. Feeling relieved to be able to overcome the problem will encourage someone to go lighter when facing the same problem and feel confident that they can overcome the problem. This is in accordance with the opinion of Stoltz (2005) about reach dimension that someone who has a high struggle or reach will always make improvements to be better. Meanwhile, someone who has low adversity quotient will become worse because they are unable to make improvements.

The self-control strategy used by informants with disabilities aged \pm 30 years is an effort to get closer to God and make negatives experienced as lessons so that they can be patient, dare to face difficulties and not give up on their conditions. The informants have the confidence to solve their difficulties because of their great motivation and the belief that all problems have a way out. This is consistent with the opinion of Stoltz (2005) that someone who has high adversity quotient is considered to have high motivation as well. Whereas someone who has low adversity quotient is considered to have low motivation. In other word, an older person with physical disabilities showed higher dimension of control.

The results of the research based on sex found that in men with disabilities initially lacked confidence so they became silent and covered up the problems of others. Slowly, try to adapt to socializing in the community and associating with friends to overcome self-confidence. Their hope is that more people they associate with will help them to overcome their lack of confidence. Meanwhile, women with disabilities initially felt sad about the difficulties they faced, but they tried to never give up and find alternative solutions to their problems. Women with disabilities exercise more self-control by being patient and grateful which makes them feel not easily discouraged and has the motivation to face difficulties. Dimension distribution based on themes in table 2.

Table 2. Dimension distribution on themes

Themes	Dimension			
	Control	Origin-Ownership	Reach	Endurance
Age (year)				
17-21			v	
30	v			
Source of disability				
Innate			v	
Non-innate	v			
Sex				
Male		v		v
Female	v			v

This research also showed that the dimension that most influences people with disabilities in BBRSPDF Prof. Dr. Soeharso Surakarta is the reach dimension as revealed by almost all of the subject try to never give up fighting shame to be more confident, look for alternative solutions to the problem and also do a lot of activities with friends at BBRSPDF Prof. Soeharso Surakarta and participated in learning to improve skills. While the less strong dimension is in the endurance dimension, because there are some subjects who let the problem just flow and wait for the problem to resolve itself, which actually causes the difficulties faced will last a long time.

4. CONCLUSION

People with disabilities at BBRSD Prof. Dr. Soeharso Surakarta has a good adversity quotient because the fulfillment of the four dimension of adversity, namely control, origin and ownership, reach and endurance. Control aspect, shown by the ability of persons with disabilities to control emotions when having difficulties with the situation and when hearing unpleasant words from the community, so that people with disabilities have their own way of expressing and controlling emotions that arise by being patient and grateful. The aspect of origin and ownership, can be seen from the efforts of persons with disabilities not to blame others for the difficulties they face but rather to place errors on their different physical conditions which results in a lack of confidence in the community. The reach aspect is shown when experiencing difficulties, persons with disabilities believe that all problems that arise can be resolved in their respective ways so as to limit the range of problems in the future. Endurance aspects, shown by the motivation of people with disabilities to resolve and believe that every difficulty faced there is a solution so that they are confident of being able to withstand difficulties.

Based on the acquisition of persons with disabilities it can be concluded that persons with innate disabilities in the face of a difficulty which are more influential dimension are control dimension such as being grateful and patient so that addressing these difficulties by not thinking too much, surrender to God. Whereas for persons with non-innate disabilities in facing a difficulty the more influential dimension is the reach dimension such as trying and not giving up hope against shame so that the difficulties encountered can be resolved.

Based on the age of informants with disabilities range $\pm 17 - \pm 21$ years have a high adversity quotient because it will always make improvements to be better. This is shown by people with disabilities who want to try to socialize with the new environment to be more confident. So the adversity quotient of people with disabilities aged $\pm 17-21$ years is influenced by the dimension of reach. Then people with disabilities aged ± 30 years have an control because they have high motivation. This is shown by the belief to resolve the difficulty because there is great motivation and believe that all problems have a way out. So the adversity quotient of people with disability aged ± 30 years is influenced by control dimension.

The results of the research based on sex found that men with disabilities have a high level of adversity quotient which was intended initially to be less able to adapt and be confident, eventually able to adapt and socialize with the community, so that their fighting power is influenced by aspects of reach. Women with disabilities initially felt sad about the difficulties they faced, but they did not despair and rose again to survive the difficulties, so their fighting power was influenced by the control dimension.

Based on the overall dimension in general it can be concluded that the most influential is the reach dimension such as people with disabilities trying and never giving up against shame to be more confident, look for other alternatives and also do a lot of activities with friends at BBRSD Prof. Soeharso Surakarta. The second dimension is origin and ownership of persons with disabilities (informants) are aware of the causes of the difficulties faced and the consequences caused by experiencing difficulties due to the limitations of their physical conditions that are different from others, resulting in lack of confidence, limitations in activities, as well as the existence of bad words from others about the disability experienced. Then the third dimension is control as in dealing with a problem of persons with disabilities by being patient and grateful so that they can be able to survive facing problems by trying to get up again and adjust. Furthermore, the fourth dimension, namely the endurance aspect of persons with disabilities in dealing with a problem by trying and trying to adapt, but there are some subjects who let the problem just flow.

Based on the result of this research, researchers give advice to persons with disabilities at BBRSD Prof. Dr. Soeharso Surakarta to be confident, think positive and never give up. For BBRSD Prof. Dr. Soeharso Surakarta to pay more attention to the discipline and resilience of persons with disabilities so that they can adapt to difficult conditions. For the community to provide support and begin not to underestimate to people with disabilities. For further researchers who will conduct further similar research, it is hoped that they can develop the adversity quotient in different ways to reveal more about persons with disabilities.

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Dr. Wiwien Dinar Pratisti, M.Si., is a lecturer in Psychology Faculty in Universitas Muhammadiyah Surakarta, Central Java, Indonesia. Interest of research are positive psychology for instance well-being, resilience, adversity, optimism, etc. Correspondence should be addressed to Wiwien Dinar Pratisti, Psychology Faculty, Universitas Muhammadiyah Surakarta, Central Java, Indonesia. email: Wiwien.Pratisti@ums.ac.id

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Dr. Wiwien Dinar Pratisti,
Faculty of Psychology,
Universitas Muhammadiyah Surakarta, Central Java, Indonesia
Email: Wiwien.Pratisti@ums.ac.id

Nonik Dwi Aprianingsih
Faculty of Psychology,
Universitas Muhammadiyah Surakarta, Cenral Java, Indonesia