

**PERAN PASTORAL KONSELING TERHADAP  
KESEJAHTERAAN PSIKOLOGIS (*PSYCHOLOGICAL WELL-  
BEING*) TENAGA LAYANAN  
DI UPTD PERLINDUNGAN PEREMPUAN DAN ANAK  
PROVINSI SULAWESI UTARA**

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**ABSTRAK**

Penelitian ini bertujuan untuk memahami peran konseling pastoral dalam mendukung kesejahteraan psikologis tenaga layanan di UPTD Perlindungan Perempuan dan Anak Provinsi Sulawesi Utara. Para tenaga layanan di lembaga ini berhadapan langsung dengan kasus-kasus kekerasan yang berdampak pada tekanan emosional dan psikologis. Stres kerja yang berkepanjangan memengaruhi aspek-aspek kesejahteraan psikologis seperti penerimaan diri, hubungan sosial, tujuan hidup, dan pertumbuhan pribadi.

Penelitian ini menggunakan pendekatan kualitatif dengan metode fenomenologi. Data diperoleh melalui wawancara mendalam, observasi, dan studi dokumen. Informan terdiri dari enam tenaga layanan yang dipilih berdasarkan kriteria tertentu. Analisis dilakukan secara tematik untuk menggali makna dari pengalaman hidup masing-masing informan.

Hasil penelitian menunjukkan bahwa kegiatan spiritual seperti ibadah rutin, doa pribadi, dan refleksi iman berperan dalam memulihkan kondisi batin dan memberikan kelegaan emosional. Meskipun belum tersedia layanan konseling pastoral secara formal, nilai-nilai konseling pastoral telah hadir melalui praktik spiritual yang mendalam. Penelitian ini merekomendasikan pengembangan sistem pendampingan pastoral yang terstruktur sebagai dukungan psikososial yang berkelanjutan.

***Kata Kunci: Pastoral Konseling, Kesejahteraan Psikologis, Stres Kerja, Tenaga Layanan, Fenomenologi***

**THE ROLE OF PASTORAL COUNSELING IN THE PSYCHOLOGICAL  
WELL-BEING OF SERVICE PROVIDERS AT THE REGIONAL TECHNICAL  
IMPLEMENTATION UNIT FOR THE PROTECTION OF WOMEN AND  
CHILDREN, NORTH SULAWESI PROVINCE**

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**ABSTRACT**

*This study aims to understand the role of pastoral counseling in supporting the psychological well-being of service workers at the Regional Technical Implementation Unit for the Protection of Women and Children (UPTD PPA) in North Sulawesi Province. These workers are directly involved with various cases of violence, which result in emotional and psychological stress. Prolonged work-related stress affects aspects of psychological well-being such as self-acceptance, social relationships, life purpose, and personal growth.*

*The research uses a qualitative approach with phenomenological methods. Data were collected through in-depth interviews, observation, and document study. The informants consisted of six service workers selected based on specific criteria. Thematic analysis was conducted to explore the meaning of each informant's lived experience.*

*The results of the study indicate that spiritual activities such as regular worship, personal prayer, and faith reflection contribute to emotional recovery and inner peace. Although no formal pastoral counseling is currently available, its core values are manifested through meaningful spiritual practices. This study recommends the development of a structured pastoral care system as a sustainable form of psychosocial support.*

**Keywords: Pastoral Counseling, Psychological Well-being, Work Stress, Service Workers, Phenomenology**