

ABSTRACT

People with Mental Disorders (ODGJ) who are neglected and lack family support often face stigma, rejection, and social isolation. This condition makes the process of social rehabilitation highly complex and demands a communication approach that is empathetic and humane. In this context, pramujiwa as non-professional caregivers play a crucial role in building therapeutic relationships with clients. This study aims to explore the implementation of therapeutic communication by pramujiwa at the Satuan Pelayanan Bina Laras Sakurjaya, under the West Java Provincial Social Service, in assisting ODGJ clients through the four phases of therapeutic communication: pre-interaction, orientation, working, and termination. This research uses a qualitative method with a phenomenological approach and interpretive paradigm, conducted through in-depth interviews, observations, and documentation, involving five primary informants and two supporting informants. The findings reveal that pramujiwa are able to apply therapeutic communication effectively, despite not having a medical background. Each phase reflects distinct strategies—from mental preparation, building trust, and creating a sense of safety, to motivating clients and preparing them for reintegration with their families or other changes. This study affirms that an empathetic and experience-based approach can foster supportive and meaningful relationships, thus aiding the psychosocial recovery of neglected ODGJ in a more humane manner.

Keywords: *Therapeutic Communication, Pramujiwa, Mental Disorders, Social Rehabilitation, Empathy*