

Program for social service and response of children victims of violence

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Abstract. Abuse is a word commonly translated as violence, persecution, torture or mistreatment. Child Abuse can be defined as an event of physical injury, mental, or sexual abuse which usually done by people who have a responsibility for the welfare of the child. Which is indicated by losses and threats to the health and welfare of children. This study aims to determine how the respond of child victims of physical, psychological, sexual and social violence of social service programs by PKPA. Response mean that a behavior or attitude either pre tangible detailed understanding, assessment, or impact resistance, like it or not and the use of a phenomenon certain. In this case the child response directed against Revenue Service complaints, the Legal Services program, counseling, Monitoring Health Condition and Monitoring Of Case. This research is classified as descriptive research. The elements that are in the research variable interact with each other and what the product of the interaction takes place. With a population of 20 people are all children who have been victims of violence handled by PKPA throughout 2013, and have received all social services from PKPA. Then the entire population will be taken. Based of analysis of case it can be concluded that the child victims of violence assistance PKPA give excellent response in all social services. Each victim can know and understand about the purpose of social service and to follow procedures. Victims actively involved in following stages help since the reception service complaints to the monitoring service. Through a series of social service activities designed by teh PKPA, Victims and families can be feel positive benefit from social service by PKPA in resolve cases of violence being faced and give best value against the implementation of social service program by PKPA.

Keyword: Child Response, Child Victims, Social Service

Introduction

Children held captive, kidnapped, abandoned, abused, raped, prostituted or trafficked. Until now they have not received adequate assistance services, both done by the state and the community.

The problem of children in Indonesia has not yet been able to be dealt with seriously and comprehensively. Tackling children's problems has become marginalized in the midst of the hustle and bustle of political issues and hegemony of power, there is still a gap between expectations and reality.

Every year there are estimated to be 100,000 children and women who are trafficked in Indonesia. 40,000-70,000 Indonesian children are victims of sexual exploitation. The Women's Institute reported that around 43.5% of trafficking victims were still 14 years old although most of the trade in children involved children aged 17 years. 450,000 people (70% are women) are sent abroad each year and nearly 60% of them are sent illegally. In its report, the International Organization for Migration (IOM) noted that having repatriated 3,943 trafficked persons. 90.26% are woman, 23.41% are girls and 0.15% are babies. 40-70

thousand are estimated to be victims of sexual exploitation, while in Java there are 21,000 children involved in prostitution. The number of children involved in sexual tourism continues to increase, especially in Bali, Batam, in places of entertainment such as massage parlors, karaoke etc.

Another problem that is no less alarming is the abuse of children, especially children and women who live in conflict areas or former disaster areas, more than 2,000 children do not have parents. The Indonesian Child Protection Commission ranked first child abuse for North Sumatra in Medan and followed by Siantar-Simalungun. Cases of violence consist of two kinds namely sexual violence and physical violence such as beatings, ill-treatment, psychological violence. For Siantar-Simalungun there were 476 cases of child violence recorded until November 2012. 476 cases were still recorded in the National Commission for Child Protection and were different from cases of unreported violence, 62% of cases reported in Siantar-Simalungun were violence sexual and the left over is physical violence.

The PBB Convention on the Rights of the Child through Presidential Decree 39/1990 and as a form

of implementation there is also Law 23/2002 about Child Protection. However, the protection of children's cannot only be viewed as a matter of politics and legislation. Protection of children's well-being is also part of parental responsibility, and community care. All part must realize that children's problems are not simple. Tackling children's problems is very demanding for many part. Without community participation, a formal legal approach is not effective enough to protect children.

Local communities have an important role in designing policies and action programs for child protection. Its strength located in its participatory process so that it is able to respond to the needs of the local community more precisely. Therefore, optimizing the role of parents, the state and the government, and the community, especially through NGOs (Non-Governmental Organizations), in efforts to improve children's welfare needs to be pursued.

PKPA Medan is present as one of the non-governmental organizations committed to protecting Indonesian children. The Center for the Study and Protection of Children (PKPA) along with the division responsible for the Children's Information and Complaints Center (PUSPA) is one of the non-governmental organizations that actively play a role in providing assistance and social services to children. PKPA since 2001 until now has successfully handled and assisted cases of children both in litigation and non-litigation. These services include: (1) Complaint receiving services, (2) Legal aid services, (3) Counseling services, (4) Health screening services, (5) Monitoring services.

So far, there is not guarantee that this service is truly in line with what children need, or has it answered the needs of children victims of violence. This study was conducted to determine the response or attitude of childrens in response to social services carried out by PKPA. Based on the background of the previous problems, the authors are interested in knowing how the response of child victims of violence to social service programs. The response was said by Darly Beum as a response or attitude that became adequate behavior, as seen from three indicators namely perception, attitude and participation. By looking at responses it can be seen how the child's responses and attitudes towards social service programs actually are. Because the differences in responses can lead to sharp differences in the use of a program. This research is summarized in a study with the title: "Response of Children Victims of Violence to Social Services Programs by PKPA". Based on the background that has been described, the researchers formulated the problem as follows: "What is the

response of child victims of violence to the Social Service Program by the Center for Child Protection and Studies (PKPA)?" As for the purpose of this study is to determine the response of child victims of violence to Social Services Program by the Center for Child Protection and Studies (PKPA).

The results of this study are expected to be used as input for PKPA NGOs in compiling and providing the best social services for children victims of violence and are expected to be used as reference materials and enhancer insight for those who are interested in child problems and violence.

Social services can be interpreted in an institutional context as consisting of programs provided based on criteria other than market criteria to ensure basic levels and provision of health, education, welfare, to improve community life and individual functioning, to facilitate access to services and institutions in general, and to help those who are in difficulties and needs. As Kahn distinguishes social services broadly into two parts, namely:

1. Social services which become so detailed and broad that they achieve a self-identity,
2. Other social services that cover areas with changing boundaries and include stand-alone programs, such as child welfare institutions or family services. And some institutions are in other institutions, for example social workers in schools, medical social services, social services in public housing, industrial welfare programs and so on. This second type of social service is referred to as personal social services or general social services (general service).

Personal social services are programs that protect or restore family life, help individuals cope with problems that come from outside or from within, improve development and facilitate access through providing information, guidance, advocacy and some types of concrete assistance..

Research methods

This research is classified as descriptive research. The elements that are in the research variable interact with each other and what the product of the interaction takes place. With a population of 20 people are all children who have been victims of violence handled by PKPA throughout 2013, and have received all social services from PKPA. Then the entire population will be taken.

This research was conducted at one non-governmental institution that has a full concentration on services for children, the Center for Child Protection and Studies in the Center for Information and Complaints of Children (PUSPA) on Jl. Abdul Hakim No.5A. Surabaya.

Data analysis techniques in this study used a qualitative descriptive approach, so that later writers can describe information and data obtained in research, where data processing is done manually, data is collected from the results of a questionnaire and interviews. Then tabulated in the form of a frequency distribution and then analyzed.

Findings

Based on research conducted at the Center for Child Protection and Studies, the researcher managed to gather 20 respondents, 70% female respondents and 30% male respondents, all of whom were children who were victims of violence, that is victims of abuse, molestation, promiscuity underage children, rape, kidnapping, neglect, human trafficking and prostituted children.

The Child Study and Protection Center provides a series of social services for child victims of violence. First PKPA will receive complaints from victims who are represented by the victims' families. The case in complained will be followed up with the main step being to complete the files needed for legal action. The letter file that must be completed is a letter of lawyer from parents as guardians of children who are under 18 years old, a letter of complaint to the Police, a Visum letter, and a family identity card. There are no fees for every social service provided by PKPA.

The next service provided by the victim is Litigation services in the form of legal assistance provided by PKPA. By following up on complaints received by PUSPA in coordination with other litigation staff and lawyer Teams at every level until the decisions of judges have permanent legal force. In the PKPA legal process accompanying victims and families to obtain justice, for example by demanding perpetrators of acts of violence so that the law is worth the act, some other victims come to ask for protection from threats of perpetrators of violence, and some others come to ask for PKPA as a mediator to familial settlement of cases with related part. Whatever the path taken to resolve cases of violence experienced by victims remains the principle is solely for the interest and kindness of children.

Victims who complained their cases to PKPA also received non-litigation services, namely counseling services, health inspection services, and monitoring services. In counseling services, every child who is traumatized will be counseled by PKPA counseling staff in the form of Individual Counseling Services, a service that allows participants to get face-to-face services (individually) to alleviate the problems they face and their development. The aim of individual counseling services is so that counseling

participants can alleviate the problems they face. Counseling will usually be conducted between 1 and 3 meetings according to the needs of the victim and the level of trauma experienced. In observations made by researchers, counseling is more often done at PKPA, counselors also do counseling based on the age of the victim, if the victim is a teenager then counseling is done face-to-face only between counselor and victim and uses verbal language, whereas in victims who are still children then the child counselor involves parents as a companion and the counselor will involve assistive devices such as toys, or other objects that will attract the victim's attention.

Other non-litigation services obtained by victims are Health Check services. This service aims to get the results of the health conditions of victims after getting acts of violence. The Center for Child Protection and Study collaborates with the Medan City Health Office to provide health services with the Bestari clinic in Medan Petisah sub-district for free health checks for victims of PKPA-assisted violence. This service is used by victims to check their health condition as an early effort to prevent the risk of transmission of sexual diseases, given that some of the victims are victims of sexual exploitation, including prostituted children and trafficking victims. This service is not limited, each victim can check their health conditions as needed.

The last service obtained by the victim is a monitoring service. This service aims to monitor the development of victims' cases and ensure victims do not return to being victims of violence. Monitoring is done by contacting and visiting the victim and the family. This monitoring process is regular monitoring of the client in order to find out the positive activities that have been carried out by the client after returning to the family. This monitoring is generally mandatory for the agency to do the client in order to know the progress of the client and will stop automatically when the agency believes that their clients are free from violence.

Based on the acknowledgment of the respondent and his family, the social services provided by the Center for Study and Child Protection are very beneficial for the development of cases and the development of children after becoming victims of violence, especially when these services can be enjoyed by victims without having to pay a fee.

Discussion

Providing social services to children victims of violence is one of the obligations of the State to ratify the Convention on the Rights of the Child based on Presidential Decree Number 36 dated August 25, 2014. One of the legal materials

requires that States ratify the KHA to provide the right of protection, the right the rights of children in the KHA which includes the right to protection from discrimination, violence and neglect for children who do not have families and refugee children and that is the right to development, that is the rights of the child in the KHA which includes all forms of education (formal and non formal) and the right to achieve a standard of living that is appropriate for the physical, mental, spiritual, moral and social development of the child.

The social services provided are in the form of personal social services, which are programs that protect or restore family life, help individuals resolve with problems that come from outside or from within, enhance development and facilitate access through providing information, guidance, advocacy and some types of concrete assistance.

The Center for the Study and Protection of Children has provided good social services to children victims of violence. this can be seen when receiving Litigation services, which are complaints receiving services and legal assistance services, respondents and families give good responses because they easily get information about the Social Service Program from the explanation made by PKPA staff when they first reported a case. Armed with good information, the victim and family can be cooperative in following the stages of service. this can be seen when victims and their families follow good service procedures, from reporting or complaints to legal assistance. For example, by providing information and testimony in the case complaint process, actively participating in the peace efforts until the judicial process takes place. This proves that there is an awareness of the victims and their families together with PKPA in taking legal action. What remains a problem in this service is the handling of several cases that have been stalled for a long time without progress in the Police due to the complexity of cases that complicate the completion of judicial cases, thus making the victim's family less satisfied and uneasy. With that the victim's family expects PKPA to be more active in encouraging the police in efforts to resolve the case.

Non-litigation services namely counseling services, health examination services, and monitoring services also get positive responses from respondents. The counseling services provided allow victims to have choices or change or reduce confusion and obtain information about the behavior experienced by victims who have been withheld. Counselors do not judge or exploit victims. In counseling sessions clients can explore various aspects of their lives and feelings, talk

about them freely and openly in a way that is rarely possible with friends or family.

Health screening services are also very useful to the victims. respondents believe that this service can be a means of proving that violence has been done to children through the results of the post mortem, other than that other respondents claimed that by taking part in the health check-up service they felt more relieved and satisfied because they finally knew their health condition, especially for children who are prostituted, they undergo a medical examination more than 2 times to ensure that they are free from the risk of being infected with sexually transmitted diseases. Monitoring services provided by PKPA institutions are not compelling, even with this monitoring program respondents also feel more secure because after handling cases the respondent feels they are still protected. All social services provided by PKPA are very useful for victims and their families, because they are very helpful in the process of handling cases and recovering victims. This has fulfilled the social service function as a program that protects or restores family life, helps individuals cope with problems that come from outside or from within, enhances development and facilitates access through providing information, guidance, advocacy and several types of concrete assistance.

Conclusion

Based on data analysis, research results can be formulated in the form of conclusions as follows :

1. Based on the results of data analysis it can be seen that the victim has a good perception about Social Services by PKPA. This can be seen when following the social service step by step, both victims and families find it easy to understand and comprehend the purpose of each PKPA service and can follow the social service procedures by PKPA.
2. Based on the results of data analysis it can be seen that the victim and her family gave a positive attitude. The victim and her family provide a good assessment of the implementation of the Social Services Program by PKPA and the victim and her family can receive and feel the positive benefits of Social Services by PKPA in handling cases of violence experienced.
3. Based on the results of data analysis, it is shown that victims and families provide positive participation. Judging from the involvement and activeness of victims and their families in every activity in social services and following the stages of social service assistance provided by PKPA quite well.

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