

## The role of Women and Children Protection Technical Implementation Units in alleviating child abuses during the Covid-19 pandemic

### *Peran Unit Pelaksana Teknis Perlindungan Perempuan dan Anak dalam penanggulangan kekerasan terhadap anak di masa pandemi Covid-19*

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#### Abstract

Child protection is the most important part of protecting the nation's generation from the dangers of crime in society. It is happened due to the fact that childhood is vulnerable to violence and abuse. Children's behavior and life have changed as a result of the Covid-19 pandemic. The current study aims to analyze the scope of duties and functions of UPT PPA (the Women and Children Protection Technical Implementation Units) in alleviating the child abuse cases in Yogyakarta, especially during the Covid-19 Pandemic. The current study employed a qualitative method. The data were collected by observation from the related parties and interviews. This study resulted in the findings that UPT PPA Yogyakarta City assisted in the recovery process for victims of violence through early prevention of violence, assistance, and social reintegration. This study concludes that the efforts made by the UPT PPA of Yogyakarta City have helped to increase family resilience after the occurrence of violence.

**Keywords:** UPT PPA; women and children abuse; women and children protection

#### Abstrak

*Perlindungan anak merupakan bagian terpenting dalam melindungi generasi bangsa dari bahaya kejahatan di masyarakat. Hal ini terjadi karena masa kanak-kanak rentan terhadap kekerasan dan pelecehan. Perilaku dan kehidupan anak-anak telah berubah sebagai akibat dari pandemi Covid-19. Kajian ini bertujuan untuk menganalisis ruang lingkup tugas dan fungsi UPT PPA (Unit Pelaksana Teknis Perlindungan Perempuan dan Anak) dalam penanggulangan kasus kekerasan terhadap anak di Yogyakarta, khususnya pada masa Pandemi Covid-19. Studi ini menggunakan metode kualitatif. Pengumpulan data dilakukan dengan observasi dan wawancara. Studi ini menghasilkan temuan bahwa UPT PPA Kota Yogyakarta membantu proses pemulihan korban kekerasan melalui pencegahan dini terhadap kekerasan, pendampingan, dan reintegrasi sosial. Studi ini menyimpulkan upaya yang dilakukan UPT PPA Kota Yogyakarta turut membantu meningkatkan ketahanan keluarga pasca terjadinya kekerasan.*

**Kata kunci:** UPT PPA; kekerasan terhadap perempuan dan anak; perlindungan perempuan dan anak

## Introduction

The Indonesian government has ratified an international convention on the elimination of all forms of violence against children, namely the Convention on the Rights of the Child. It is clearly stated in the Convention on the Rights of the Child that children have the right to life, the right to grow and develop, the right to protection, and the right to participate. The Law of the Republic of Indonesia Number 35 of 2014 concerning Child Protection has clearly stated that Child Protection is an action to protect children so that they can grow, develop and participate optimally, and ensure that children are free from all forms of violence and discrimination. The Government of the Special Region of Yogyakarta strengthened by issuing the Regulation of the Special Region of Yogyakarta Number 3 of 2012 concerning the Protection of Women and Children Victims of Violence (Prakoso 2016).

Indonesia's social life nowadays still considers that children are weak and helpless creatures. Indonesia has ratified internationally regarding child protection, which means that children must be facilitated and protected, but the facts found are that there are still many cases of violence against children that occur. This is of course not in accordance with the mandate of the constitution. In almost every case that is revealed, the perpetrator is someone close to the victim. Not least of the perpetrators are people who dominate the victim, such as parents and teachers. When in fact children are trusts entrusted that must be protected and facilitated properly. This is following what has been stated in the Child Protection Law Number 35 of 2014 that children have 31 rights and 5 obligations, including the right to life, the right to play, the right to learn, the right to develop and participate.

Article 2 of the Law of the Republic of Indonesia Number 35 of 2014 concerning Child Protection has clearly stated that child protection is an act to assure children's growth, development, and participation optimally, and ensure that children are free from all forms of violence and discrimination. Child sexual violence is no longer a new issue but a problem that should have been minimized or even eliminated with the establishment of governmental and non-governmental institutions that focus on child protection. However, this issue is related to Indonesia's geography factor. It is also considered by the unequal distribution of development of the country. This study aims to support the fulfillment of children's rights in implementation and consistent manner by looking at one of the institutions that focus on assisting and serving cases of child violence.

In 2011, a case happened by the news of child abuse that occurred at an international school, in Jakarta. Moreover, the latest news is that the victim has not only once experience violence with more than one perpetrator. Jakarta International School is a school with international standards which has a tuition fee of about 20 million rupiahs per month and is provided by hundreds of CCTV, which do not guarantee to be a safe place for children. The JIS case seems to be the first case of several sexual violence against children cases disclosure. A similar incident occurred in the city of Medan purposely rape his 18-month-old daughter. In the incident in Cianjur Regency, pedophilia involved an elementary school teacher at the Al-Azhar Foundation. The perpetrator, the initials AS, is suspected of harassing dozens of his students. It proves that children are very vulnerable to violence wherever they are (Suyanto 2016).

Previous studies have discussed the role of UPT PPA in handling cases of child violence, but in this pandemic era, no one has scientifically reviewed the increase in cases of child violence in the city of Yogyakarta and explained in detail the handling and assistance efforts carried out by UPT PPA City Yogyakarta. Violence against children is defined as an act of injuring that is carried out repeatedly physically and emotionally against a dependent child, through the urge of desire, uncontrollable corporal punishment, degradation, and permanent humiliation or sexual violence, usually carried out by parents or other parties who are supposed to care for them (Mardiyati 2015, Guedes et al. 2016, Hillis et al. 2016, Walker-Descartes et al. 2021). Violence against children is an act carried out by both adults and children. For adults, the desire arises that children are under their control. Various forms of violence threaten and occur in children. As stated in the child protection law, child violence victims are children in emergencies, children in conflict with the law, children from minority and isolated groups, as well as exploited children who are involved in economic or sexual exploitation, trafficked children, children belonging to drug abuse groups, physical or mental violence victim children, and child victims of abuse and neglect. Causes of violence against children occur in the family environment, schools, and public areas.

As a result of the violence causes physical, sexual, psychological, economic, economic misery or suffering and/or neglect in the form of threats to commit acts, coercion, or deprivation of liberty against the law, as well as data from KPAI 2018-2020 there was 14,517 violence against children's cases that occurred throughout. This condition is needed to be under concern. It requires serious handling through joint efforts involving the government, community, and families. The involvement of all parties in optimized handling is expected to have a positive impact. The impact can be in the form of a decrease in the violence against children's cases that occur (Praditama et al. 2015).

In December 2019, Indonesia had to swallow the bitter pill with the emergence of the coronavirus. All forms of activity must be limited. It came with a new regulation which schools and universities activities have to be limited. During the school day, children are required to study at home online. In this case, the role of the family, especially parents, is needed to help support the learning process at home. But it turned out not to go well. Parents who should be the savior of their children did violence against their children. This is following a new fact revealed by the Indonesian Child Protection Commission in 2020, which showed that child sexual violence cases were increasing during the Covid-19 pandemic. Violence against children's cases has soared during the Covid-19 pandemic. The family as the smallest social environment, the place for children's first socialization, should provide an example for children. But the reality is that many parents exploit their children, commit verbal violence by issuing harsh words, or even physically abuse children (Bennell et al. 2001, Bradbury-Jones & Isham 2020).

In terms of numbers compared to other regions, the number of violence against women and children in DIY is smaller. However, this is also influenced by the area and the relatively small population of DIY. If we viewed the ratio with the formula for the number of cases divided by the population, DIY occupies the highest position in Indonesia. DIY child violence victim's ratio in 2020 is 5.05. This side shows a high tendency for violence to occur in DIY. In 2020, there were found 1,266 victims consisting of 441 victims of violence against children and 825 violence against adults. Cases detail per region confirmed that Kulonprogo has 119 cases, Bantul 224 cases, Gunungkidul 32 cases, Sleman 302 cases, and Yogyakarta City 589 cases. In 2019, in Daerah Istimewa Yogyakarta, there were 1,477 victims which cases of violence against children reached 466 victims. Based on the data, Yogyakarta City has the highest number of cases among other regencies or cities. It amounted to 589 victims in 2020 and 466 victims in 2019 (Bappeda DIY 2020).

Based on that data, in 2019, 19 child violence cases occurred at home. Meanwhile, in 2020, 21 child violence cases occurred at home. Compared to 2019, in 2020, it took place at schools, public places, and various places.

The increase in cases of violence against children proved to have occurred during the Covid-19 pandemic. It emphasized that family parenting determines the actions taken while children are active at home. The role of parents in the learning process such critical as those who have enough knowledge to educate their children well. The family, the small-scale social environment, is the first place for children to know social interaction should provide an example for their children. Hence, the effort to increase family resilience is necessary to support violence against children case alleviation. Regardless of family, another support is required from the community, government officials such as *Unit Pelaksana Teknis Perlindungan Perempuan dan Anak (UPT PPA)*, and law enforcement. UPT PPA Yogyakarta City is a regional technical implementing unit engaged in child protection and also women empowerment. It has a critical role in assisting child victims of violence. Firm action is needed by the government to overcome child violence cases. In this case, the empowerment of women and children and strengthening family resilience through appropriate parenting patterns are alternative solutions for handling cases of child sexual violence. The empowerment of women and children to strengthen and provide equal access to women and children through non-discrimination principal support.

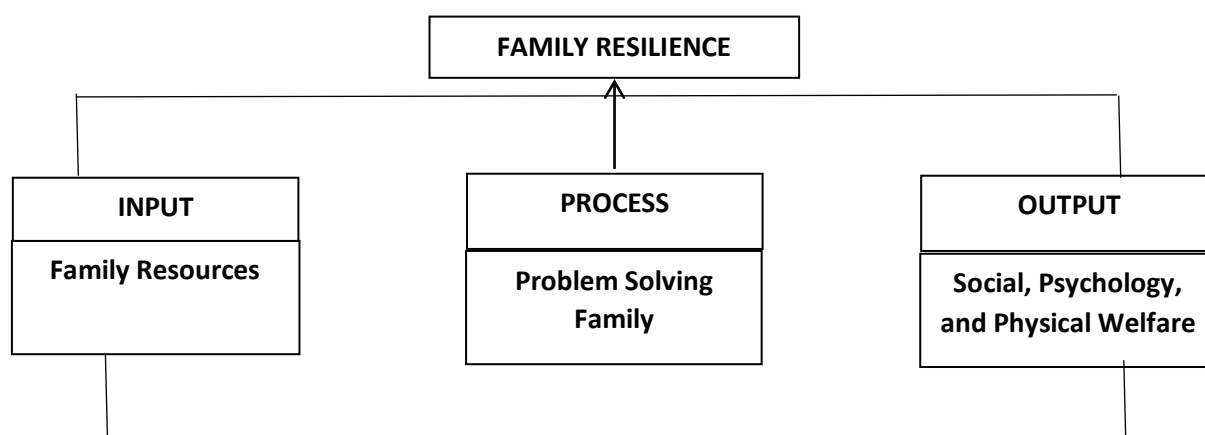
Based on this argument, the problem to be solved in this study is related to the role of UPT PPA in assisting children who are victims of violence in the city of Yogyakarta. In addition, this study is feasible and has a novelty, namely this study was conducted to see how the assistance and services carried out by UPT PPA Yogyakarta City in Combating Violence against Children during the Covid-19 pandemic.

The theory used in this study is the role theory proposed by Khan et al. (in Haryanti 2019). The role theory is used as a form that emphasizes individual characters as social actors. It studies human behavior according to their position in society. A person's environment consists of formal organizations or groups and the lives of individuals described in the arrangement of roles that individuals play in these

organizations or groups. Roles are the parts that people perform when interacting with other people. Each role has an identity attached to the implementer. Its functions are to define the role holder, who he is, and how to behave in certain situations. According to this theory, someone who has a particular role, for example as a doctor, lecturer, mayor, and so on, is expected to behave following the proper role. Biddle (1986) divides role theory into four groups, namely: (1) people who take part in social interactions, (2) behavior that appears in the interaction, (3) the position of people in behavior, (4) the link between people and behavior.

Some of the dimensions of the role include: (1) the role as a policy. Adherents of this understanding argue that the role is an appropriate and good policy to be implemented, (2) role as a strategy. Adherents of this understanding postulate that the role is a strategy to get support from the community (public supports), (3) the role as a communication tool. The role is utilized as an instrument or equipment to get input about information in the decision-making process. This perception has derived from the idea that government is conducted to serve the community. Thus, the views and preferences of the community become valuable inputs to realize responsive and responsible decisions, (4) the role as a dispute resolution tool is utilized as a way to reduce or reduce conflict through efforts to achieve consensus from existing opinions. Idea and views that changed by the perception, increase the understanding and tolerance and reduce mistrust and confusion, and (5) the role of therapy. According to this perception, it is implemented to be an effort to solve the psychological problems of society as well as feelings of helplessness, insecurity, and the perception that they are not a valuable component in the community (Nuradhawati 2018). Furthermore, a theory of violence against children brought by Gelles (Harianti 2014) described that violence against children as an intentional act that causes harm or harm to children (both physically and emotionally).

Violence against children forms can be classified into physical violence, psychological violence, sexual violence, and social violence. Furthermore, there is the theory of family resilience. It is a fundamental factor in reducing child violence through the first small-scale social environment where children get to know the social world. This assumption is derived from family resilience studies by Sunarti (2015) in several works of literature. Family resilience is the ability of a family to manage its resources and cope with the problems faced to fulfill the physical and psycho-social needs of the family. Similar to the definition of family resilience in Law Number 52 of 2009 concerning Population Development and Family Development.



**Figure 1.**  
Family resilience concept framework  
Source: Sunarti (2015)

According to Achir (1999), family resilience is successful if the family can execute several family functions optimally. Otherwise, if the family failed, they will experience shakiness in the existence of family resilience. Sunarti (2015) describes three base components of determining whether a family has the proper resilience or not. The three base components are components of physical, psychological, and social resilience. Figure 1 describes the concept of the family resilience framework.

In more detail, based on the development book on the Implementation of Family Development, it states that the concept of family resilience and welfare includes: (1) the basis of legality and family integrity with variables that include: legality basis (legality of marriage and birth), family integrity (presence of a married couple who live together in the family), (2) physical resilience, including health and the availability of a location or place to sleep, and (3) economic resilience, including family residence (homeownership status), family income (Utami et al. 2016). From several experts' ideas, family resilience means a condition in which a family has its control and ability to solve problems. They can survive and recover after going through their problems. Contemporary perspectives emphasize family resilience on its relational nature as a unit that facilitates survival and even growth even under adverse conditions. This study aims to provide education and knowledge about child protection. Children as a mandate must be facilitated and given protection in accordance with the mandate of the law. This study also introduces a technical institution that focuses on the protection of women and children so that if there is violence against children in their environment, the community can immediately report to this institution.

## Research Method

In this study, the approach used is descriptive research approach with qualitative research. Qualitative research is an interpretive approach. Researchers build abstracts, concepts, hypotheses, or theories by asking questions consisting of why, how, and what. The research location is in the Department of Community Empowerment, Women and Child Protection, Yogyakarta City. In this study, the informants consisted of the victim's parents, the implementation team from UPT PPA, and Indonesian child protection activist, Seto Mulyadi. The aim is to understand the phenomenon from the participant's perspective, with its institutional and social context intact. This data and context are lost if attempts to measure the data are analyzed using a quantitative approach (Palmer & Bolderston 2006). In this research, the interviews were conducted with the Head of Department of Community Empowerment, Women and Child Protection Yogyakarta City and the UPT PPA Yogyakarta City team. The informants of this research are legal counselors, psychological counselors, and also part of the data from UPT PPA Yogyakarta City.

The data analysis method used is data reduction. In this stage, the field data obtained complied in a neat, detailed, and systematic manner to facilitate the analysis process. The second stage is data presentation. The obtained data is presented in a classified form or display data form. The data presentation describes the results obtained based on interviews (primary data) compared to literature review (secondary data). The third stage, concluding. Conclusions are drawn based on valid and consistent field findings. Thus, a credible conclusion could be drawn from it.

## Results and Discussion

Referring to the Convention on the Rights of the Child approved by the General Assembly of the United Nations (UN) on November 20, 1989, and ratified by Indonesia in 1990, Chapter 1 Article 1, a child is defined as any person under the age of 18 years. Children, the next golden generation of the nation, will continue the relay of struggle are proper and should receive protection and facilities as stated in the child protection regulations. Ensuring the realization of 31 children's rights and ensuring that children carry out their five obligations are a shared responsibility, especially parents (families), government, schools, and the community. The rapid development of technology has become a public issue for all elements to ensure that children are not lost and involved in relationships beyond their age. Ignorance of child protection implementation has made many child violence cases continue to grow and even become rampant. The emergence of various forms of violence against children is a sign that child protection has failed even though there are handling institution that focuses on it.

Crimes against children, especially sexual violence, are carried out by more mature perpetrators with various modes and types. Vary pattern methods are used to persuade the victim. Start by being promised

a sum of money in return, buying something the victim wants, or indeed by threatening or coercing. Through these modes, the perpetrator commits the crime in a place that is considered safe. There were 12 cases of sexual violence crimes committed in victims' or perpetrators' homes. Two sexual violence crimes occurred in commonly visited places by victims such as schools and relatives' homes. But, two other cases occurred in rarely visited places by victims as well as hotels and schools (Gil 2015).

Considering the relationship between the perpetrator and the victim can be known that perpetrators from several cases of sexual violence crimes have the closest relation to the victims. There is only one sample case was committed by an unknown person but the rest were committed by someone known to the victims such as friends, girlfriends, neighbors, teachers, even perpetrators who are close family members of the victim such as the biological father, stepfather, and grandfather of the victim. As described before that children are effortless to persuade, with the lure of food or toys. In addition, children often don't dare to refuse, especially to people they know. It is inseparable from the way children think which tends to be pragmatic and simple analyzing. Considering his condition, the role of parents becomes critical to protect their children. This vigilance is not only sufficient for strangers but also for those who are closest as well as biological parents or other people who are known to the child. Furthermore, informant ENH explained:

"UPT PPA in an effort to increase public awareness about the protection of child victims of violence carried out campaign activities and outreach to the community to cooperate with the community as partners of UPT PPA Yogyakarta City. UPT PPA Kota Yogyakarta also formed a network that involved various elements to facilitate the service process and assistance to victims of violence carried out by UPT PPA. In addition, there is also rehabilitation provided by UPT PPA Yogyakarta, both psychologically and legally assistance. UPT PPA of Yogyakarta City also provided space as a temporary residence for victims of violence against children". (Informant ENH)

Referring to the information provided from the head of administration UPT PPA Yogyakarta City, that:

"Currently, the main tasks and functions that are carried out are handling and assisting, meaning that those who report are then handled and assisted in every process of problem-solving. Then counseling to individual victims and family counseling is carried out, as an effort to strengthen the psyche of individuals and families. Furthermore, we make reports as recommendations for improving programs that have been implemented in the relevant agencies, improving and encouraging the system of protecting women and children. We also provide a transit place for victims who still feel traumatized when they return to their environment, besides that, there is also a children's playground that can be used by clinical and legal psychological counselors to approach children when they want to do an assessment". (Informant SAN)

This was further strengthened by the families of the victims whose cases were handled at UPT PPA Yogyakarta City:

"The services provided by UPT PPA Yogyakarta City are quite good and the procedures are not complicated so that cases can be resolved quickly. In addition, UPT PPA also has a temporary transit room for victims to heal after the violence they have experienced". (Informant ENK)

Based on the results of the interview, it was explained that the UPT PPA of Yogyakarta City acted as an institution that carried out handling and assistance to victims of violence that occurred to women and children based on reports made by the community or victims' families. In carrying out its role in accordance with the duties and functions listed, UPT PPA seeks to collaborate with various parties from the sub-district level, health services, police, and other related agencies.

The environment has a dominant influence on all individual behavior including child violence perpetrators. Environmental settings affect people not only physically but also psychologically and socially. Surveys show that about three-quarters of juvenile sex offenders in prisons have a childhood

history of impoverished family relationships, parental divorce or loss, foster placement, physical or sexual abuse, and neglect (Gultom 2013). However, it shows that the environment in which the individual lives and raises influences the individual's behavior in the future. The right environmental setting will support the welfare of the individuals inside. Otherwise, an inappropriate environmental setting will obstruct the welfare of the individuals inside. The condition of community morality in an environment also significantly affects the potential for sexual violence (Kholiq 2018) can be identified based on the perspective of perpetrators. Individuals with high moral awareness will not commit sexual violence or other crimes against children or other people around them.

The existence of individuals and families has faced various threats originating from various impacts of the rapid and inevitable process of social transformation. It has an impact on the structure, function, and role of the family towards the family members themselves and society. Technological and social transformations that can't be handled wisely will have a negative impact and shake the existence of individuals and families so that individuals and families become vulnerable or even potentially have no resilience. Hence, individual and family resilience needs to be increased through empowerment efforts, especially those related to strengthening the structure, function, and role of the family in society (Defrain et al. 2008).

Another view defines family resilience as a dynamic family condition that has the tenacity, toughness, and physical, material, and mental abilities to live independently. Family resilience also implies the ability of the family to develop itself to live harmoniously, prosperously, physically, and mentally. In another view, family resilience includes the ability of the family to manage the resources and problems of life. The growth and development of a child's personality can't be separated from the environment that cares for and raises him. Parenting patterns in the family, as the first environment they know, will influence the formation of the child's personality. In this case, parents play a role as role models for their children, and every parent certainly has their way of educating and raising children (Kusumawati 2015).

Information related to acts of violence by parents in educating children was collected in the *Susenas Modul Ketahanan Sosial* (Hansos) in 2014. The types of violent behavior collected can be divided into two groups, namely psychological and physical violence. Psychological violence collected is the behavior of parents who often call children stupid, lazy, no longer in love, useless and other harsh or negative words, yelling and scaring children. Meanwhile, physical violence includes confining or leaving the child alone in the room, pushing or shaking the body, pinching, twisting, even slapping, hitting, grabbing, and kicking the child.

The majority of parents in Indonesia still use violent methods, both psychological and physical violence in educating their children (54.80%). Based on the type of violence used, 23.17% of households use psychological and physical violence methods to educate children, while the percentage of households that only use psychological violence is 21.48% and only uses physical violence is 10.16%. The methods that contain psychological violence that is most often used to educate children are by yelling or scaring them, which is 41.86%, while the physical violence method that is most often carried out by the head of the household or their partner is by pinching or twisting the child at 30.97 % (Soeroso 2011).

How violence is used by parents in educating their children is positively related to the level of parental education. Data shows that more than 50% of households with a household head or spouse who has a higher education do not use violent methods in educating their children. It is also seen that the higher the level of education, the higher the percentage of households that do not use violent means in educating children aged 1-14 years. This shows that parental education level has a positive correlation to the prevention of violent ways in educating children. For this reason, parenting and the ability of parents to manage emotions are required to support the realization of child protection. Social welfare is a purpose that is expected by the entire community from the government as the basis for realizing prosperity for its people. Increasing social welfare as a sign of success in development in an area or region means that social problems that occur in the community can be overcome properly (Utami et al. 2016).

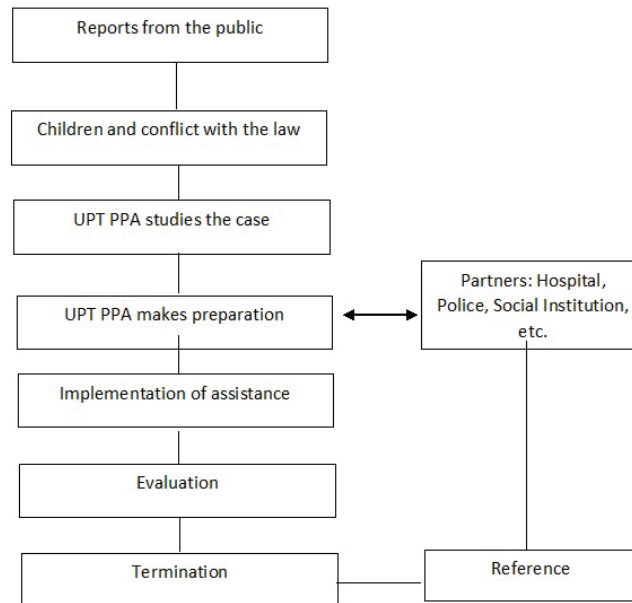
The programs that have been prepared by Integrated Service Center for Women and Children Empowerment (P2TP2A) are as follows: (a) prevention programs, meaning that performance programs that can reduce or prevent acts of sexual violence in the community into the form of socialization counseling or seminars; and (b) action programs (curative and rehabilitative), meaning that special performance programs are given to children who have become victims of sexual violence. At the core of this program is to assist both morally and materially children so that the child gets justice and welfare. It goals to make him empowered in the future when he grows up. In addition, the UPT PPA also develops mental health with trauma healing for children who are victims of these crimes.

In the implementation of the mentoring work program above, the involvement of each party is an absolute requirement in the public service process. The flow of the prevention program implementation process from Integrated Service Center for Women and Children Empowerment (P2TP2A) Yogyakarta City, namely: complaint services, case clarification, and mentoring visits. The legal base for the establishment of the Integrated Service Center for Women and Children Empowerment is stated in the Regulation of the Minister for Women's Empowerment and Child Protection Number 5 of 2010 concerning Guidelines for the Establishment and Development of an Integrated Service Center. This provision explained that the establishment and development of an integrated service center is an obligation and the mission of each region includes institutional strengthening, fulfillment of operational facilities, and infrastructure in supporting the activities of these government institutions. Efforts and ways to assist, one of which is field visits, the purpose of this field visit is to build close relationships with child victims of violence. Through the closeness that is established, it will further foster confidence in children that the companion (PPA) becomes a friend, observer, and parent for children. The field visit reason is to explore deeper in understanding the reality of children themselves as victims of violence. With an open attitude from the child, the companion can identify the root cause of the child's problems to find solutions or follow-up to the child victims of violence.

UPT PPA is an institution that has the responsibility to protect women and children who experience acts of violence. To carry out these responsibilities, UPT PPA Yogyakarta City conducts programs and activities. Programs and activities for handling violence against children include pre-prevention or protection programs and post-prevention or protection programs. Preventive or protective measures before. As an effort to prevent the occurrence of anti-child violence, UPT PPA Yogyakarta City carries out various activities, including socialization for the community that is attended by representatives from religious leaders, community leaders, women's organizations, and also involves the police institution. The socialization was about the Child Protection Law, how to report mechanisms when acts of violence occurred, and training activities for officers, especially at the village level to improve their professionalism. Efforts to prevent or protect after. Efforts made by UPT PPA in dealing with the problem of child violence include (1) services that include legal assistance, medical rehabilitation, social rehabilitation. In this case, it means that assistance is carried out through litigation and non-litigation processes, and (2) empowerment is given to victims in the fields of education, health, economy, and society. The empowerment provided is following the needs and problems faced by the victim. In carrying out its duties UPT PPA has components by the basic needs of the problems being handled.

The mechanism for handling victims of child violence with their families or victims is to report to the UPT PPA team in Yogyakarta City. The reporting mechanism can also be reported directly to the PPA Unit Police (Criminal Unit), then proceed to the UPT PPA. After filing with the police, the UPT PPA held a coordination meeting to hold the case. UPT PPA provides advice and input in providing handling to the police regarding how to follow up cases of child violence. Furthermore, if needed and requested by the victim, UPT PPA can provide legal assistance to the victim through a mutual agreement between the victim and the designated legal aid or NGO. Mentoring Services Mentoring services are mentoring activities provided by the PPA team after reporting, while these activities include: medical treatment, reporting to the police to the judicial process, psychological guidance, protection for victims, mediation, or non-litigation advocacy. The form of assistance has the following mechanisms in Figure 2.





**Figure 2.**  
The report mechanism in UPT PPA Yogyakarta City  
Source: UPT PPA Kota Yogyakarta (2020)

The mentoring activity program by UPT PPA Yogyakarta City has targets to be achieved in carrying out its duties, including (a) medical assistance, which is assistance carried out by officers and volunteers from UPT PPA for child victims who result in physical injury (body) and the need for further medical treatment. For example, a child victim of violence requires a post-mortem, (b) psychological assistance, conduct for children who have experienced trauma or require psychological treatment because of the violence they have experienced. So that psychological assistance is carried out by officers or volunteers from UPT PPA for children who are victims of violence who experience loss of self-confidence, extraordinary fear, anxiety and tend to close themselves, and (c) juridical assistance, which is assistance to children who are involved in legal problems. This assistance is specifically for children who have conflicts with the law. It provides legal process assistance that occurs in the police, prosecutors, and courts.

The mentoring function is a source of reinforcement for children because children feel they are not alone in dealing with problems they have to face. Thus, the companions who help children become enthusiastic in purpose to make the children survive and catch their future. This assistance action made the child feels more comfortable expressing everything that was felt and experienced because there is no longer any awkwardness between the child and the companion. In addition, the purpose of mentoring for parents of children feels very helpful with the assistance provided, especially regarding solving problems faced by their children. Then, this assistance is intended to reinforce the whole family and always help and monitor the development of the child's condition. The family environment (home) plays a role in providing both religious and psychological recovery for children so that mentoring runs optimally and children's condition can recover. Assistance efforts by UPT PPA Yogyakarta City in improving child protection are implemented in a well-planned and structured manner. Assistance starts from preparation, implementation of assistance, evaluation, and termination (referral). The assisting is conducted through direct visits (home visits) to children and families, then a family situation is built so children can feel comfortable during the mentoring process in solving legal problems that occur.

UPT PPA has an important role in handling cases of violence against children, as an institution that is facilitated 2-type counselors, namely legal counselors, and psychological counselors. It is hoped that can be a solution to reduce violence against children. Especially, in the Covid-19 pandemic era, where

violence against children has experienced an increase in cases. Restrictions on social activities, a place that is considered safe for children, namely the home, turns out to be the most frightening place for children. Parents who are not ready and do not equip themselves about child care and handling children while studying at home only become a new challenge for the world of violence against children. It is increasingly concerning and requires extra effort from various institutions handling violence against children's cases for new problems that arise in this era of the Covid-19 pandemic. Sexual violence is rampantly perpetrated by adults against children. The potential is more common in underage children. It's because children have weak power, both physically and psychologically. Thus, the potential for sexual violence is higher for children than adults.

## **Conclusion**

Assistance activities carried out by UPT PPA Yogyakarta City for families and children victims of violence have an important role in helping the recovery process of children as victims of violence. Cases of violence handled by UPT PPA Yogyakarta City are physical violence, psychological violence, sexual violence, and physical neglect. The services provided by UPT PPA Yogyakarta are early prevention programs, psychological assistance, physical assistance, mentoring, spiritual assistance, and social reintegration. However, prevention services related to child violence and economic empowerment in order to improve family economic welfare as an effort to minimize the occurrence of child violence at UPT PPA Yogyakarta City have not been implemented. The services provided by UPT PPA have different assistance mechanisms according to the needs of the children themselves. The approach to dealing with adults and children has a few differences, namely giving more empathy and more comfort to children because of the nature of children who need more attention than adults.

The implication of the role of UPT PPA Yogyakarta on family resilience has a role in realizing a prosperous family life after the occurrence of child violence, meaning that children and families must be able to absorb, adapt to further transform so that in the future they are able to withstand shocks and become resilient. In addition, there are several aspects of measuring family resilience, namely: (1) health aspects, (2) economic aspects, and (3) education aspects. Strong families tend to produce non-violent parenting through the fulfillment of health, economic and educational aspects. Furthermore, a family that is not resilient means that there is one aspect that is not fulfilled, it tends to result in violent parenting. Based on the results of researcher interviews with informants, the assistance carried out by UPT PPA Yogyakarta City has fulfilled these three aspects, it can be concluded that children as victims of violence and their families whose cases are handled by UPT PPA Yogyakarta City have improved and have strong family resilience.

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