

Case Management Approach to Overcoming The Violence Against Child (Study at the Regional Technical Implementation Unit for the Women and Children Protection, Sidoarjo Regency)

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ABSTRACT

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Violence against children causes multidisciplinary impacts, including physical, psychological, social, and spiritual, affecting prolonged trauma. Case management is a strategy for overcoming cases of violence against a child because it does not focus on the individual child only but also on the family. It is carried out by one assistant intensely and in coordination with various institutions according to the child's needed. This study aims to describe and analyze case management in overcoming victims of violence against the child in UPTD PPA, Sidoarjo Regency. This study used a qualitative approach with data collection techniques through interviews, observation, and documentation. The data analysis technique used is the analysis technique by Miles, Huberman, & Saldana (2014), which includes: data collection, data condensation, data presentation, and concluding and verification. The study results found that case management carried out by UPTD PPA is well. However, they did not succeed yet in reducing the violence against a child. There were still obstacles from individual children or families who did not want to continue the treatment provided.

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INTRODUCTION

Violence is a recent issue in developed and developing countries such as Indonesia. Meanwhile, every human being wants his sense of security and fear not to be snatched away from all injustice forms and violence. However, it is undeniable that these injustices are present in everyday life, especially among vulnerable groups. One of the groups in society that is vulnerable to violence, as stated in Law Number 39 of 1999, is children. Children are a group at risk of experiencing violence because children always position themselves as helpless or weak people and have a high level of dependence on the adults around them, so children are easily threatened not to reveal what they are experiencing to others. Not a few of the violence was carried out by people close to the victim.

Children are often targets for perpetrators of violence so that innocent children become victims, whether it happens in the community or the family. Violence against children in question is all forms of violence such as *neglect/negligent treatment, sexual abuse, emotional abuse, physical abuse*, or other exploitation committed against people under 18 years (Thangavelu, 2016). Violence against children still exists every year in the private, public, and state spheres (Komnas Perempuan, 2021). It shows that this case of violent case against a child is a problem that must be followed up immediately in both developing and developed countries.

The condition of children in Indonesia is very worrying. As many as 792% within 12 years of violence against children has increased, which means that violence against a child in Indonesia has increased eight times over 12 years (Anggraini, 2021). The phenomenon of violence against a child is like an iceberg, where the cases do not appear to be as many as the cases in the field. Although the government has made many efforts to minimize the number of cases, it has increased every year. Although reports of violence against children decreased in 2020, these data are not factual. Because during the Covid-19 pandemic, *violence against children* tends to increase. The Online Information System (SIMFONI PPA) noted 368 cases of violence against a child and 407 children victims from March 2, 2020, to April 25, 2020.

The decrease in reports was due to victims not reporting for various reasons. The results from

Azzahra (2019) revealed that many children or parents of violence victims are reluctant to report their cases because they consider that the issue is a family disgrace that must be covered up, and also, children who are victims of violence at this point do not want to tell their cases due to do trauma. Noviana (2015) also confirms that there is a tendency for children to be afraid to speak up because they feel threatened that there will be a worse impact if they report and are embarrassed to tell about the incident of sexual violence because it is their fault and embarrass the family name and are afraid of stigma against them when it becomes publicly known.

The SIMFONI PPA shows that Sidoarjo Regency is the district that has the highest number of cases of violence against a child in East Java Province. A study conducted by Anggraini (2021) also stated that Sidoarjo Regency ranks first with the most points of violence against a child in East Java. Sidoarjo Regency has won awards six times in a row and won the title of Child-friendly City for the Middle category. Supposedly, the title Sidoarjo Regency can suppress or even reduce the problem of violence against children. The predicate of Child-Friendly City has become a challenge because children's issues have not been fully resolved (Rodiyah & Sanggito, 2021). Even the Sidoarjo Government declared that Sidoarjo was an emergency for violence against a child (Rejeki et al., 2019). Ramadhani (2021) also stated that Sidoarjo Regency contributed the most significant number of violence against children in East Java. Law Number 35 of 2014 concerning Amendments to Law Number 23 of 2002 concerning Child Protection states that the central government, regional governments, and other state institutions are obliged and responsible for providing special protection to children in every condition. Certain situations to get a sense of security against threats that endanger themselves and their lives in their development. To realize its commitments and obligations, the government established the Regional Technical Implementation Unit for the Protection of Women and Children (UPTD PPA) as stipulated in the Minister of Women's Empowerment and Child Protection Regulation Number 4 of 2018. The regional government formed the UPTD PPA with the task of providing services for women and children who feel violence, discrimination, special protection, and other problems.

The Sidoarjo Regency Government, through the Sidoarjo Regency Regent Regulation Number 97 of 2018 concerning Amendments to Regent's Regulation Number 69 of 2018 concerning Regional Technical Implementation Units at the Regional Office and within the Sidoarjo Regency Government, also approved the establishment of the Regional Technical Implementation Unit for the Protection of Women and Children (UPTD PPA).) which has to provide protection services for women and children who are victims of violence and has functions, including 1) public complaints; 2) victim outreach; 3) case management; 4) temporary shelter; 5) mediation; and 6) victim assistance. Considering that Sidoarjo Regency is the district with the highest violence against child cases in East Java, Sidoarjo Regent Ahmad Mudhlor Ali wants to strengthen child protection services by optimizing the role of UPTD PPA under the auspices of the Women's Empowerment offices and Child Protection and Family Planning (P3AKB) of Sidoarjo Regency so that Sidoarjo becomes an area friendly to women and children.

Table 1. Violence Cases in Sidoarjo Regency in 2019-2021

Year	Number of Violence Cases
2019	154 Cases
2020	140 Cases
2021	163 Cases

Source: UPTD PPA Sidoarjo, January 2022

Although the cases are still reasonably large and increasing in 2021, UPTD PPA shows seriousness in overcoming the violence. The severity of Sidoarjo Regency through the UPTD PPA in dealing with violence against children received appreciation from the Governor of East Java, Khofifah Indar Parawansa, namely the awarding of women and children protection in commemoration of Mother's Day. Because it not only accompanies victims of violence but also provides consultation and trauma healing for victims. Meanwhile, victims who do not have a safe place will be placed in a shelter equipped with the needs of the victim.

Given the high number of violence cases against children in the Sidoarjo Regency, comprehensive and sustainable treatment is needed. Meanwhile, according to the Ministry of Women's Empowerment and Child Protection (Ministry PPPA), case management is the right approach to responding to Indonesia's complexities of child protection issues. Case

management is essential in child protection because it not only focuses on individual children but also their families can overcome complex protection issues and is carried out by one assistant who intensively handles cases that are their responsibility (Bidang Perlindungan Anak Kementerian Pemberdayaan Perempuan dan Perlindungan Anak, 2019). An international NGO first overcame issues using this case management model, namely Save the Children, which focused on overcoming children's problems through comprehensive case management. Case management is a process that includes problem identification, assessment, planning, implementation, monitoring and evaluation, and termination.

Based on the results of the review conducted by researchers regarding case management in overcoming cases of violence known as case management are the right approach to responding to the complexities of child protection issues. It is evidenced in several previous studies. According Tamimi & Humaedi (2017), a case management approach that was carried out by social workers when overcoming cases of domestic violence revealed that carrying out case management in overcoming issues of violence against a child, P2TP2A DKI Jakarta Province cooperates with medical experts, advocates, psychologists, police, Regional General Hospitals (RSUD), Social Services, and Legal Aid Institutes to the problems faced so that victims can be treated intensely. Not only that, research by Fore (2020) states that the services provided directly, such as case management and home visits, are the most effective approaches for overcoming victims of violence cases. Since the pandemic period, Malaysia has carried out case management through telephones and virtual contacts to identify and conduct assessments and intervene in victims. Based on the problem description, the researcher wants to know the management approach to overcoming victims of violence against a child at the Regional Technical Implementation Unit for the Protection of Women and Children, Sidoarjo Regency.

LITERATURE REVIEW

Public Management

Public management can also be referred to as government management which aims to plan, organize, and control services to the community.

Public management is an interdisciplinary study that includes social, political, and cultural aspects that can provide changes to the government and outside the government or as a combination of human resources who have skills and are competent with management functions, namely planning, organizing, actuating, and controlling (POAC) (Sudarmanto et al., 2020). Public management is an effort to meet the community's needs with the available infrastructure, generally leading to real policy problems to improve public services. This public management focuses on the organization's efforts to regulate the management of available resources in the organization so that it can run effectively and efficiently to achieve the vision, mission, and organizational goals that have been determined (Ramadhani, 2021).

Case Management

Case management is defined as the primary approach to help strengthen the environment by providing a structured approach to identify, assess, plan, consider, and terminate cases while respecting children's rights to protect children (KEMENPPPA, 2019). Meanwhile, the definition of case management in child protection is a stage to organize and implement work to provide services for efforts to solve problems in the safety and welfare of children and their families systematically and appropriately (Bidang Perlindungan Anak Kementerian Pemberdayaan Perempuan dan Perlindungan Anak, 2019).

In general, the purpose of case management is to ensure that the needs of clients and families can be met following their rights, foster and increase support for the social environment in dealing with problems experienced, increase collaboration between stakeholders to provide full service and provide input for policy formulation—protection of clients.

Violence Against Child

WHO defines violence against children or what can be referred to as 'child maltreatment' as all forms of acts of an emotional or physical nature, negligent treatment, sexual harassment, and exploitation that have the potential to harm or seriously injure the health, honour and survival of children in the context of trust, responsibility, or authority (Dhamayanti et al., 2018). Violence against children can also be referred to as 'violence against child'. The U.S. Department of Health, Education and Welfare define 'violence against child' as physical, mental, sexual abuse, or neglect

of children under the age of 18 by a person who should be responsible for the safety and welfare of the child (Maknun, 2017).

METHOD

The research used a qualitative method because the researcher tries to reveal and describe the overcoming of violence against child cases through a case management approach carried out by the Technical Implementation Unit of the Regional Women and Children Protection (UPTD PPA) Sidoarjo Regency in actual and factual terms. The focus of this study includes case management aimed at child victims of violence carried out by UPTD PPA Sidoarjo Regency, divided into six sub-focuses, namely problem identification, assessment, intervention plan, intervention implementation, monitoring and evaluation, and termination.

The data obtained includes primary data, which is interviews with informants, namely Mrs Prastiwi Trijanti, S.KM., M.Kes as the Head of UPTD PPA Sidoarjo Regency, counsellors, and legal assistants who take part in overcoming cases of violence against a child in Sidoarjo Regency as well as secondary data obtained from articles/news, journals, institutional websites, documentation, and other relevant literature that supports the research.

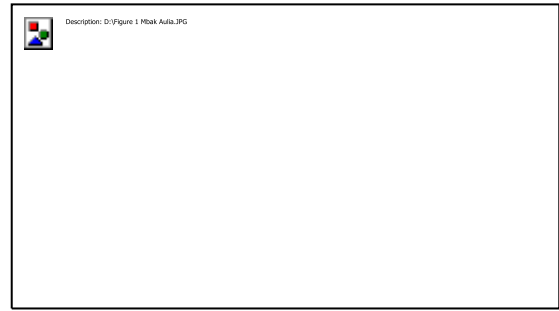
The research was conducted at the Technical Implementation Unit for the Protection of Women and Children in Sidoarjo Regency with observation, interviews, and selected informants through purposive sampling technic and snowball sampling, as well as taking documentation. Analysis of the data used in this study by Miles, Huberman, & Saldana (2014) includes data collection, data condensation, data presentation, as well as concluding and verification. Then to ensure the accuracy of the data obtained, the validity test used by the researcher is triangulation because triangulation is seen as an ideal way to remove differences in the construction of reality that exist in the research context when collecting data related to all activities and relationships from a different point of view. In other words, with triangulation, researchers can verify their findings by comparing them with various sources, techniques, and time.

RESULT AND DISCUSSION

Violence against children is a complex multidisciplinary problem that includes several aspects such as medical, legal, psychological, biopsychosocial, etc., that have a lasting impact. Therefore, it is necessary to have a treatment that includes coordination, cooperation, communication, and counselling elements. The government and social institutions must prevent violence against a child. There are three essential strategies in the prevention and treatment of violence against child victims, including:

1. They are providing a suitable environment for children to grow and develop properly and increase public awareness.
2. Identification of involving multiple multidisciplinary groups and providing additional services to children involving families.
3. Take action to prevent the recurrence of violence against the child so that there is no risk of disability and even death.

Public management is a series of activities consisting of planning, organizing, mobilizing, and controlling that aims to utilize human resources to achieve effective and efficient goals (Amelinda & Kriswibowo, 2021). In the case of violence against a child, case management is a treatment strategy that can coordinate a multidisciplinary treatment plan using a systematic approach to help overcome the problem of violence against a child within a certain period by considering evidence-based studies, medical records, and practices as well as the most effective treatment decisions following client's condition (Yuksel & Yardimci, 2020). Case management is a systematic step to address the protection and welfare of children and their families in a precise, organized, and timely manner through direct support and referrals following service objectives (Bidang Perlindungan Anak Kementerian Pemberdayaan Perempuan dan Perlindungan Anak, 2019). Based on empirical facts in the field, there are several stages of case management carried out in the context of overcoming violence against child victims, including:



Picture 1. Stages of Case Management
Source: Case Management Module (2019)

Problem Identification

The problem identification process is the initial contact process between companions cases with prospective clients that are carried out to foster trust in potential clients. The same thing is also stated in Kurniyawati (2017) that problem identification is essential to building rapport between the client and the companion so the client can quickly openly tell the problem to the assistant. The biggest challenge in the problem identification process is making agreements with potential clients and signing contracts (Bidang Perlindungan Anak Kementerian Pemberdayaan Perempuan dan Perlindungan Anak, 2019). Therefore, the counsellor must provide an image and be able to explain the services that will be appropriately delivered to prospective clients so entrust them and assist in solving the problems they face. The violence that often occurs in children is physical and sexual violence.

Table 2. Violence Cases in 2021

Case Category	Total
Violence towards child	16
Violence in relationship	1
Sexual harassment	12
Molestation	34
Rape	-
Trafficking	-
Persecution	-
Others	29
Total	92

Source: UPTD PPA Sidoarjo, February 2022

The table above shows that there are still many cases of violence against children and there are even repeated cases of the same child because the client had stopped overcoming the previous complaint or the actual issue had not been completed. After a complaint is received, the UPTD PPA, namely the counsellor, will explain his role in assisting the client in solving the problem. The counsellor will have a short conversation with the prospective client by asking for conditions and information about a brief chronology of the issues encountered and expectations regarding the

situation. If you have done a short interview, the counsellor will analyze and quickly decide whether the prospective client can get services following the UPTD PPA's primary duties and functions or make a referral to another institution. The counsellor will ask the prospective client to agree with the treatment that will be carried out by filling out an approval form for future client sight if they agree. Because in the service agreement, there is no coercion. It is purely from the heart of the prospective client. Violence towards child

Assessment

The assessment stage is often referred to as the problem-solving stage also. Assessment is the stage of understanding the client's problems, needs, and potential as a reference in developing appropriate plans and actions. At this point, collect information and carry out analysis and assessment for decision making. The goal is to maximize individual strengths and minimize barriers and analyze problems that may occur in the future that need to be prevented. The assessment is carried out when the counsellor has obtained the previously agreed cooperation agreement at the problem identification stage. Assessment can be done with various ecomap, history map, and biopsychosocial-spiritual instruments. Ecomap is used to find out the relationship of a person or family in their social environment. A history map is used to determine the client's history or the chronology of the cases experienced. The biopsychosocial-spiritual is used to determine the client's physical, psychological, social, and spiritual conditions and the client's parenting situation.

The assessment process carried out by UPTD PPA is simultaneously after conducting the initial interview or problem identification process, depending on the client's condition. The counsellor will seek more information about the chronology of the problem and the cause and determine the severity. Therefore, the counsellor must be careful and thorough and cross various details about the client from other sources around the client.

Intervention Plan

The planning process is the stage to plan the proper form of problem overcoming for the client based on the previous assessment results. In the social field, planning is essential in developing effective and efficient service delivery to clients (Tamimi & Humaedi, 2017). Counsellors and

clients work together to take an inventory of problems, formulate short-term and long-term goals to support the overall goals, set priorities for treatment, and identify the treatment to be obtained, monitored, and coordinated with various professional institutions according to the client's needs. In addition, the counsellors also need to seek other options or alternative treatments as a temporary solution. At this point, UPTD PPA collaborates with professional institutions that are following the client's case and needs, including the Women and Children Service Unit (PPA) of the Resort Police, Regional General Hospital (RSUD), Attorney General's Office, District Court, Religious Court, Social Service, Health Service, and other institutions appropriate to the client's problems.

Implementation of the Intervention

The implementation stage of the intervention is an activity of the client getting treatment following the intervention plan that has been carried out and ensuring the victims are needed. Interventions are carried out to encourage individual, family, or group change, so the services provided and the changes that occur can be evaluated and the level of success measured (Bidang Perlindungan Anak Kementerian Pemberdayaan Perempuan dan Perlindungan Anak, 2019). This stage includes two services, namely direct and indirect services. The direct service stage is a service that requires the counsellor to be able to support and assist clients in making changes for the better. In other words, this service is a service provided by UPTD PPA to clients directly without any cooperation with other parties. This direct service is usually done to clients who have problems that are not too crucial, so they only require overcoming counselling, providing essential services, and helping clients when making difficult decisions. At the same time, indirect services are services provided by counsellors by connecting clients with professional institutions for clients. This indirect service is carried out according to the needs of the client. For example, in cases of violence against a child in the category of sexual violence, the overcoming is carried out in collaboration with several institutions, such as post-mortem activities in cooperation with hospitals, traumatic problems in collaboration with psychologists, and legal issues in cooperation with the police, and courts. Therefore, a collaboration between institutions is

needed to realize the goals and success of better changes.

Based on the result findings, there were still obstacles to implementing the intervention at UPTD PPA, Sidoarjo Regency. There were still many clients and families who were reluctant to continue the treatment that would be given for several reasons. Most of the reasons are because they want to protect the good name and disgrace of the family. After all, if the problem will be continued to the next stage, many people will know the client's humiliation. In other cases, it was also found that the client and his family decided to handle it unilaterally. After being cross-checked, the client chose to take it because there was bribery between the suspect and the victim's family. Even though the UPTD PPA has done the best possible treatment, if the client does not want to continue the treatment, the treatment will be terminated. Because in the case management process, there must be an agreement between the two parties.

Monitoring and Evaluation

Monitoring is essential to determine whether the plans have been made and appropriately implemented successfully or if some obstacles require re-planning (Kurniyawati, 2017). The leading indicators in the monitoring and evaluation phase include 1) safety, 2) permanence, and 3) child welfare. With the monitoring, it is hoped that there will be harmony between the implementation and the planning that has been carried out so that case management can run according to existing regulations. Evaluation is needed to assess the monitoring results so that an assessment can prevent errors in the implementation of the case management process and provide changes that are better than before (Kirana, 2017).

Based on the researchers' observations, it shows that the monitoring and evaluation process carried out by UPTD PPA from the problem identification stage to the end of overcoming, even after three months, it is determined that the client's case has been completed. Suppose there is an implementation that has not been successful or is not following the initial plan. In that case, a re-assessment will be carried out until the client is considered independent in managing his case.

Termination

Termination is terminating or severing the overcoming relationship between the counsellor

and the client and other parties involved in case management processes (Bidang Perlindungan Anak Kementerian Pemberdayaan Perempuan dan Perlindungan Anak, 2019). This stage is carried out when the client is considered independent in dealing with and managing the problem. The UPTD PPA will continue to communicate to monitor clients after this termination stage, but not as intensely as when they were clients. The termination stage for each client is different depending on the case and its overcoming. If the client only needs counselling, then after the client is satisfied and gets the answer to the problem, that's when the client can terminate.

Meanwhile, termination is carried out for clients with violent cases who require legal assistance after a court decision regarding the case is made. Termination can also be done unilaterally if the client dies or refuses to be accompanied after several attempts have been made. Therefore, it is necessary to have a termination letter to find out the reason for the termination with the counsellor's approval.

CONCLUSION

Sidoarjo Regency is a district with the highest number of violence against child cases in East Java 2021. With the high number of violence against children, issues can have short-term and long-term impacts with various multidimensional impacts, and comprehensive sustainable problem management is needed. Case management is the answer to child protection problems because the overcoming carried out involves professional institutions following the issues faced by the victims. Case management includes problem identification, assessment, intervention plans, implementation of interventions, monitoring, and evaluation, and termination has been carried out by the Regional Technical Implementation Unit for the Protection of Women and Children (UPTD PPA) Sidoarjo Regency well but has not succeeded in reducing violence against child rates yet. Even though the UPTD PPA is tried its best to do the job in solving the problems faced by clients, the number of violence against child complaints that come in is still a lot. As well as in the implementation of case management, there are still obstacles that are found. Namely, the client and family are reluctant to continue the treatment that will be given because they are reluctant to open up about the family's disgrace. However, soon the

client will complain again because the problems experienced are still happening.

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