



The Role of Human Resources in Social Welfare Implementation in Assistance of Children Victims of Sexual Violence in Bekasi City During Covid-19

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Abstract. This study examines the role of Human Resources in providing social welfare in assisting child victims of sexual violence in Bekasi City during the Covid-19 period. Through a descriptive qualitative approach, this study describes the role of human resources in the provision of social welfare in assisting child victims of sexual violence along with supporting and inhibiting factors. There are 3 human resources for providing social welfare, including Sakti Peksos (Social Worker Service Unit), TKSK (District Social Welfare Workers), and PSM (Community Social Workers). The results showed that the most dominant role was the role of social workers (social worker service units) as professional social workers. Meanwhile, TKSK and PSM contributed but were not dominant. The role of human resources in the implementation of social welfare that most emerges is as a companion, broker, educator, and motivator. Social workers, TKSK, and PSM carry out all stages of social work practice, except for termination because the child is still being monitored. The supporting factors for the role are good coordination and collaboration between human resources in implementing social welfare, stakeholder involvement, and easy online communication during the Covid-19 period. The inhibiting factors for the role are the difficulty of meeting important figures during the Covid-19 period, and the weak initiative and facilities of the Bekasi City Social Service. It is recommended that the Bekasi City Social Service increase awareness of human resources for the implementation of social welfare in the form of attention, facilities, and budget needed in assisting child victims of sexual violence.

Keywords: Human Resources · Social Welfare · Child Victim · Sexual Violence

1 Introduction

The Covid-19 pandemic has left families vulnerable. Families in low-income countries experience many psychosocial functioning problems that have an impact on less positive parenting of children due to increased parental stress (such as behavioral, aggressive, and emotional problems) [1]. The Indonesian Child Protection Commission noted an 8.3% increase in child complaints cases during the Covid-19 pandemic. In 2019, there were

4,369 cases of children and rose to 4,734 cases in August 2020 [2]. In fact, throughout 2020, KPAI received 6,519 cases of child rights violations [3]. The highest reported cases came from the family cluster and alternative care, namely 1,622 cases. The data submitted by KPAI illustrates an increase in family problems and parental conflicts during the Covid-19 pandemic.

Experts classify four forms of acts of violence against children's rights, namely physical violence, psychological violence, sexual violence, and economic violence [4]. During the Covid-19 pandemic, sexual violence was the highest case compared to other cases of violence. The Ministry of Women's Empowerment and Child Protection recorded this number during the Covid-19 pandemic. In a period of 3 years (2019–2021), there was an increase of 2,276, cases of sexual violence. A total of 6,454, cases of sexual violence against children in 2019 increased to 8,720 cases, in 2021.

Location and institutions, as well as childhood experiences, influence the occurrence of sexual violence in both boys and girls [5]. The household is the highest location for children who are victims of sexual violence, and parents are the highest perpetrators of sexual violence during the 3 years of the Covid-19 pandemic [6].

Bekasi City is an area that applies the rules of Large-Scale Social Restrictions (LSSR or PSBB) during the Covid-19 pandemic. Through PSBB, many restrictions have been put in place, especially family activities, which are mostly carried out at home. More than 50% of children in conflict with the law reported by the Bekasi City Social Service are victims of sexual violence (84 out of 115 cases). This case is the highest case that occurred throughout 2019–2021 with family members as the perpetrators. KPAI states that the perpetrators who are vulnerable to acts of sexual violence are the closest people such as stepfathers and biological fathers, the closest family, and the closest friends [7].

Child victims of sexual violence need intensive assistance from a professional, one of whom is a social worker. The role of social workers that appears most often, in this case, is as an advocate, motivators, enablers, and educators [8]. However, it is not only social workers who are needed for assistance. This is because many parties need to support the creation of protection and fulfillment of the needs of child victims of sexual violence. These parties are the human resources for the implementation of social welfare [13].

2 Literatur Review

2.1 Child Victims of Sexual Violence

Children in conflict with the law are children in conflict with the law (the perpetrators), children who are victims of criminal acts, and children who are witnesses of criminal acts [15]. The victim's child is one of the children who certainly need special protection due to a case that happened to him. In addition, optimal assistance and fulfillment of needs reduce losses. Violence is an intentional act or a form of action or act that constitutes negligence, all of which are violations of criminal law, which are carried out without defense or basis of truth and are sanctioned by the State as a serious crime or a minor violation of the law [9].

Krug defines sexual violence as the involvement of children in sexual activities that the child does not fully understand. These activities include holding, touching the genitals, showing the genitals, and forcing or threatening to commit immorality, to

rape. Webb noted that the physical indicators experienced by victims of sexual violence included pain, bruising, bleeding, or itching on the lips of the uterus or urinary tract infection, diseases of the genitals, urinating in bed, difficulty walking, tearing, spotting, or bleeding on underwear, pregnancy at a young age, vomiting or recurrent abdominal pain. In addition, behavioral indicators shown include sleep disturbances, behavior asking for sex/sex addiction, fantasizing about one's genitals or other children, no desire to take sports lessons, poor peer relations and prefer to be alone, and injury behavior, or attempted suicide [11].

2.2 Child Victims of Sexual Violence

The implementation of social welfare is a direct, integrated, and sustainable effort carried out by the government, regional government, and the community in the form of social services to meet the basic needs of every citizen, which include social rehabilitation, social security, social empowerment, and social protection [14]. In the implementation of social welfare, there are resources consisting of human resources (HR), facilities and infrastructure, and funding sources. Human resources for the implementation of social welfare as referred to in Article 33 of Law Number 11, the Year 2009 consist of social welfare personnel, professional social workers, social volunteers, and social instructors.

It is explained in Article 1 of Law Number 11 of 2009 concerning the definition of HR for the implementation of social welfare. Social Welfare Personnel is a person who is educated and trained professional to carry out service tasks and handle social problems and/or someone who works, both in government and private institutions whose scope of activity is in the field of social welfare. Professional Social Worker is a person who works, both in government and private institutions who have the competence and the social work profession, and care in social work obtained through education, training, and/or practical experience in social work to carry out service tasks and problem-solving. Social. Social Volunteer is a person and/or community group, both with a social work background and not with a social work background, but carrying out organizational activities in the social field, not in government social institutions of their own free will with or without compensation [14].

Charles Zastrow identified 13 roles of social workers in intervening with individuals, groups, families, organizations, and communities. These roles include enabler, broker, advocate, empower, activist, mediator, negotiator, educator, initiator, coordinator, researcher, group facilitator, and public speaker [12].

3 Methods

This study uses a qualitative descriptive method. This research took 2 different cases of sexual violence where the victim was an underage girl and the perpetrator was a step-father. The researcher obtained data sources through direct interviews with informants. Primary data sources were determined through purposive sampling, including the Social Work Service Unit (Sakti Peksos), District Social Welfare Workers (TKSK), Community Social Workers (PSM), child victims of sexual violence, family representatives, and the Bekasi City Social Service. In addition, secondary sources come from literature and HR

report documents for the implementation of social welfare. Data processing and analysis are carried out using data reduction, data presentation, and concluding/verification [10]. The validity of the data was tested through credibility (observation, increasing persistence, and triangulation), transferability, dependability, and confirmability.

4 Results

Based on Children in Conflict with the Law (CCL) data handled by the Bekasi City Social Worker in 2021, which is still in a Covid-19 condition, 115 cases were responded to. Based on the type of case and the status of the CCL, the most accompanied were cases of sexual violence with the status of child victims (61 people). This is very sad, especially during the Covid-19 period, children tend to be at home often and should get protection from their closest family. However, according to the results of interviews, most of the perpetrators of sexual violence are the closest relatives of the victims.

Law No. 11 of 2009 article 33 paragraph (1) states that human resources for the implementation of social welfare consist of (a) social welfare workers, (b) professional social workers, (c) social volunteers, and (d) social instructors. In this study, there were 3 social welfare human resources studied, namely professional social workers, social welfare workers, and social volunteers. These three roles of human resources are very much needed in assisting children who are victims of sexual violence. Professional social workers referred to in this study are Sakti Peksos. Social welfare workers in this study are District Social Welfare Workers (TKSK) and social volunteers referred to in this study are Community Social Workers (PSM).

4.1 The Role of Human Resources in Social Welfare Implementation in Assistance of Children Victims of Sexual Violence

This study raises the role of human resources in providing social welfare in assisting two different cases of sexual violence experienced by girls who are still 13 years old, with the perpetrator being the stepfather. The two victims' children became pregnant as a result of sexual violence by their stepfather.

The stages of assistance carried out by human resources for the implementation of social welfare by the method of social work with individuals and families consist of the intake process, assessment, intervention plan, intervention, monitoring and evaluation, termination, and further guidance.

Based on field findings, reports of cases of sexual violence against children begin with a call from the police to the Sakti Peksos and respond directly with a case response. The police received a report from the victim's family so it was processed according to the procedure. Sakti Peksos collaborates with TKSK and PSM as human resources for the implementation of social welfare in Bekasi City and the sub-districts and villages where the victim's child is located. Three human resources work together and share tasks from meeting the victim's child and family until the case can be handled completely.

During the intake process, Sakti Peksos approached the child victim and gave her confidence so that the child victim would feel comfortable and not afraid to reveal the incidents of sexual violence they had experienced. The two victims' children became

pregnant as a result of sexual violence perpetrated by their respective stepfathers, causing trauma and psychological disturbances because their stomachs were getting bigger. Sakti Peksos ensures that the victim's child and family agree that the case will be handled by Sakti Peksos and other human resources (contacts and contracts). After getting approval, then TKSK and PSM helped Sakti Peksos to approach the community to support the creation of comfort for child victims and protect them from bullying.

At the assessment stage, the Sakti Peksos conducted an exploration of the problem and condition of the victim's child through a Bio-Psycho-Socio-Spiritual (BPSS) assessment and ventilation techniques. The assessment is carried out carefully and sees what needs of child victims need to be accommodated. The results of the assessment are mutually confidentially coordinated with TKSK and PSM. Sakti Peksos, TKSK, and PSM discussed with each other the intervention plan after the assessment was carried out. The intervention plan that is carried out together is around meeting health, psychological needs, birth assistance, and in court.

Sakti Peksos accompanies the child victims in the investigation process to court. Sakti Peksos also assist child victims during health checks and preparation for childbirth. Sakti Peksos provide directions to TKSK and PSM to complete the requirements for free health checks such as health insurance and a letter from the Bekasi City Population and Civil Registration Office. Sakti Peksos collaborated with psychologists from the Bekasi City Women's Empowerment and Child Protection for psychological handling of the victim's child until she recovered.

Sakti Peksos intervened by providing support and motivation so that the child victims remained strong and continued to live with faith without fear. Sakti Peksos accompanies the victim's child while in court by giving opinions to the judge about the results of the assessment and the development of the victim's child. Sakti Peksos conducts reassurance and advice-giving and counseling so that the child victims feel guaranteed that the problem can be resolved properly. Counseling carried out also involves psychologists so that the psychosocial recovery of the victim's child is more optimal. Sakti Peksos accompanies the victim's child in preparation for childbirth. Child victims also receive assistance and advocacy so that they can give birth for free and receive optimal baby care at no cost. TKSK and PSM help Sakti Peksos get all the requirements for free health facilitation.

Psychosocial assistance for child victims by Sakti Peksos and psychologists is continued after delivery is carried out. Sakti Peksos, TKSK, and PSM again solved the problem regarding the baby's needs, namely opening a way to get assistance from the Ministry of Social Affairs in the form of baby equipment and opening a grocery business to get income. However, this grocery business only lasted a few months.

The assistance of the victim's child during the trial in court is carried out directly. However, the perpetrator was presented online and separately from the victim's child. Sakti Peksos provides calm and reveals the condition of the victim's child and ensures that the judge gives a fair decision in the best interest of the child. According to Law No. 11 of 2012, only social workers can provide assistance in court. Sakti Peksos is a professional social worker who can accompany child victims in court.

The next role is to provide support and motivation in changing the behavior of child victims. Sakti Peksos provides education to the victim's child who has become a

mother so that they are ready to co-exist and raise their baby. The education provided is the fulfillment of nutrition for stunting prevention. In addition, reinforcement so that the victim's child is stronger and lives the next life well. Sakti Peksos then connected schools so that the victim's child returned to school after previously being absent from school due to pregnancy and childbirth.

After the intervention stage is carried out, the human resources for the implementation of social welfare carry out monitoring and evaluation using a home visit to see the development of the victim's child and family. Home visits are carried out alternately and will decrease when the victim's child has started returning to school and supporting the development of the baby. This does not apply to babies adopted by other families of the victim's child. The family only gave each other news. Apart from that, the human resources for the implementation of social welfare monitor it through social media.

The next stage is termination. So far, Sakti Peksos, TKSK, and PSM have not terminated the victim's child. This is because they are still doing further guidance if needed. Especially related to developments in schools and the management of birth certificates which still require assistance.

4.2 Supporting and Inhibiting Factors of the Role of Human Resources in Social Welfare Implementation

The role of human resources in the implementation of social welfare can be carried out with the existence of supporting factors. They are a good collaboration between human resources and a willingness among them to take the time to help child victims by sharing tasks. In addition, there are stakeholders such as the Social Service, the Office of Women's Empowerment and Child Protection, Population and Civil Registration Office, the Health Service, and Hospitals, as well as supervisors who help connect social workers with financial assistance from the Ministry of Social Affairs. Other supporting factors are facilities in the form of official cars, ambulances, and shelter houses that can be used to assist child victims, as well as the ease of online communication.

In addition to supporting factors, there are also inhibiting factors in carrying out the role of every human resource in the implementation of social welfare. This factor is in the form of limited time in assistance due to the PSBB during the Covid-19 pandemic. Online communication cannot be a solution in every condition that requires fast and direct service. The budget for assisting the victim's children is also very much needed while it has not been accommodated optimally. Budget constraints hinder every step that requires fast service, and in the end, it uses personal funds from the human resources in charge. The Bekasi City Social Service has not provided facilities such as a discussion room between human resources, even though they need it to discuss case assistance.

5 Discussion

5.1 The Role of Human Resources in Social Welfare Implementation in Assistance of Children Victims of Sexual Violence

This study discusses an overview of the role of social welfare human resources at each stage of the social work intervention, then adjusts it to the social worker's duties as stipulated in Law Number 11 of 2012 concerning the Juvenile Criminal Justice System.

The results of the analysis of these roles are reformulated as to what these roles according to Charles Zastrow.

In Bekasi City, human resources that play a direct role in assisting child victims of sexual violence are Sakti Peksos, TKSK, and PSM. Sakti Peksos are professional social workers, while TKSK is part of social welfare workers, and PSM is social volunteers who devote themselves to assisting the implementation of social welfare.

In the practice of social work with children by Webb (2003), the stages of intervention include contact and contract, assessment, intervention plan, intervention, evaluation, and termination. In this study, victims of sexual violence were women under the age of 18, so the treatment process was based on the practice of social work with children.

The role that was first shown was when receiving information related to the incident from the victim. Sakti Peksos received information about a case from the police. Furthermore, they can go directly to the field with directions from the Social Service with or without a letter of assignment. Sakti Peksos takes on the task and ensures there is contact and contract between Sakti Peksos and the victim's child. Sakti Peksos accompanies the victim's child and begins to listen to what the victim's child and family have to say about the case they are experiencing. Here, the Sakti Peksos performs its role as an enabler.

At the assessment stage, the role of social workers is very important. Sakti Peksos is a human resource for the implementation of social welfare who plays a dominant role in the assessment stage. Furthermore, Sakti Peksos conveyed the results of the assessment to TKSK and PSM to assist in the next mentoring process. Sakti Peksos is looking for information related to the biological, psychological, social, and spiritual conditions of the victim's children. Sakti Peksos also seeks to find out how the fund case started and the hopes and desires and needs of the victim's children. Sakti Peksos is looking for a source system that might be able to help the recovery process for the victim's child. When conducting the assessment, Sakti Peksos acts as an assessor and enabler. The social worker is a social worker who also acts as a coordinator between TKS and PSM to coordinate all activities that will be carried out.

Sakti Peksos, TKSK, and PSM started planning interventions. They sort the needs of the victim's child according to the level of urgency. During the intervention plan stage, all three played the role of planners. Furthermore, the intervention is carried out simultaneously or alternately according to conditions. The first intervention for victims of sexual violence was assistance during the trial of sexual violence cases. Sakti Peksos defended the victim's child by giving consideration to the judge to see the best interests of the victim's child and giving them her rights as the victim's child and imposing appropriate punishment for the perpetrator who is the closest family member (stepfather). Sakti Peksos prepares and submits social reports containing the chronology of the child victim's version of the case and the condition and development of the victim's child, as a companion and advocate.

The next intervention is to pay attention to the needs of childbirth through the provision of free health service cards, in this case, HR acts as the initiator. In administering the administration to these supporting facilities, human resources for social welfare administration act as brokers. HR managed to connect the victim's children with free health facilities and business funding assistance through the ATENSI program from the Ministry of Social Affairs.

Sakti Peksos, TKSK, and PSM play their roles as educators when providing guidance and education about infant care and stunting prevention. In addition, for other families who adopt a baby from the victim's child, these human resources encourage the victim's child and the original family of the baby to keep abreast of the baby's development.

After giving birth, Sakti Peksos helped the victim's child return to school. The human resources for providing social welfare came to discuss with the school so that the victim's child could return to study there and the victim's child was also motivated without fear of being bullied. That way, they act as enablers and motivators.

Human resources for implementing social welfare evaluate changes in the behavior of child victims. So that the human resources for the implementation of social welfare have not terminated the victim's child because there is still assistance in the management of birth certificates.

5.2 Supporting and Inhibiting Factors of the Role of Human Resources in Social Welfare Implementation

Supporting factors in implementing the role of human resources in social welfare implementation include (1) good coordination and collaboration between human resources, both Sakti Peksos, TKSK, and PSM; (2) stakeholder support such as the Bekasi City Social Service, the Office of Women's Empowerment and Child Protection in sending psychologists, the Population and Civil Registration Office in managing the files for free deliveries, the Health Service, and Hospitals along with any required facilities and infrastructure; (3) the ease of communicating online.

Inhibiting factors include (1) limited access or the difficulty of meeting during the Covid-19 pandemic; (2) the limited budget in assisting cases so that they often use personal funds, (3) the weak initiative of the Social Service in establishing a special discussion room for human resources for the implementation of social welfare.

6 Conclusion

This study discusses the role of human resources in the implementation of social welfare at each stage of social work intervention. Human resources for the implementation of social welfare in Bekasi City include Sakti Peksos (social workers), TKSK (district worker), and PSM (community worker). At the intake stage of the process (contacts and contracts), social workers play an enabler role. During the assessment stage, social workers have the role of enabler, assessor, and coordinator. At the intervention plan stage, the three human resources act as planners. At the intervention stage, they share tasks, and the majority act as assistants, advocates, initiators, brokers, motivators, and educators. At the evaluation stage, they act as evaluators and reduce attention to child victims when they are already functioning socially, but are still under assistance so termination has not been carried out.

Sakti Peksos, TKSK, and PSM have carried out all stages of the social work intervention except termination. Not all tasks and roles are carried out by the three. Sakti Peksos (social worker) is the human resource that has the most role and the biggest role

is the companion role. The next role is as a coordinator, enabler, motivator, broker, and educator.

The most dominant supporting factor needed in the role of human resources in the implementation of social welfare in assisting child victims of sexual violence is coordination and collaboration between human resources and stakeholders as a source system for child victims. While by the lack of budget for assistance dominates the inhibiting factor, it is not uncommon for them to use private funds.

Suggestions from this research are the importance of interested officials both at the Bekasi City Social Service and the Ministry of Social Affairs in budgeting the needs of human resources for the implementation of social welfare to assist cases, especially children who are victims of sexual violence so that the assistance process can be carried out without obstacles.

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Authors' Contributions. This research contributes to the application of social work practices in assisting children in conflict with the law, especially children who are victims of sexual violence. Practically, readers get an idea of how the role of human resources in social welfare implementation in implementing its role so that readers can see how this role is carried out effectively. So that the results of this study can form an example of the best practices from social work practices carried out by human resources in the implementation of social welfare.

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