



Integrated Service Strategy and Beneficiary Support at the Pangudi Luhur Bekasi Integrated Center and SACC: A Holistic Approach to Public Relations, Social Services, and Community Empowerment

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Abstract. The integrated center “Sentra Terpadu Pangudi Luhur Kota Bekasi ” consists of various divisions and working groups that aim to provide holistic and targeted services to beneficiaries. The Public Relations and Public Service Division focuses on disseminating information and managing public perception to foster community support. This includes promoting initiatives such as the Inclusive Reading Garden, which offers educational resources accessible to children and local residents, ensuring that the content is aligned with institutional goals on platforms such as Instagram. One important working group is the Housing Cluster for Children, which offers cognitive and vocational therapy to beneficiaries, including those in conflict with the law (ABDH). These beneficiaries receive place temporary accommodation and special interventions aimed at developing practical skills in areas such as sewing, beauty care, agriculture and mechanics. Activities such as the ‘Tree of Hope’ and the MBTI personality test foster self-awareness and guide future career decisions, with interactive sessions encouraging reflection on life values through guided ‘agree/disagree’ questions. The Social Affairs Command Centre (SACC), which operates within the Social Welfare Data and Information Centre, plays a key role in coordinating essential social services. This includes the provision of assistance, crisis management and community empowerment programmes aligned with the interventions offered. by other working groups, such as at the Pangudi Luhur Integrated Center in Bekasi City . Overseeing the Social Welfare Information System Command Center (SACC), SACC collects and analyzes data from vulnerable populations across Indonesia. This data-driven approach ensures that services provided, whether through transitional housing, vocational therapy, or public outreach, are responsive to current community needs, fostering integrated strategies to address individual and community challenges.

Keywords: Holistic Services; Community Relations and Outreach; Vocational Therapy; Social Affairs Command Center (SACC); Data-Driven Approach.

I. First Session

1.1. Integrated Service Model of Pangudi Luhur Integrated Center, Bekasi City

The Public Relations and Public Service Division plays a key role in disseminating information and managing public perception to increase community support. One of its key initiatives is promoting the Inclusive Reading Gardens, designed to provide accessible educational resources for children and local residents. The division ensures that all public content, including posts on Instagram and other platforms, aligns with the agency’s broader goals. Through this approach, the division encourages community engagement, building awareness of services that meet educational and social needs. The focus on accessibility, particularly

through digital channels, supports the center's efforts to integrate social outreach with community empowerment programs.

In addition, the division is committed to continuous evaluation and improvement of its initiatives, regularly gathering feedback from community members to tailor programs that meet their unique needs and aspirations. By implementing surveys, focus groups, and interactive sessions, the division is able to adapt its strategies to effectively reach diverse audiences, ensuring that all voices are heard and represented. This proactive engagement not only strengthens trust between the agency and the community, but also fosters a sense of ownership among residents, encouraging them to actively participate in local programs and initiatives. Furthermore, the division's collaboration with various stakeholders, including government agencies, NGOs, and local businesses, strengthens its outreach efforts, allowing for a more comprehensive approach to addressing the many challenges faced by the community. In this way, the Community Relations and Public Service Division embodies its commitment to fostering an inclusive environment that prioritizes education, social well-being, and collective growth.

1.2. Child Residential Cluster (ABDH)

Child Residential Cluster focuses on providing holistic care for children in conflict with the law (ABDH) through specialized cognitive and vocational therapy. Beneficiaries receive transitional housing and engage in programs designed to develop practical skills in areas such as sewing, beauty care, agriculture, and mechanics. Central to the intervention is the development of personal growth through tools such as the Tree of Hope activity and the MBTI personality test, which guides self-awareness and career decisions. Interactive sessions, which include reflective agree/disagree questions, encourage participants to engage with deeper life values, enhancing their self-perception and future direction.

In addition to these basic programs, the cluster emphasizes the importance of fostering emotional resilience and social skills through group activities and peer mentoring. By creating a supportive environment where beneficiaries can share experiences and learn from each other, the program fosters a sense of community and belonging, which is crucial for their rehabilitation and reintegration into society. Regular workshops on conflict resolution, communication skills, and teamwork are integrated into the curriculum, equipping children with the tools necessary to face the challenges they may face in their daily lives. In addition, partnerships with local businesses and vocational training centers allow participants to gain hands-on experience and exposure to real-world work environments, further enhancing their employability and independence upon leaving the program. This comprehensive approach not only addresses immediate needs but also lays a strong foundation for long-term personal development and social integration, ensuring that every child has the opportunity to build a brighter future, free from the cycle of conflict and legal problems.

1.3. Social Affairs Command Center (SACC)

The Social Affairs Command Center (SACC), located within the Social Welfare Data and Information Center, coordinate essential social services, crisis management, and community empowerment programs. The SACC Social Welfare Information System Command Center management enables it to collect and analyze national data from vulnerable populations. By aligning the interventions offered across the Pangudi Luhur Bekasi Integrated Centers with SACC data collection, a more integrated and effective response to individual and community challenges is achieved, as well as ensure that the services performed nature responsive to real-time needs, be it vocational therapy, or public outreach

In addition, SACC actively collaborates with local governments, NGOs, and community organizations to increase the reach and impact of its initiatives, ensuring that resources are allocated where they are needed most. Regular community assessments and stakeholder consultations allow SACC to refine its strategies and adapt to emerging social issues, fostering a dynamic response framework that can quickly pivot to address crises as they arise. This comprehensive coordination not only improves service delivery but also strengthens community resilience by empowering residents with the knowledge and tools to navigate challenges independently. Furthermore, SACC's emphasis on transparency and accountability in its data management practices builds trust within the community, encouraging greater participation in social programs and initiatives. Through targeted outreach campaigns and educational workshops, the center ensures that vulnerable populations are aware of available services, thereby bridging gaps in access and support. Ultimately, SACC plays a critical role in fostering a culture of collaboration and proactive problem-solving, creating a more inclusive and responsive social service landscape that benefits all members of the community.

II. INTRODUCTION

The empowerment of children in conflict with the law at STPL Kota Tangerang is an important initiative that echoes the principles of social rehabilitation, focusing on the unique challenges faced by children in such situations. By providing opportunities for children labeled as "Children in Conflict with the Law (ABDH)", the program emphasizes the transformative power of education and psychosocial interventions. Empowerment is not just about imparting knowledge; it is a comprehensive process that enhances self-capacity, fosters self-confidence, and nurtures critical thinking skills in a safe and supportive environment. At STPL Bekasi, a commitment to a participatory approach allows children to take an active role in their recovery journey. This involvement is reflected in the program structure, which combines rehabilitation with self-reflection, vocational skills training, and mental development initiatives. These components work synergistically to foster a holistic rehabilitation experience, where children are encouraged to explore their potential and make positive choices for their future. The

methodologies used, such as individual casework and group work, are designed to provide personalized and effective support. Techniques such as interviews and observations enable practitioners to gain a comprehensive understanding of each child's unique circumstances and needs. Group activities further facilitate a sense of community and belonging, allowing children to share experiences and support each other. Facilitated discussion and positive reinforcement are an important part of this process, as they encourage open communication and recognition of individual progress.

A prominent example of this empowerment approach is the "Skills Empowerment Program," which combines vocational training in practical areas such as automotive repair and crafts. The program not only equips children with valuable skills, but also fosters teamwork and community involvement through collaborative projects. For example, participants have the opportunity to work on community initiatives, such as repairing bicycles for local residents, which enhances their practical skills while strengthening social connections and self-esteem. In parallel, the Social Affairs Command Center (SACC) plays a critical role in the overall success of these initiatives. Using a real-time data management system, the SACC is able to track participants' progress and ensure that programs remain responsive to each individual's needs. This data-driven approach not only facilitates timely adjustments, but also helps reduce the risk of recidivism by providing tailored support that addresses the unique challenges each child faces.

Practitioner involvement is critical in fostering a supportive environment that promotes emotional well-being and social development among children. By providing emotional support and facilitating positive relationships, practitioners help create a safe space where children can express their feelings, aspirations and concerns. This supportive atmosphere is fundamental to the rehabilitation process, encouraging children to accept change and become more receptive to reintegration into society. Through this collective effort, STPL Bekasi's programs not only meet immediate needs; they also lay the foundation for sustainable community development. The positive relationships and skills developed during rehabilitation increase the likelihood of successful reintegration into society, ultimately contributing to a safer and more supportive society. By integrating emotional support with systematic data analysis, empowerment initiatives at STPL Bekasi and SACC have the potential to have a significant and lasting impact on the lives of children in conflict with the law. This holistic framework not only empowers the individuals involved but also promotes broader social benefits, highlighting the importance of a comprehensive approach to social rehabilitation and community empowerment.

III. Literature Review

Focus Empowerment of children in conflict with the law (ABDH) is a priority in social rehabilitation, especially in service centers such as the Pangudi Luhur Integrated Center (STPL) Bekasi. Based on a literature review, empowerment in

this context is understood as a process that provides opportunities for ABDH to develop their potential through education, skills training, and comprehensive psychosocial interventions. The main objective of this approach is to prepare them to be able to reintegrate into society with adequate skills, confidence, and capacity.

This empowerment approach is based on various empowerment theories that emphasize that positive changes in individuals can be achieved through increasing personal capacity, strengthening identity, and creating an environment that supports growth. Several literatures highlight the importance of a holistic approach, where rehabilitation does not only focus on psychological aspects, but also includes social, vocational, and spiritual aspects. By increasing the self-confidence and critical thinking skills of ABDH, it is hoped that they will be able to contribute positively to society and reduce the risk of returning to conflict with the law.

In STPL Bekasi, the literature supports the importance of participatory programs. This approach allows children to be actively involved in their recovery and rehabilitation process. This active participation includes decision-making regarding skills training, self-reflection activities, and rehabilitation services that are specifically designed to meet their needs. Through this participation, children can develop a sense of ownership of the process they are undergoing, which contributes to motivation to change and develop.

Empowerment in the context of social rehabilitation of children in conflict with the law also includes vocational skills training, which aims to provide skills relevant to the labor market. This opens up better economic opportunities for them when they return to society, thereby reducing the risk of repeating illegal acts. The literature supports this approach as one strategy to reduce recidivism rates, where skills training has been shown to be effective in increasing employment opportunities for those who have been in conflict with the law.

The importance of psychosocial intervention as an integral part of the empowerment process. This intervention includes emotional and psychological support aimed at building children's mental health and emotional readiness to face future challenges. Programs at STPL Bekasi, such as self-reflection and mental development activities, provide space for children to explore themselves, build self-confidence, and overcome past trauma that may affect their behavior.

From a holistic perspective, empowerment of ABDH does not only focus on individuals but also involves their communities and families. Family involvement in rehabilitation programs is considered crucial in supporting successful rehabilitation, especially in creating a safe and supportive environment for children when they return to the community. The literature emphasizes the importance of family support in helping children overcome the emotional and social challenges they may face after rehabilitation.

Overall, the empowerment of children in conflict with the law at STPL Bekasi is a comprehensive and continuous process, with psychosocial, vocational, and participatory approaches to create sustainable change. This empowerment model also actively involves children in every stage of rehabilitation, to build responsibility and better decision-making skills.

IV. Methods and Techniques

At the Pangudi Luhur Integrated Center (STPL) Bekasi, the approach used in empowering Children in Conflict with the Law (ABDH) includes two main methods in social work: individual social work (*casework*) and group social work (group work). Both of these methods aim to help ABDH in developing their own capacity, overcoming trauma, and prepare them for reintegration into society through a systematic and structured approach.

1. Individual Social Work (Casework)

Individual social work or *casework* is a method that focuses on providing personalized services according to the specific needs of each child. The goal is to build a supportive relationship between the social worker and the ABDH, based on a comprehensive individual assessment to identify the needs, potential, and obstacles faced by the child.

Techniques in *Casework* :

- a) Interviewing : Interview techniques are used to gain an in-depth understanding of *the* ABDH's personal history, including family background, life experiences, and factors that may influence their behavior. Through systematic and directed interviews, social workers can identify past traumas, fears, hopes, and life goals that the child wants to achieve. This interview also aims to build trust between the social worker and the ABDH so that they feel comfortable sharing their experiences.
- b) Observation : Observation techniques are used to assess the behavior patterns, living conditions, and social interactions of ABDH *in* various situations. Observations can be conducted in the STPL environment or while the child is participating in certain activities. This technique helps social workers obtain objective information about the child's behavior that may not be revealed through interviews. Observations allow social workers to assess the child's psychosocial development more comprehensively and provide appropriate interventions.
- c) *Case Analysis* : After interviews and observations, the social worker conducts a case analysis to identify risk and protective factors that influence ABDH. This technique involves mapping the problem and determining appropriate interventions to help the child achieve their rehabilitation goals. Through this analysis, the social worker can design a service plan that is appropriate to the child's individual needs.
- d) Counseling : Counseling is an important part of *casework* , where social workers help ABDH manage emotions, overcome fears, and build self-confidence. This counseling serves as a place for children to express their feelings freely and learn to deal with life's problems positively. Through this technique, social workers can provide emotional support that helps children feel heard and understood.

2. *Group Social Work*

Group social work is used to enhance social interaction, encourage self-reflection, and practice vocational skills among ABDH. In group work, children learn to work together, share experiences, and build a sense of mutual support for one another. The goal of this method is to create a safe and inclusive environment where they can develop social skills that are important for their lives outside of STPL.

a) Techniques in *Group Work* :

Facilitated Discussion : Facilitated discussions allow children to share experiences, exchange ideas, and find solutions to problems they face together. The social worker acts as a facilitator who directs the discussion to keep it focused and constructive. Through these discussions, ABDH are taught to listen, respect the opinions of others, and think critically. This technique also helps improve communication skills and foster empathy among children.

b) Light Talk : This technique is used to create a relaxed and comfortable atmosphere, where children can interact without pressure. Light talk allows children to talk spontaneously and openly about everyday topics, such as hobbies, interests, or funny experiences. This informal atmosphere helps reduce awkwardness and builds emotional bonds among group participants. In this way, children can learn to socialize and feel a supportive environment.

c) Positive Reinforcement : Positive reinforcement techniques are carried out by giving awards or recognition to the achievements and positive changes shown by children. This reinforcement can be in the form of praise, recognition of their efforts, or giving additional responsibilities as a form of trust. Positive reinforcement aims to motivate children to continue to strive to improve their behavior and skills. This technique has been proven effective in building self-confidence and encouraging behavioral changes for the better.

d) Simulation and *Role-Playing* : This technique is used to train practical and vocational skills through simulation of real-life situations. For example, children can learn about work skills by playing the role of an employee or entrepreneur in a simulation. This technique provides opportunities for ABDH to practice skills relevant to the world of work, increasing their readiness to adapt to social and professional environments after rehabilitation.

The individual and group social work approach at STPL Bekasi is part of a holistic strategy to support the psychosocial development of ABDH. The combination of the above techniques allows social workers to provide effective interventions and help children develop their own capacities and prepare them to return to society with adequate confidence and skills.

V. Case Study

a) STPL BEKASI POINT

A notable case study at STPL Bekasi includes the “Skills Empowerment Program,” which combines vocational training with community development for ABDH. The program includes hands-on training in automotive repair and crafts, allowing children to gain practical skills while fostering teamwork and collaboration. For example, children work together on a community project involving repairing bicycles for local residents, which not only improves their skills but also increases their self-confidence and social bonds.

b) **SACC POINT**

At the same time, SACC provides critical support by tracking participants’ progress through a real-time data management system. This integration allows for immediate adjustments to the program based on individual needs and outcomes, ensuring that each child receives tailored support. By combining vocational training with community engagement, the program effectively reduces the risk of recidivism and builds a support network among participants, preparing them for reintegration into society after rehabilitation.

VI. Impact of Community Development According to Practitioners

In the empowerment process, practitioners at STPL Bogor play a vital role in providing emotional and social support to ABDH, which significantly contributes to community development within the housing cluster. By facilitating self-reflection activities and mental guidance, practitioners create a safe space for children to express themselves, explore their aspirations, and develop social skills. This supportive environment fosters positive relationships among children, which forms the basis for a supportive internal community.

Through this collaborative effort, practitioners not only provide direct assistance but also lay the foundation for sustainable community development. The positive bonds formed among children encourage them to engage more fully in their rehabilitation, making them more receptive to change and integration into society after their time in the program. Thus, the combination of emotional support and systematic data analysis creates a holistic approach that has a significant impact on the long-term success of empowerment initiatives at STPL Bogor and SACC.

VII. Approach to Community Empowerment

The importance of a comprehensive approach to community empowerment cannot be overstated, especially when dealing with vulnerable populations such as children in conflict with the law. At the Pangudi Luhur Integrated Center in Bekasi City, the focus of empowerment is not only on providing immediate solutions, but also on fostering resilience, independence, and long-term development through strategic interventions. By integrating educational, social, and emotional support systems, this empowerment strategy enables children to rebuild their lives and actively contribute to their communities.

To build a truly valuable and competent empowerment framework, it is important to create an environment that nurtures personal growth while ensuring community involvement at every level. By promoting collaboration among

stakeholders , including local organizations, social workers, and educators , this effort aims to instill a sense of community responsibility in children and provide them with practical tools for future success. In addition, this initiative lays the foundation for a more inclusive and adaptive empowerment program that responds to the dynamic needs of both individuals and the communities they are a part of.

The following points will outline an integrated strategy, ensuring that every aspect of empowerment is approached with precision, care and focus on sustainable impact.

Integrated Community Empowerment Strategy

Community Empowerment Focus at Pangudi Integrated Center Luhur Kota Bekasi's framework emphasizes the importance of creating a supportive environment that fosters resilience and independence among children in conflict with the law. This holistic approach integrates educational, emotional, and social dimensions, ensuring that each child's needs are met comprehensively. The strategy includes collaboration with local organizations to increase the availability of resources, providing children with access to a variety of learning opportunities, including literacy programs, vocational training, and life skills workshops. Such initiatives not only equip children with practical skills but also instill a sense of community ownership and responsibility, encouraging them to make positive contributions to their environment.

Collaborative Community Initiative

Community engagement is critical to empowering children at STPL Bekasi. Integration of community initiatives, such as public awareness campaigns and collaborative projects with local stakeholders, fosters a sense of ownership and partnership in addressing social issues. Programs designed to engage local residents in activities, such as community clean-ups or mentoring opportunities, reinforce the idea that rehabilitation extends beyond institutional boundaries. This collaborative approach encourages positive interactions and shared experiences between children and community members, reducing stigma and fostering a network of support that fosters successful reintegration.

Holistic Support Network

The creation of a holistic support network is critical to sustaining empowerment efforts at STPL Bekasi. The network is comprised of multiple stakeholders, including social workers, educators, health professionals, and community leaders, all working together to provide comprehensive care. By leveraging the strengths and resources of each stakeholder, the network creates an interconnected network of support that addresses the diverse needs of the child. This model not only increases the effectiveness of individual interventions but also promotes continuity of care, ensuring that children receive ongoing support as they return to the community. The network facilitates the exchange of information and best practices, allowing practitioners to quickly respond to evolving community needs.

Monitoring and Evaluation for Continuous Improvement

To ensure the effectiveness of community empowerment programs, robust monitoring and evaluation mechanisms are needed. Conducting regular

assessments allows for the collection of data on program outcomes and participant feedback, providing insight into areas for improvement. These evaluations should focus not only on quantitative metrics, such as skill acquisition and recidivism rates, but also on qualitative aspects, including personal growth and social integration. By involving children in the evaluation process, practitioners can gain valuable perspectives that inform program adjustments and improve overall empowerment strategies, ensuring that they remain responsive to community needs.

Sustainable Community Development Goals

The long-term sustainability of community empowerment initiatives at STPL Bekasi can be achieved by aligning efforts with broader community development goals. This involves fostering partnerships with government agencies, non-profit organizations, and local businesses to create an integrated approach to social welfare. By integrating empowerment programs with existing community resources, such as job placement services and educational institutions, children can benefit from ongoing support that facilitates their development into productive and engaged citizens. Additionally, raising awareness of the importance of social responsibility and community involvement among local residents helps create a culture of support that is essential to the continued success of empowerment initiatives.

Advocacy for Policy Change

Finally, advocacy plays a critical role in advancing community empowerment efforts. By engaging in dialogue with policymakers and stakeholders, practitioners at STPL Bekasi can highlight the challenges faced by children in conflict with the law and advocate for policies that promote their rights and well-being. This proactive approach not only seeks to influence systemic change but also raises awareness of the importance of community-based rehabilitation strategies. By fostering a better understanding of the issues at hand, advocacy efforts can build support for initiatives that empower children, ensuring that their voices are heard and their needs are met within the broader societal framework.

VIII. Conclusion

The collaboration between STPL Kota Tangerang and SACC shows how the integration of social rehabilitation services and information technology can improve the effectiveness of empowerment programs for children in conflict with the law. Through the methods and techniques applied, the program focuses not only on individual rehabilitation but also on community development that supports the child's long-term growth. Practitioners play a vital role in providing emotional support, which strengthens the community and creates a positive environment for social recovery.

The conclusion of this study shows that empowerment through a holistic approach, which combines social, mental and skills development, can have a significant impact on the future of children in conflict with the law.

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Disclosure of Interest.

The authors and contributors involved in this project declare no conflict of interest. All efforts in designing, implementing, and evaluating the community empowerment program at STPL Bekaski have been driven by a commitment to the welfare of children in conflict with the law. Collaboration with local stakeholders and institutions has been conducted transparently, with the primary goal of promoting long-term resilience, self-reliance, and social reintegration for children. Furthermore, any financial or resource-based contributions are fully aligned with the mission of fostering sustainable community development and are used exclusively to increase the scope and effectiveness of the initiatives described.

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