

**THE ROLE OF SERVICE UNIT OF THE INTEGRATIVE SOCIAL
PROTECTION FOR CHILDREN IN TULUNGAGUNG TO MANAGE
WELFARE OF CHILD WITH PRIMERO APPLICATION**

THESIS

By:

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NIM 16210075



DEPARTMENT OF ISLAMIC FAMILY LAW

FACULTY OF SHARIA

STATE ISLAMIC UNIVERSITY

MAULANA MALIK IBRAHIM MALANG

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STATEMENT OF THE AUTHENTICITY

With consciousness and responsibility towards the development of science, the author declares that the thesis entitled:

THE ROLE OF SERVICE UNIT OF THE INTEGRATIVE SOCIAL PROTECTION FOR CHILDREN IN TULUNGAGUNG TO MANAGE WELFARE OF CHILD WITH PRIMERO APPLICATION

is truly the author's original work. It does not incorporate any material previously written or published by another person. If it is proven to be another person's work, duplication, plagiarism, this thesis and my degree as the result of this action will be deemed legally invalid.

Malang, 10 June 2020

Author,



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APPROVAL SHEET

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THE ROLE OF INTEGRATED CHILD SOCIAL PROTECTION UNIT IN TULUNGAGUNG TO MANAGE WELFARE OF CHILD WITH PRIMERO APPLICATION

The supervisor states that this thesis has met the scientific requirements to be proposed and to be tested by the Thesis Board of Examiners.

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LEGITIMATION SHEET

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**THE ROLE OF INTEGRATED CHILD SOCIAL PROTECTION UNIT IN
TULUGAGUNG TO MANAGE WELFARE OF CHILD WITH PRIMERO
APPLICATION**

Has passed and certified with grade : A

Malang, 14 Mei 2020



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ACKNOWLEDGMENT

All praise due to Allah, the Cherisher and Sustainer of all the worlds. There is neither might nor power but with Allah the Great, the Exalted. With only His Grace and Guidance, this thesis entitled “The Role Of Service Unit Of The Integrative Social Protection For Children In Tulungagung To Manage Welfare Of Child With Primero Application” could be completed and also with His benevolence and love, peace and tranquility of the soul. Peace be upon the Prophet Muhammad (saw) who had brought us from darkness into the light, in this life. May we be together with those who believe and receive intercession from Him in the day of Judgement. Aamîn.

With all the support and help, discussions, guidance and directions from all parties involved during the process of completing this thesis, the author wishes to express his utmost gratitude to the following:

1. Prof. Dr. Abdul Haris M. Ag., as the Rector of State Islamic University, Maulana Malik Ibrahim Malang.
2. Dr. Saifullah, S.H, M.Hum. as the Dean of the Sharia Faculty of State Islamic University, Maulana Malik Ibrahim Malang.
3. Dr. Sudirman, M.A., as the head of Islamic Family Law Department of the Sharia Faculty of State Islamic University, Maulana Malik Ibrahim Malang and as the thesis supervisor. The author expresses his gratitude for the guidance and directional motivation given in the course of completing this thesis. May Allah (swt) shower him and his family with His blessings.
4. H. Isroqunnajah, M. Ag., as supervisory lecturer during of study in the Islamic Family Law Department of the Sharia Faculty of State Islamic University, Maulana Malik Ibrahim, Malang.
5. All lecturers for their sincere and dedicated teaching and supervisory efforts. May Allah (swt) shower them with His blessings.

6. Staff of the Sharia Faculty of State Islamic University, Maulana Malik Ibrahim, Malang. The author expresses gratitude for all their support and co-operation during the course of completing this thesis.
7. My beloved Father who work so hard in order to provide the cost of an excellent education, My beloved Mother who supports our family and also my only Brother for never give up struggling. Thanks to all of you for immeasurable spirit given to me.
8. All of my best friend, all of my friend, all of people who give me colour in my life. Because of you all, I can do this challenge.

Hopefully, by imparting what has been learned during the course of study in the Faculty of Sharia of State Islamic University, Maulana Malik Ibrahim Malang, it will benefit all readers and the author himself. Realizing the fact that error and weakness is impartial to being human, and that this thesis is still far from perfection, the author appreciates constructive criticism and suggestions for the improvement and betterment of this thesis.

Malang, 15 July 2020

Author,

Susi Mira Khurniawati

NIM 16210075

DEDICATION SHEET

This Thesis is dedicated to the State Islamic University
Maulana Malik Ibrahim Malang for the best educations.

This Thesis is dedicated to my beloved mother and father
Who teaches me every time and always gives motivations for me.



MOTTO

الْمَالُ وَالْبَنُونَ زِينَةُ الْحَيَاةِ الدُّنْيَا وَالْبَقِيَّةُ الصَّالِحَةُ خَيْرٌ عِنْدَ رَبِّكَ ثَوَابًا وَخَيْرٌ أَمَلًا

Possessions and children are the ornaments of world life, but the eternal, pious practices are better rewarded in the sight of your Lord and better hope.

(Al-Kahfi Verse: 46)



TRANSLITERATION GUIDANCE

A. Consonant

Arab	Latin	Arab	Latin
ا	A	ط	Th
ب	B	ظ	Zh
ت	T	ع	'
ث	Ts	غ	Gh
ج	J	ف	F
ح	H	ق	Q
خ	Kh	ك	K
د	D	ل	L
ذ	Dz	م	M
ر	R	ن	N
ز	Z	و	W
س	S	ه	H
ش	Sy	ء	'
ص	Sh	ي	Y
ض	dl		

B. Vocal, long-pronounce and dipthong

Vocal *fathah* = a

Vocal *kasrah* = i

Vocal *dlomah* = U

Long – vocal (a) = Â e.g. قال become Qâla

Long – vocal (i) = Î e.g. قيل become Qîla

Long – vocal (u) = Û e.g. دون become Dûna

Diphthong (aw) = و e.g. قول become qawlun

Diphthong (ay) = ي e.g. خير become Khayrun

C. Ta' marbûthah (ة)

Ta' marbûthah translited as “ṭ” in the middle of word, but if Ta' marbûthah in the end of word, it translited as “h” e.g. الرسالة للمدرسة become *al-risalaṭ li al-mudarrisah*, or in the standing among two word that in the form of *mudlaf* and *mudla ilaih*, it transliterated as *t* and connected to the next word, e.g. في رحمة الله become *fi rahmatillâh*.

D. Auxiliary Verb and Lafdh al-Jalâlah

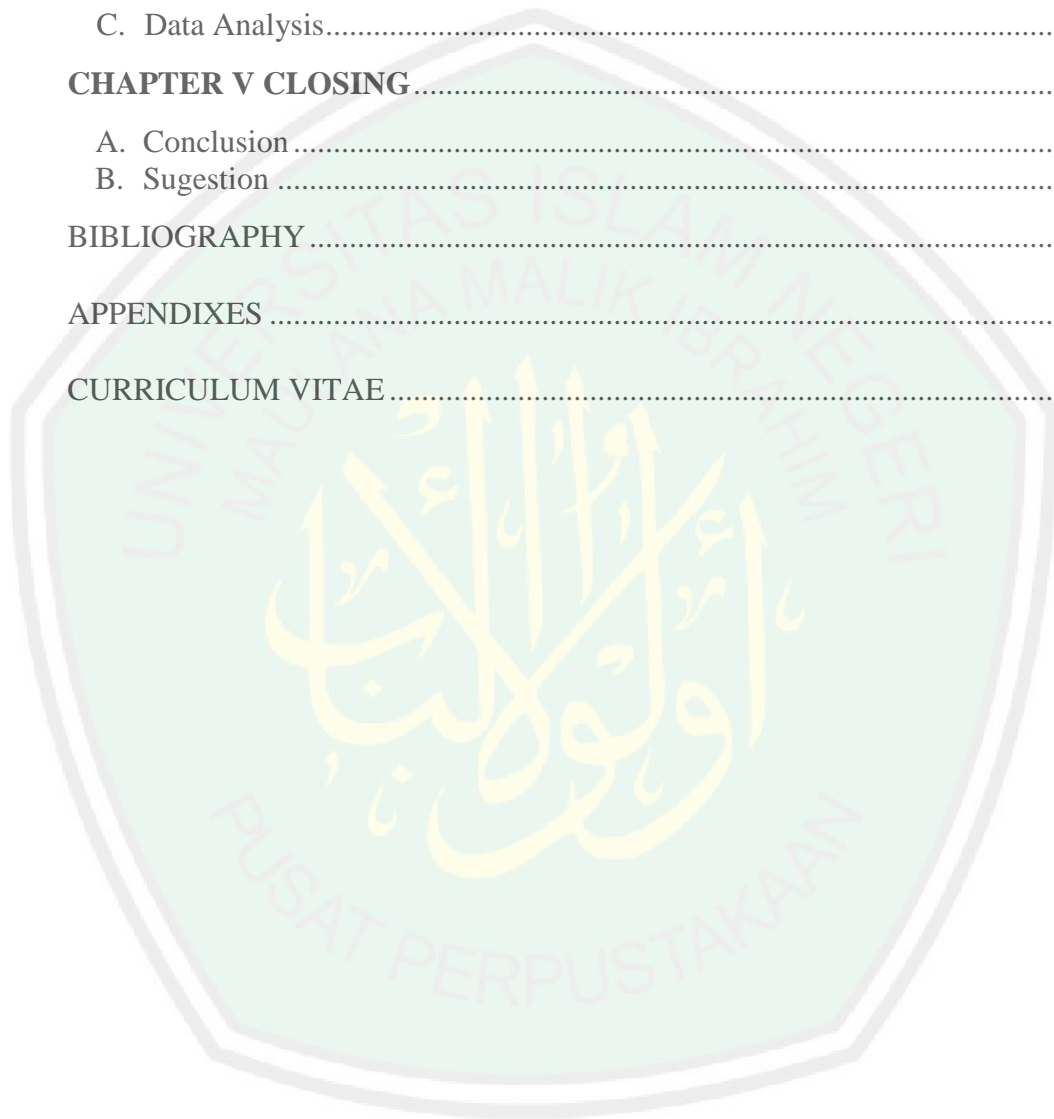
Auxiliary verb “al” () written with lowercase form, except if it located in the first position and “al” in lafdh jalâlah which located in the middle of two word or being or become *idhafah*, it remove from writing.

- a. Al – Imâm al – Bukhâriy said...
- b. Al – Bukhâriy in muqaddimah of his book said
- c. *Masyâ Allâh kâna wa mâ lam yasya' lam yakun.*

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ABSTRAK

Khurniawati, Susi Mira, 16210075, 2020. Peran Unit Layanan Terpadu Tulungagung dalam Memanajemen Kesejahteraan Anak Melalui Aplikasi Primero. Skripsi, Jurusan Hukum Keluarga Islam, Fakultas Syariah, Universitas Islam Negeri (UIN) Maulana Malik Ibrahim Malang, Pembimbing: Dr. Sudirman, M.A.

Kata Kunci: Kesejahteraan Anak, Aplikasi Primero

Jumlah kasus kekerasan yang terjadi di Tulungagung tergolong tinggi. Selain kasus kekerasan seksual, kasus pengasuhan anak terus mengalami peningkatan. Untuk meminimalisir kasus-kasus terhadap anak di Tulungagung, UNICEF dan Kemensos berupaya untuk membuat aplikasi yang efisien yang langsung diamanatkan ke Dinas Sosial melalui ULT PSAI. UNICEF membuat aplikasi sebagai pencatatan kasus-kasus pada anak di Tulungagung secara online bernama Primero sebagai upaya peningkatan kesejahteraan pada anak. Dalam penelitian ini fokus masalah yang ditentukan: 1) Peran ULT PSAI Tulungagung dalam upaya peningkatan kesejahteraan pada anak melalui aplikasi primero, 2) Pengaruh penggunaan aplikasi primero dalam upaya peningkatan kesejahteraan pada anak di Tulungagung.

Penelitian ini termasuk jenis penelitian empiris dengan pendekatan kualitatif. Sumber data yang digunakan dalam penelitian ini dibagi menjadi 2, yaitu data primer dan data sekunder. Adapun metode pengumpulan data dalam penelitian ini terdiri dari wawancara dan dokumentasi. Sedangkan metode pengolahan data peneliti menggunakan *editing, classifying, analyzing* dan *concluding*.

Hasil penelitian ini adalah peran unit layanan terpadu perlindungan sosial anak integratif Tulungagung melalui aplikasi primero yaitu terbagi menjadi: layanan primer untuk pencegahan yang berupa pendidikan bagi anak yang berkebutuhan khusus atau anak yang terkendala masalah lingkungannya, parenting skill; layanan sekunder untuk kelompok berisiko yang berupa beasiswa siswa miskin, pemberdayaan ekonomi orang tua pekerja anak; layanan tersier dikhususkan untuk korban yang berupa rehabilitasi korban, pemulihan trauma psikis. Kemudian pengaruh aplikasi primero terhadap peningkatan kesejahteraan anak adalah data-data dapat tersimpan dengan rapi dan bisa dianalisis secara online, pencatatan kasus-kasus anak yang masuk bisa lebih mudah bagi pekerja sosial ULT PSAI.

ABSTRACT

Khurniawati, Susi Mira, 16210075, 2020. The Role Of Service Unit Of The Integrative Social Protection For Children In Tulungagung To Manage Welfare Of Child With Primero Application. Thesis, Department of Islamic Family Law, Sharia Faculty, State Islamic University Maulana Malik Ibrahim Malang, Supervisor: Dr. Sudirman, M.A.

Keywords: Child Welfare, Primero Application

The number of cases of violence that occurred in Tulungagung is relatively high. In addition to cases of sexual violence, childcare cases continue to experience an increase. To minimize cases against children in Tulungagung, UNICEF and the Ministry of Social Affairs are trying to make efficient applications that are directly mandated to the Social Service through ULT PSAI. UNICEF made an application to record cases of children in Tulungagung online named Primero as an effort to improve children's well-being. In this study the focus of the problem is determined: 1) The role of ULT PSAI Tulungagung in efforts to manage welfare in children through primero applications, 2) The influence of use the primero applications in efforts to manage welfare for children in Tulungagung.

This research is an empirical research with a qualitative approach. The data sources used in this study were divided into 2 data sources, namely primary data and secondary data. The data collection method in this study consisted of interviews and documentation. While the data processing methods researchers use editing, classifying, analyzing and concluding.

The results of this study are the role of service unit of the integrative social protection for children in tulungagung to manage welfare of child with primero application, which are divided into: primary services for prevention in the form of education for children with special needs or children who are constrained by environmental problems, parenting skills; secondary services for risk groups in the form of poor student scholarships, economic empowerment of child labor parents; Tertiary services are specific to victims in the form of rehabilitation of victims, recovery of psychological trauma. Then the effect of the primero application on improving child welfare is that data can be neatly stored and can be analyzed online, recording the cases of children who enter can be easier for ULT PSAI social workers.

الملخص

سوسي ميلا خرنياواتي، 16210075، 2020. دور وحدة الخدمة المتكاملة بتولونج أجونج في ارتياق رفاهية الأطفال عبر إستمارة فريميرو (Primero). بحث جامعي، قسم الأحوال الشخصية كلية الشريعة. جامعة مولانا مالك إبراهيم الإسلامية الحكومية بمالانج. المشريف: الدكتور سوديرمان، الماجستير.

الكلمات الرئيسية: رفاهية الأطفال، استمارة فريميرو

القضايا التي حدثت بين الأطفال في منطقة تولونج أجونج هي القضية التي وقعت بعدد كثير وبأشكال مختلفة. أما العنف التناسلي وحضانة الأطفال يبلغ عددا كثيرا ويرتفع بسنة بعد سنة. لذلك، كان منظمة الأمم المتحدة للطفولة ووزارة الإجتماعية تسعى أن تقلل هذه القضية بصناعة الإستمارة الفعالية تسمى بفريميرو عبر نوبة الإجتماعية وتفيض إلى وحدة الخدمة المتكاملة في رعاية الإجتماعية للأطفال التي تكون منفذا لمشاكل الأطفال لكي يرقى رفاهية الأطفال. تركز هذا البحث إلى: (1) دور وحدة الخدمة المتكاملة في رعاية الإجتماعية للأطفال بتولونج أجونج في ارتياق رفاهية الأطفال عبر استمارة فريميرو، (2) تأثير استخدام استمارة فريميرو في ارتياق رفاهية الأطفال في منطقة تولونج أجونج.

هذا البحث هو من البحث الميداني بالمراقبة النوعية. وأما المصادر التي تستخدم في هذا البحث تنقسم إلى قسمين الأساسية والثانوية. وأما منهج جمع مادة البيانات في هذا البحث يتكون من المقابلة والتوثيق. وأما منهج ادارة البيانات يتكون من التحرير والتصنيف والتحليل والتلخيص.

تشير نتائج هذا البحث أن دور وحدة الخدمة المتكاملة في رعاية الإجتماعية للأطفال بتولونج أجونج في ارتياق رفاهية الأطفال عبر استمارة فريميرو ينقسم إلى: الخدمة الأولية للحفاظ بشكل التعليم للأطفال ذوي الاحتياجات الخاصة أو الأطفال الذين يعانون من مشاكل بيئية، ومهارات الأبوة، والخدمات الصحة الأساسية؛ الخدمة الثانوية للفئة المعرضة للخطر في شكل منحة دراسية للطلاب المساكين، وتحفيز أطفال الرحال، والتمكين الاقتصادي للآباء الذين أطفالهم يعملون كعمال؛ الخدمة الثالثة تخص للضحايا في شكل تأهيل الضحايا، وتوفير المأوى، واستعادة

الصدمة النفسية. ثم فيما يتعلق بتأثير استمارة فريميرو في ارتياق رفاهية الأطفال هو يمكن تقسيم البيانات بدقة ويمكن تحليلها بسهولة عبر الإنترنت، وتسجيل قضايا الأطفال يكون أسهل بالنسبة للعمال وحدة الخدمة المتكاملة في رعاية الإجتماعية للأطفال.





CHAPTER I

INTRODUCTION

A. Background

Cases of children have occurred in Tulungagung Regency are many cases with various forms. The Service Unit Of The Integrative Social Protection For Children (ULT PSAI) In Tulungagung recorded there were 251 cases of children in 2017 more than in 2016, there were only 114 cases of children but there were 74 cases in 2018 until mid-July. One case involving children is a case of sexual assault. According to an explanation from the Advocacy Coordinator of the Child Protection Institute (LPA) in Tulungagung, children can experience mental disorders resulting from sexual violence.¹ Now, internet access and pornography sites are more easily accessible. This is one of the factors to the widespread cases of sexual violence. The number of cases of children in the field is more higher compared than cases received by ULT PSAI Tulungagung parties. In addition to

¹ Sunarto Agung Laksono, *Inteview*, (Kedungwaru: 13 September 2019)

cases of sexual violence, childcare cases are classified as high, which continues to increase from year to year.²

UNICEF (United Nations Children's Fund) and Ministry of Social Affairs are trying to make efficient applications to minimize the cases of children in Tulungagung through the Social Service which is directly mandated to The Service Unit Of The Integrative Social Protection For Children (ULT PSAI) which specifically handles problems in child. ULT PSAI Tulungagung made an online application to record cases of children in Tulungagung, it is called Primero PKSA (Child Social Welfare Program). This application is a software system on a computer that specifically records various forms of problems in children. The community, police agencies and other activists specializing in the social field of children have been report directly to ULT PSAI Tulungagung. Difference basically from handling cases of children in social institutions in Tulungagung with other cities is about one-stop system. So the reporting procedure does not require much time and it does not have to move places.³

One of cases in children ever finished by ULT PSAI Tulungagung were violence of children that occurred at SMPN 1 Tulungagung in February 2018. There is a social studies teacher was reported that he hited his student in Class VII with a ruler.⁴ ULT PSAI parties also worked with the Tulungagung District Police (UPPA) Women's and Children's Protection Unit. Head of Criminal Investigation

²<https://radartulungagung.jawapos.com/read/2018/07/28/90894/kasus-kekerasan-anak-meningkat>, diakses 18 Maret 2019 pukul 09.38

³Fsando, *Interview* (Kedungwaru: 10 September 2019)

⁴<http://surabaya.tribunnews.com/2018/02/26/tersangkut-dugaan-kekerasan-terhadap-siswa-smpn-1-tulungagung-tolak-tawaran-mediiasi-ult-psai>, diakses 18 Maret 2019 pukul 10.14

Unit of Tulungagung Police, AKP Andria Purnama explained that the violence against children handled, they were 23 causes. Among of sexual violence there are cases of persecution, theft, defamation and other cases. There are many factors that influence, one of which is the globalization of information and technological advances that have a direct impact on the growth and development of children. The average behind the violence of children in Tulungagung is broken home. So it cannot provide full attention and supervision, especially not least one of the parents of a child who works as a TKI (Indonesian Worker).⁵

Other place in Tulungagung Regency, the data of the Ministry of Women's Empowerment and Child Protection data's in the last four Year during the reigns of Jokowi and Jusuf Kalla that in year 2016 the number of cases of violence in Indonesia recorded 11,723 cases. Meanwhile the cases in 2017 there were 17,099 cases. According to KPAI data's from the total number of children in Indonesia, that is 87 million, 6 percent experienced violence. The majority of these cases are that cases are not revealed to the public. The violence can occur because of several factors (alcohol to pornography). While the supporting factors are child marriage, conflict, and errors of care with the basic causes are poverty and power relations.⁶

Children are members of the community who have a strategic position in determining the survival of the nation. Children who grow and develop naturally can make a positive contribution to society and national development. Conversely, if they experience various obstacles in their growth and development will become

⁵<http://www.beritasatu.com/nasional/376069-kasus-kekerasan-anak-di-tulungagung-meningkat.html>, diakses 14 Maret 2019 pukul 15.29

⁶Mufidah, *Kesetaraan Gender dalam Hukum Keluarga Islam*, (Malang: Orasi Ilmiah, 2018), 16.

a burden to society and the State. Every child has the same right to live, grow and develop optimally according to their potential. The family, relatives, the community, and the government are obliged to respect, protect and strive for the fulfillment of children's rights. But in reality there are still many children whose rights have not been fulfilled, so that children are in difficult or neglected situations and even experience mistreatment and violence.⁷ Children are very valuable asset in the family and the nation's successors who will greatly determine the fate and future of the nation as a whole in the future. Therefore he must be protected and safeguarded his honor, dignity and self-respect fairly, both in legal, social and cultural aspects without distinguishing between race and religion.⁸

Child welfare and protection have been regulated by various policies in the form of laws and regulations ranging from the 1945 Constitution, Government Regulations, Presidential Instruction, Ministerial Regulations, Ministerial Decrees, to Regional Regulations. Within the scope of the Indonesian Ministry of Social Affairs, in 2009, the Directorate of Child Social Welfare, the Indonesian Ministry of Social Affairs, began to develop the Child Social Welfare Program (PKSA). This program is based on Presidential Instruction Number 1 of 2010 concerning the Acceleration of the Implementation of National Development Priorities, Presidential Instruction Number 3 of 2010 concerning Equitable Development Programs and Decree of the Minister of Social Affairs Number 15A / HUK / 2010 concerning General Guidelines for the Child Social Welfare Program (PKSA) and

⁷Mulia Astuti, *Implementation Of Welfare And Child Protection Policies*, (Jakarta: Pusat Penelitian Dan Pengembangan Kesejahteraan Sosial Kementerian Sosial Ri, 2014), 216.

⁸Mufidah, *Psikologi Keluarga Islam berwawasan gender*, (Malang: Uin Press, 2014), 269.

for operationalization, Decree of the Director General of Social Rehabilitation Number 29 / RS KSA / 2011 concerning PKSA Operational Guidelines has been issued.⁹ Handling cases in children is indeed an obligation of all humans with representatives of children's social institutions in each region. In the law, children's rights are also regulated, namely Article 20 of Law Number 35 year 2014 concerning amendments to Law Number 23 year 2002 concerning the protection of children which reads: "The State, Government and Local Government, Community, Family and Parents or Guardians are obliged and responsible for the implementation of child protection."¹⁰ Children are also a truly precious ornament of world life. It has also been explained in the Word of God surah al kahfi verse 46:

أَمْالٌ وَالْبَنُونَ زِينَةُ الْحَيَاةِ الدُّنْيَا وَالْبَاقِيَةُ الصَّالِحَةُ خَيْرٌ عِنْدَ رَبِّكَ ثَوَابًا وَخَيْرٌ أَمْلًا (46)

"Treasure and children are the ornaments of world life but eternal amems again righteous are better rewards at the side of your Lord and better to be hopeful. "¹¹

Cases in children have become a state problem that does not only occur in Tulungagung. So this research can be an alternative solution for other regions by referring to the form of child protection models in Tulungagung Integrated Services Unit that has never existed.

⁹Mulia Astuti, 216.

¹⁰Copy of Regulation Number 35 Year 2014

¹¹*Al-Qur'anul Kariim Tarjamah Ma'aniyah Ila Lughatul Indunisiya*, Al kahfi : verse 46.

B. Research Question

1. What is the role of ULT PSAI Tulungagung in efforts to manage welfare of children with primero application?
2. What is the effect of using primero application in efforts to manage welfare of children in Tulungagung Regency?

C. The Aim

This research have some the purpose. Among other things:

1. To analyze the role of ULT PSAI Tulungagung in efforts to manage welfare of children through primero application.
2. To analyze the effect of using primero applications in efforts to manage welfare of children in Tulungagung Regency.

D. Benefits**1. Theoretical Benefits**

This research is expected to develop knowledge about efforts to manage welfare of children for the parties concerned.

2. Practical Benefits

- a) Hopefully it can be beneficial for child welfare and protection institutions or child social institutions and other related institutions in increasing welfare efforts for children in Indonesia.
- b) Can be a reference for further researchers regarding the forms of efforts in improving the welfare of children.

E. Operational Definition

To understand a some word which we don't know, so this research must ther is some explaining in that words. Among other things:

1. Child Welfare is a system of children's lives that can guarantee their growth and development properly, both spiritually, physically and socially.¹²
2. Child protection is any effort made to create conditions so that each child can exercise their rights and obligations for the development and growth of the child naturally, physically, mentally and socially.¹³
3. Primero Program is a Social Welfare Program for Children created by UNICEF to be implemented by the Integrated Social Protection Unit for Children in Tulungagung Regency.¹⁴
4. To Manage Welfare is to record cases in facilitating improvement of children's welfare.

F. Organization of Study

In order to provide an understanding of what matters are the focus of discussion in this proposal, the authors compile the Writing Systematics as follows:

Chapter I, contains the background of the problem, problem formulation, research objectives, research benefits, research methods and systematic writing.

There is a background to find out why The Service Unit Of The Integrative Social Protection For Children In Tulungagung is interesting in research to

¹²Darwint Prinst, *Hukum Anak Indonesia*, (Medan: Citra Aditya Bakti, 1997), 79.

¹³Maidin Ghultom, *Perlindungan Hukum Terhadap Anak*, (Bandung: Refika Aditama, 2008), 33.

¹⁴Fsando, *Interview*, (Kedungwaru, 10 September 2019)

analyze the role of the unit through the Primero Application. Whereas the formulation of the problem is to formulate a number of discussion topics related to the reasons for ULT PSAI Tulungagung in managing child welfare using the Primero Application and about the role of the unit in managing child welfare through the Primero Application. The purpose of the research here as a reference or target what must be completed in the thesis regarding the role of ULT PSAI Tulungagung in managing children's welfare with the Primero Application for thesis making. The benefits of this research are useful to find out the magnitude of the effect of this research which is carried out for related people and their surroundings. Operational definition, this section explains the definition of each important vocabulary in the title of the research that needs to be defined, namely "The Service Unit Of The Integrative Social Protection For Children In Tulungagung To Manage Welfare of Children with Primero Application." Systematics of writing, this section outlines concerning The Service Unit Of The Integrative Social Protection For Children In Tulungagung To Manage Welfare of Children with Primero Application.

Chapter II, this chapter contains the Previous Research Sub-chapter and Theory Framework or Theory Basis. Previous research, containing information about previous research that has been done by previous researchers about managing welfare of children, both in the form of books or journal articles that have been published or still in the form of dissertations, theses, or unpublished theses; both substantially and methods, have links with research problems to avoid duplication and then must be explained or demonstrated the authenticity

of this research and the difference with previous studies, to make it easier to recognize the similarities and differences are supplemented with a table. Whereas the Theory Framework or Theory Basis is used to analyze every problem discussed in research on matters relating to the welfare of children, the legal basis, rights and obligations of children and children's social institutions, ULT PSAI according to Act Number 35 Year 2014.¹⁵

Chapter III, contains research methods. This discussion consists of several important matters as follows; 1) the type of research, intended to explain the type of research used in research in analyzing the role of ULT PSAI Tulungagung in managing welfare of children with the Primero Application; 2) research approach, adapted to the type of research, problem formulation, and research objectives and serves to explain the importance of using this type of approach in testing and analyzing research data regarding the role of ULT PSAI Tulungagung in managing the welfare of children with the Primero Application; 3) research location, to explain where the researchers conducted research on the role of ULT PSAI Tulungagung in managing welfare of children; 4) types and sources of data describe the types of data used, primary data in the form of interviews with ULT PSAI resource persons who play a role in improving the welfare of children through the Primero Application and observations at the site. Whereas secondary data comes from books and other written documents about welfare of children and other related matters; 5) data collection methods

¹⁵Tim Penyusun, *Pedoman Penulisan Karya Ilmiah Tahun 2015 Fakultas Syariah Universitas Islam Negeri Maulana Malik Ibrahim Malang*. (Malang: 2015), 27.

describe work sequences, tools and methods of collecting primary and secondary data adjusted to the research approach; 6) data processing methods explain the data processing and analysis procedures according to the approach used in analyzing the role of ULT PSAI Tulungagung in managing welfare of children with the Primero Application. In this study using a qualitative approach. So the description of the data is in the form of regular sentences.

Chapter IV, the results of research and discussion. The existence of this chapter is to describe all research results and analyze data both primary and secondary data regarding the role of ULT PSAI Tulungagung in managing welfare of children with the Primero Application.

Chapter V, contains conclusions and suggestions. The conclusion is a summary of the results of the overall research. This section will answer the research problem formulation in chapter 1. In chapter V this is an important matter. Because chapter V is a reaffirmation of the results of the research in chapter IV regarding the role of ULT PSAI Tulungagung in managing welfare and protection of children with the Primero Application. So the reader can understand it thoroughly. While the suggestion is the hope of the author to the relevant parties, especially in terms of child welfare. So that research can contribute to the further development of this material.

CHAPTER II

LITERATURE REVIEW

A. Previous Studies

In the following previous research, the researcher will describe several previous studies that have been carried out by other researchers, both on different and similar problems.

1. The first study, thesis entitled "Protection of Children Victims of Domestic Violence" by Dewi Fauziah. This type of research is an empirical descriptive qualitative research. In this thesis, the discussion covers the characteristics of violence that occurs in the Yogyakarta Provincial Child Protection Agency (Special Region of Yogyakarta), which is classified as all forms of violence in the form of physical, psychological, sexual and social violence. Factors causing them are due to economic factors such as poverty, education factors with a lack of parental knowledge about the importance of protecting their children to not really understand the criteria of the forms of violence that have been done, in addition to social factors

that do not get a positive response by the social environment, factors culture and factors of the child itself. Handling LPA against child abuse is more focused on assisting the child himself. Assistance that is promoted in the form of legal, medical and psychological assistance. There are many activities or programs carried out by LPA to deal with violence, namely hot line training, child protection socialization, legal writing advocacy, facilitator training, workshops and seminars and so on.

The equation of this study with this thesis is to discuss prosperity efforts in the Child Social Service. The difference is that this thesis is more focused on efforts to handle cases of child victims of family violence at the Child Protection Institute. While this research discusses welfare efforts for children with the Primero Application in the ULT PSAI Tulungagung.¹⁶

2. Second research, thesis with the title "Legal Protection of Children Victims of Neglect by Parents. Based on Indonesian Criminal Law "by Ayu Nadia Maryandani. This research approach uses a normative juridical approach. Data comes from literature study and interview results. This study discusses the legal protection of children who are victims of neglect by both parents based on Indonesian criminal law as stipulated in Law Number 35 of 2014 concerning the Elimination of Domestic Violence and in other administrative laws. Also discussed are the obstacles to legal protection for children who are neglected by parents, namely the community, law

¹⁶Dewi Fauziah, *Perlindungan Anak Korban Kekerasan dalam Rumah Tangga*”, Skripsi (Semarang: Uin Sunan Kalijaga, 2010), diakses pada 30 Juli 2019.

enforcement and the absence of provisions regarding criminal sanctions aimed at parents who abandon children in Law Number 20 of 2003 concerning the National Education System and the Law Number 36 of 2009 concerning Health.¹⁷

The similarity between the thesis and this research is to discuss efforts to prosperity of children in special institutions. The difference is in the thesis focus on the legal protection of children who are victims of parental neglect. While this research discusses welfare efforts for children with primero application.

3. Third Research, a journal entitled "The Efforts of Legal Protection or Advocacy Institutions Against Children Victims of Sexual Violence" by Elvi Zahra Lubis. This type of research is empirical research. Primary data from interviews and field studies at child advocacy agencies. The discussion in this journal is about several efforts or roles of legal protection institutions or advocacy institutions, including child protection policies by assisting victims of sexual violence, encouraging local governments to develop regional regulations to realize the fulfillment of children's rights, assisting children directly or indirectly who are dealing and involved with the law, providing counseling and health services for children and women who are victims of violence. Then also discussed about how to prevent violence against victims of sexual violence that raided by raids, namely non-litigation

¹⁷Ayu Nadia Maryandani, *Perlindungan Hukum Terhadap Anak yang Menjadi Korban Penelantaran oleh Orang Tua Berdasarkan Hukum Pidana Indonesia*, Skripsi (Lampung: Universitas Lampung, 2016), diakses pada 30 Juli 2019.

assistance, placing children into safe homes, psychological protection by providing psychological and sociological counseling.¹⁸

The similarity between journals and research is to discuss efforts to prosperity of children in children's social institutions. While the difference is in this journal specifically discusses the legal protection efforts of children victims of sexual violence. This study discusses efforts to welfare of children in general with primero application.

Table. 2.1
Previous Studies

Numb.	Name	The Title	Similarity	Defferences
1.	Dewi Fauziah	Protection of Children Victims of Violence in the Family (Case Study of the Handling of Children Victims of Violence in the Family in LPA DIY Province)	Discussing about efforts to prosperity children in children's social services.	This thesis is more focused on efforts to handle cases of child victims of family violence at the Child Protection Institute. Whereas this study discusses child welfare efforts with the Primero Application in the ULT PSAI.
2.	Ayu Nadia Maryandani	Legal Protection of Children Victims of Abuse by Parents Under	Discussing about efforts to prosperity children in special	This thesis focuses on the legal protection of children who

¹⁸Elvi Zahra Lubis, *Upaya Lembaga Perlindungan Hukum atau Advokasi Terhadap Anak Korban Kekerasan Seksual*, Unversitas Medan Area: Jurnal Pendidikan Ilmu-ilmu Sosial, Desember 2017, Vol 2, 145 diakses pada:<http://jurnal.unimed.ac.id/2012/index.php/jupiiis>.

		Indonesian Criminal Law	institutions for children	are victims of parental neglect. While this study discusses efforts to welfare of children with primero application.
3.	Elvi Zahra Lubis	The Efforts of Legal Protection or Advocacy Institutions Against Children Victims of Sexual Violence	Discussing about efforts to prosperity children in children's social institutions.	In this journal specifically discusses the legal protection efforts of children victims of sexual violence. This study discusses efforts to provide equality in general with primero application.

So, more or less previous studies are in the form of two theses and one online journal that both discuss the welfare of children in Indonesia.

B. Theoretical Framework

1. Welfare of Children

a. Definition

Child welfare is a way of life for children that can guarantee their growth and development properly, both spiritually, physically and

socially.¹⁹ This is regulated in Law No. 4 of 1979 concerning child welfare that child welfare is a life and life order for children that can guarantee their growth and development naturally, both spiritually, physically, and socially.²⁰ Consideration of the law refers to Article 34 of the 1945 Constitution which says that the poor and neglected children are cared for by the state. The meaning of one's own child is someone who has not reached the age of 21 years and has never married. But if someone is not yet 21 years old, but he has been married then he is no longer a child.²¹

Child welfare will be easily created when the child is treated well. The purpose of being treated well here is the fulfillment of all basic needs and rights. Not only that, children can also develop themselves in their social environment. As Zastrow said about social welfare: "Social welfare is a system that includes programs and services that help people meet the basic social, economic, educational and health needs to care for the community."²² Child welfare can also be seen if the child can feel safe, can feel enough love from both parents. The concept of welfare and the concept of human dignity can be seen from the four indicators according to Nasikun, namely:²³ security is the children can feel security

¹⁹Ingata Khaizu, *Upaya-upaya Perlindungan Anak*, FISIP UI, 2009, diakses pada <https://lib.ui.ac.id>, 30.

²⁰Undang-undang Nomor 4 Tahun 1979

²¹Rizki Bunga Lestari dkk, *The Primary Profession of Social Worker: Eksistensi Pekerja Sosial sebagai Suatu Profesi*, diakses pada <https://media.neliti.com>, 167.

²²Theresia Ngutra, *Pemenuhan Hak Kesejahteraan Sosial Bagi Masyarakat Miskin di Kota Makassar*, *Jurnal Tesis*, diakses pada <https://eprints.unm.ac.id>, 4.

²³Anissa Nur Fitri, Agus Wahyudi Riana, & Muhammad Fedryansyah, *Perlindungan Hak-Hak Anak Dalam Upaya Peningkatan Kesejahteraan Anak*, Vol. 2 No. 1, 48, *Prosiding Ks: Riset & Pkm*, diakses pada <https://Jurnalunpad.Ac.Id>.

anytime, anywhere and in any circumstances, welfare, freedom is the children have no restrictions in their space and can develop all their skills in accordance with their wishes, identity is the children are able to find their identity in their own way or are helped by people around them.

Three welfare variables are conceptualized within the following framework, namely:²⁴

- 1) Welfare in the sense that: families have an increased capacity to meet the needs of their children. This concept includes consideration of needs and services to children, parents and foster parents and the involvement of children, adolescents, and families in problem solving planning.
- 2) Welfare in the sense that children and young people receive services that are appropriate to meet their educational needs.
- 3) Welfare in the sense that children and young people receive adequate services to meet their physical and mental health needs.

b. Legal Basis

Legal provisions regarding child welfare in the Convention on the Rights of the Child are found in Article 25 which regulates periodic review of the placement of children (periodic review of placement), Article 26 which regulates children's rights to social security and

²⁴Mulia Astuti, dkk, *Kebijakan Kesejahteraan dan Perlindungan Anak. Studi Kasus: Evaluasi Program Kesejahteraan Sosial Anak (PKSA) Provinsi DKI Jakarta, DI. Yogyakarta dan Provinsi Aceh*, (P3KS Press: Jakarta, 2013), 13.

benefits (social security) and article 27 which regulates children's rights enjoy a standard of living. This regulation on child welfare has been discussed in the section on civil law.

In addition there are various other national legal foundations in removing violations of children's rights, among others:²⁵ 1945 Constitution; Law No. 4 of 1979 concerning Child Welfare; Law No. 1 of 2000 concerning Ratification of the ILO Convention Number 182 Concerning the Prohibition and Immediate Action For the Elimination of the Worst Form of Child Labor (ILO Convention 182 concerning Violations and Immediate Actions for the Elimination of the Worst Forms of Child Labor); Presidential Decree No. 36 of 1990 concerning Ratification of the Convention on the Right of the Child (Convention on the Rights of the Child); Law No. 3 of 1997 Juvenile Court.

2. Protection of Children

a. Definition

Child protection is any effort made to create conditions so that each child can exercise their rights and obligations for the child's proper development and growth both physically, mentally and socially. Child protection is an embodiment of justice in a society so that child protection is pursued in various fields of state and community life. Child protection

²⁵Mufidah, *Psikologi Keluarga Islam Berwawasan Gender*, (Malang: Uin Press, 2014), 305.

according to Arif Gosta is an effort to protect children so that they can carry out their rights and obligations.²⁶

b. Legal Basis

- 1) Law No. 23 of 2002 concerning Child Protection.
- 2) Presidential Decree No. 59 of 2002 concerning the National Action Plan for the Elimination of the Worst Forms of Child Labor.
- 3) Presidential Decree No. 87 of 2002 concerning the National Action Plan for the Elimination of Commercial Sexual Exploitation of Children.

3. Rights and Obligations of Children²⁷

In this case, children also have some of the rights stipulated in Law No. 4 of 1979, Chapters II Articles 2 to 9 concerning children's rights to welfare, include:

- a) Right to welfare, care, care and guidance.

Children have the right to welfare, care, care and guidance based on love both in their families and in special care to grow and develop properly.

What is meant by care, is a variety of efforts made to children who do not have parents and children who are neglected and children who experience temporary disabilities as a substitute for parents or family in order to grow and develop properly, both spiritually, physically and socially (Article 1 number 32 PP No. 2 of 1988).

²⁶Maidin Ghultom, 35.

²⁷Maidin Gultom, 45.

b) Right to service²⁸

Children have the right to service to develop their abilities and social life in accordance with the culture and personality of the nation to become good and useful citizens. (Article 2 paragraph 2 of Law No. 4 of 1979).

c) Right to first aid

In dangerous situations, it is the child who is first entitled to help and assistance and protection (Article 3 of Law No. 4 of 1979).²⁹

d) Right to care

Children who do not have parents are entitled to state care. or person. or another body (Article 4 paragraph 1 of Law No. 4 of 1979). Thus children who do not have parents can grow and develop naturally both physically, spiritually and socially.

e) Rights are given services and care

Children who experience behavioral problems are provided with care and care aimed at encouraging them to overcome obstacles that occur during their growth and development. The services and care are given to children who have been found guilty of violating the law based on a judge's decision (Article 6 paragraph 1 of Law No. 4 of 1979).

²⁸Darwan Prinst, *Hukum Anak Indonesia*, (Bandung: Citra Aditya Bakti, 1997), 80.

²⁹Rini Fitriani, *Peranan Penyelenggaraan Perlindungan Anak Dalam Melindungi dan Memenuhi Hak-hak Anak*, (Aceh: Fakultas Hukum, 2016), Jurnal Hukum Vol 2 dipublikasikan Desember 2016, pada <https://media.neliti.com>, 256.

f) Right to get special services³⁰

Children with disabilities are entitled to special services to reach the level of growth and development to the extent of their abilities and abilities (Article 7 of Law No. 4 of 1979). According to PP No. 2 of 1980 (Article 5) various efforts were made to restore and develop children with disabilities so that they can grow and develop naturally and spiritually. physical and social.

g) Right to assistance and services

Children have the right to receive assistance and services that aim to make children's welfare the right of every child, regardless of gender, religion, education and social position.

Regarding children's obligations, it is regulated in Article 19 of Law Number 23 Year 2002 which stipulates that every child is obliged to:³¹ Respect for parents, guardians and teachers; Loving family, community and loving friends; Loving the motherland, nation and state; Perform worship according to the teachings of his religion; Carry out noble ethics and morals.

³⁰Darwan Prinst, 82.

³¹Undang-undang Nomor 23 Tahun 2002 pasal 9

4. Services Unit of The Integrative Social Protection for Children (ULT PSAI)

a. Definition of ULT PSAI

Services Unit of The Integrative Social Protection for Children is a non-structural institution that coordinates the implementation of child social welfare services in the Regional Government. This unit is a service for risk groups for victims or cases of neglected children, children in conflict with the law, children with disabilities, children with HIV and AID, street children, children in the worst jobs and other child problems.³²

b. History and Purpose of Establishing ULT PSAI

Services Unit of The Integrative Social Protection for Children (ULT PSAI) of Tulungagung Regency is located under the coordination of the Nakertrans Social Service, Social Service, Family Planning, Women and Child Protection. Establishment of Services Unit of The Integrative Social Protection for Children (ULT PSAI) based on Regional Regulation of Tulungagung Regency Number 10 of 2009 concerning Child Protection and Regulation of Tulungagung Regent Number 42 of 2015 concerning Operational Standards for Procedures for Integrated Services Unit for Integrated Services of Integrated Children Social Services.³³

³²<https://tulungagung.go.id/?p=5105>, diakses pada 13 Agustus pukul 15.14

³³Buku Pedoman Operasional Unit Layanan Terpadu PSAI Tulungagung, 5.

Services Unit of The Integrative Social Protection for Children (ULT PSAI) of Tulungagung Regency was formed based on discussions with several institutions including the first time was with UNICEF on 30 July 2015. On 14 December 2015 between the Regent of Tulungagung and the Ministry of Social Affairs of the Republic of Indonesia entered into a joint agreement and on Thursday, August 10, 2017 at the ULT PSAI Office Dr. Wahidin Sudiro Husodo Number 1 Kedungwaru District, Services Unit of The Integrative Social Protection for Children (ULT PSAI) In Tulungagung Regency was inaugurated together. The inauguration was attended by the Regent of Tulungagung, a member of Commission VIII DPR RI (Indonesian House of Representatives) named Arteria Dahlan, Social Rehabilitation Director of the Republic of Indonesia Social Minister named Nahar, Special Staff of the Minister of Social Affairs named Professor Mas'ud Said, UNICEF representative of East Java named Arie Rukmantara, Representative from UNICEF Indonesia Astrid D Gonzales and the Local Regulation Environment, related Dinas, Social Workers and community members.³⁴

³⁴Widowati, dkk, *Peran ULT PSAI Kabupaten Tulungagung dalm Mengadvokasi Permasalahan Sosial Anak*, (Malang: Universitas Muhammadiyah Malang, 2017), Seminas Nasional Gelar Produk, diakses pada <https://arc-report.umm.ac.id>, 162.

c. Services Unit of The Integrative Social Protection for Children in view of Law Number 35 Year 2014

Law Number 35 of 2014 is a regulation on the amendment of Law Number 23 of 2002 concerning child protection. The law does not specifically regulate the improvement of welfare and protection of children. However, in article 59 paragraph 1 of Law Number 35 Year 2014 it is explained that:³⁵ "The Government, Regional Government, and other state institutions are obliged and responsible to provide Special Protection to Children". From these regulations, the Tulungagung District Government made a policy as outlined in the Tulungagung District Regulations Regulation 41/2001 concerning the Establishment of the Integrated Children's Social Protection Integrated Tulungagung Regency.

The definition of Services Unit of The Integrative Social Protection for Children is in article 1 paragraph 11 of the Regulations of the Regent of Tulungagung Regency Number 41 of 2015, which is a non-structural institution that coordinates the implementation of social welfare services for children in the Regional Government.³⁶

The purpose of establishing an Integrated Integrative Child Social Protection Service Unit contained in article 5 paragraph 2, including:

³⁵Undang-undang Nomor 35 Tahun 2014 pasal 59 ayat 1

³⁶Peraturan Bupati Nomor 41 Tahun 2015 Kabupaten Tulungagung, 4.

- (a) Provide treatment for acts of violence, exploitation, neglect, and mistreatment of children;
- (b) Provide treatment for children who have health, education and social welfare problems;
- (c) Creating integration in efforts to handle risk groups and deal with acts of violence, exploitation, neglect and mistreatment of children.

In article 7 of Regent's Regulation Number 41 Year 2015 Tulungagung Regency, there are several tasks of Services Unit of The Integrative Social Protection for Children (ULT PSAI), namely:³⁷

- (a) Establish and coordinate the network of Service Provider Institutions in providing services related to children's social welfare;
- (b) Identifying and providing complaints services for children who are considered to be at risk of experiencing violence, mistreatment, exploitation and neglect;
- (c) Carry out case management and coordinate the Service Provider Network services in handling cases of violence, mistreatment, exploitation and neglect to ensure that services are carried out in a comprehensive, coordinated and professional manner;
- (d) Creating integration in the recording and management of children's social welfare data;
- (e) Conducting studies, advocating and developing cooperation to strengthen the capacity of the children's social welfare system.

³⁷Peraturan Bupati, 8.

5. Primero PKSA (Child Social Welfare Program)

a) Definition of Primero

Primero is a computer and android based application developed by the United Nations organizational body, the United Nations Children's Fund (UNICEF) together with the Ministry of Social Affairs as a complementary application of several local government programs to improve welfare for children. This application has been designed and tested in a number of countries including Indonesia. Regions in Indonesia that have received training in primary application include Tulungagung, Klaten and Solo, Makassar and Gowa.³⁸ However, this application is not directly used, because there must be adjustments. All data on child cases that enter the institution are entered and stored on a server in the Ministry of Social Affairs.

b) Beginning of the Establishment of Primero Application³⁹

The Primero application was first introduced by UNICEF to a number of regions in Indonesia, especially in social institutions which deal with cases in children. Not all children's social institutions in Indonesia can accept the application. The first to accept primero

³⁸David Yohanes, *Unicef Jadikan Tulungagung Model Pelayanan Kasus Anak*, (Malang: Surya Malang, 2018), dipublikasikan pada Sabtu, 15 September, 2018 pada <https://suryamalang.tribunnews.com/2018/09/15unicef-jadikan-tulungagung-model-pelayanan-kasus-anak>, diakses pada 14 Agustus 2019 pukul 13.37

³⁹Sunarto, *Interview*, (Kedungwaru, 12 Desember 2019).

application is the Regional Government of Tulungagung Regency in collaboration with the Ministry of Social Affairs of Tulungagung Regency.

The Ministry of Social Affairs is collaborating with the Social Service and Integrated Services Unit for Tulungagung's children to operate the primary application. The Beginning of ULT PSAI Tulungagung used Microsoft Excel and Microsoft Access as a storage of case data in children. But only social workers can enter and detect that data. In online data, the cases included are still general in nature and there are no names of separate sub-chapters based on each place that has occurred. As time went by, in 2015 a primary application emerged by UNICEF to Indonesia. This application is an inspiration from children's social institutions in Australia.⁴⁰

c) The purpose of establishing Primary Application

- (1) Simplify and speed up the process of child welfare services;
- (2) Simplify and enhance the actuality of managing information systematically, measurably and integratively.

d) Primero Application Function

- (1) Record information handling cases and problems of child welfare;
- (2) As a means of storing risk assessment data that can be utilized by parties who are PLKSAI partners in providing services and handling child cases.

⁴⁰Akirin, *Interview*, (Kedungwaru, 12 Desember 2019)

CHAPTER III

RESEARCH METHOD

A. Type of research

This type of research is empirical study.⁴¹ The researcher tried to reveal the situation that occurred when the research took place at ULT PSAI regarding its role to manage of welfare for children with the Primero Application by describing what actually happened in the Tulungagung area.

B. Research Approach

This research approach is a cases approach.⁴² So the researchers tried to find the reasons and goals of the parties ULT PSAI Tulungagung, they role to manage the welfare of children through primero application. Then the researcher explains her results of the data in the field concerned with the situation that is happening in the Unit, the attitudes and views of the parties ULT PSAI Tulungagung, conflicting differences between the facts that exist in

⁴¹Juliansyah Noor, *Metodologi Penelitian*, (Jakarta: Kencana, 2011), 34.

⁴²Wahid Murni, *Pemaparan Metode Penelitian Kualitatif*, (Malang: Uin Maliki Malang, 2017), 4, diakses pada repository.uin-malang.ac.id.

the Tulungagung region itself with the situation in Indonesia in general and the influence of the role of ULT PSAI in managing the welfare of children with the Primero Program for cases in children.⁴³

C. Research Sites

The location of the study was conducted at Services Unit of The Integrative Social Protection for Children on Jl. Dr. Wahidin Sudiro Husodo, Kedung Indah, Kedungwaru District, Tulungagung Regency.

D. Resource

- 1) Primary data from interviews and observation which is conducted by researchers at ULT PSAI In Tulungagung Regency. The researchers interviewed some the parties of ULT PSAI who took part the Primero Application, they are a head of ULT PSAI and his Secretary as a technical employee who operates the Application Program as well as one field worker who handles cases in children every day in Tulungagung.
- 2) Secondary data is an data indirectly. Secondary data in this study from daily news in Tulungagung such as Jawa Pos and Radar Tulungagung, books about cases in children, online journals, laws, scriptures and data from relation of institutions.

E. Method of Collecting Data

- 1) Observation is researcher will going to ULT PSAI Tulungagung which it location on Jl. Dr. Wahidin Sudiro Husodo, Kedung Indah, Kedungwaru,

⁴³Suharsimi Arikunto. *Prosedur Penelitian Suatu Pendekatan Praktik*, (Jakarta: Rineka Cipta, 2013), 28.

Tulungagung Regency. The researcher will meet some the parties who operated the primero program. After that he will make some open conversation about the role of ULT PSAI Tulungagung to manage the welfare of children with primero program.

- 2) Interview is the researcher will selects the right informant to be interviewed and interviews the informant about the Role of Services Unit of The Integrative Social Protection for Children to manage the welfare of children with the Primero Program by interviewing those who take part in the implementation of the Primero program and each field employee the day handled cases in children in Tulungagung, they are the head of ULT PSAI Tulungaung and his Secretary as a technical employee who operated the Primero Program and one field worker who handled cases in children every day in Tulungagung. Then researcher will record various information from interviewer and record it.
- 3) Documentation is the researcher took some supporting data to be used as evidence of the Role of Services Unit of The Integrative Social Protection for Children in managing the welfare of children, such as data from the Primero application system, book sources and other online references relating to managing welfare of children.

F. Method of Processing and Data Analysis⁴⁴

- 1) Editing is the data would have been obtain with datas from the result of interview to the ULT PSAI Tulungagung, then he will type it on a laptop

⁴⁴Ali Zainudin, *Metode Penelitian Hukum*, (Jakarta: Sinar Grafika, 2011), 19.

neatly and clearly. It will complete with existing data have record and photographs that have been taken.

- 2) Classification of data is grouping data from observations and interviews. If there is a similarity between the opinions of the interviewer with one another from the ULT PSAI Tulungagung, then it will merge according the respective sub chapters that have been made by researcher according to the rules.
- 3) Verification of data is the researcher will check the validity from results of interviews with one interviewer with another interviewer from the parties of ULT PSAI Tulungagung.
- 4) Data Analysis is the data that has been processed and edited is analyzed by deduction, namely by providing understanding of the data according to theories and concepts that apply to the welfare and protection of children.⁴⁵ Then it is connected with empirical data in the field (ULT PSAI Tulungagung) so that it actually states the main problem.
- 5) The conclusion is to conclude both of the data from the results of interviews with ULT PSAI Tulungagung as well as theories or other studies relating to the Services Unit of The Integrative Social Protection for Children in managing welfare of children which have been discussed by taking a few key matters which forms the core of the data. Conclusions are made in accordance with the predetermined problem formulation.

⁴⁵Moh. Kasiram, *Metodologi Penelitian*, (Malang: Uin Maliki Press, 2010), 130.

CHAPTER IV

RESEARCH RESULTS AND DISCUSSION

A. Description of the Research Object

1. Profile of Services Unit of The Integrative Social Protection for Children In Tulungagung

a) Background of Services Unit of The Integrative Social Protection for Children (ULT PSAI) In Tulungagung Regency

Each child has special human rights attached to it which will guarantee his dignity and respect. Every child must be able to live and develop optimally, not get various forms of mistreatment that can adversely affect adulthood. The Convention on the Rights of the Child (Konvensi Hak Anak) ratified by Indonesia in 1990 mandated the State to give respect, respect, fulfillment and protection of children's rights. There are five clusters of child rights in the CRC, namely⁴⁶: Civil Rights and Freedoms; Family

⁴⁶Buku Pedoman Operasional Unit Layanan Terpadu Tulungagung, 5.

Environment and Alternative Care; Basic Health and Welfare Rights; Right to Education, Leisure and Cultural Activities; and the right to special protection.

In development policies besides being issued various regulations also developed development strategies. Ratification of Law of the Republic of Indonesia Number 23 of 2002 concerning Child Protection is a form of strategic legislation followed by various other child regulations. Likewise, the enactment of the Law of the Republic of Indonesia Number 35 of 2014 concerning Amendments to the Law.⁴⁷

b) Vision and Mission of Services Unit of The Integrative Social Protection for Children

Services Unit of The Integrative Social Protection for Children has the following vision

"REALIZATION OF CHILDREN'S SOCIAL WELFARE PROTECTION
IN TULUNGAGUNG DISTRICT"

In addition to the vision, ULT PSAI has several missions to achieve its vision, namely:

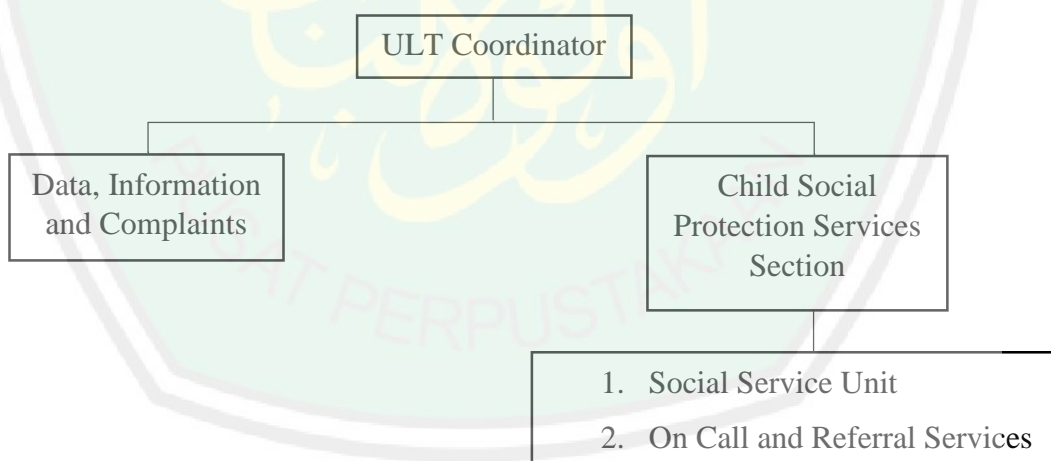
- (1) Increased availability of child service databases.
- (2) Enhancing services to prevent child social welfare problems in an integrated manner.

⁴⁷Buku Pedoman Operasional Unit Layanan Terpadu Tulungagung, 7.

- (3) Increasing the capacity, accessibility, and quality of public complaints related to social protection of children.
- (4) Increased handling of cases of acts of violence, exploitation, neglect, and mistreatment of children as a whole, coordinated and professionally.
- (5) Improving services to meet the welfare of children and families.
- (6) Increased community participation in social protection of children.

c) Organizational Structure of Services Unit of The Integrative Social Protection for Children⁴⁸

4.1 Table Schematic Organizational Structure of ULT PSAI in Tulungagung



The description of the organizational structure picture above is:

- 1. ULT Coordinator

⁴⁸Buku Pedoman Operasional Unit Layanan Terpadu Tulungagung, 11.

The function of the coordinator in article 9 paragraph 1 of the Tulungagung Regent Regulation is to lead and control services unit of the integrative social protection for children and be responsible to the Head of the Tulungagung Regency Manpower and Transmigration Office. In accordance with article 10 paragraph 1 the coordinator of the Integrated Services Unit has several tasks, namely:

- a. Leading services unit of the integrative social protection for children in carrying out the PSAI Integrated Service Unit's tasks as follows:⁴⁹
 - (1) Establish and run coordination of Service Provider Institution Networks in the delivery of services related to children's social welfare;
 - (2) Identifying and providing complaints services for children who are considered to be at risk of experiencing violence, mistreatment, exploitation and neglect.
 - (3) Carry out case management and coordinate the Service Provider Network Network services in handling cases of violence, mistreatment, exploitation and neglect to ensure that services are carried out in a comprehensive, coordinated and professional manner;
 - (4) Creating integration in the recording and management of children's social welfare data;

⁴⁹Peraturan Bupati Nomor 41 Tahun 2015 Pasal 9 ayat 1.

(5) Assessing, advocating and developing cooperation to strengthen the capacity of the children's social welfare system.

b. Formulate policies, programs and activities, and work plans of PSAI Integrated Services Unit;

c. Build, develop and maintain cooperation in Service Provider Network

While the responsibilities of the Integrated Service Unit coordinator in article 10 paragraph 2 include:⁵⁰

a. Control the resolution of cases with the Service Provider Network;

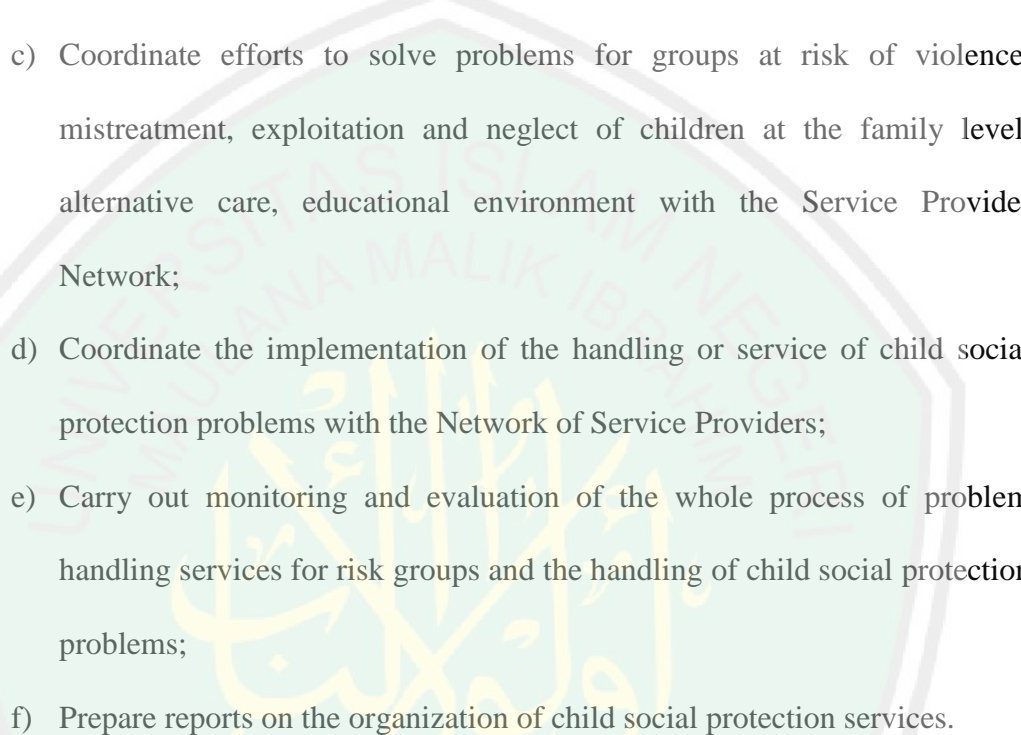
b. Evaluate and report on the activities of the PSAI Integrated Service Unit regularly to the Regent through the Head of the Social Service Agency for Cooperation and Transmigration.

2. Child Social Protection Services Section

In Article 9 paragraph 2 of Tulungagung District Regulations, it is explained that this Service Section is led by the Section Head. The function of this section is to carry out the duties of the PSAI Integrated Services Unit and be responsible to the coordinator of the Integrated Services Unit. The tasks of the section on child social protection services in Tulungagung District Regulations article 11 paragraph 1 are:⁵¹

⁵⁰Peraturan Bupati Nomor 41 Tahun 2015 Pasal 10 ayat 2.

⁵¹Peraturan Bupati Nomor 41 Tahun 2015 Pasal, 11 ayat 1.

- 
- a) Carry out service tasks related to children's social welfare in accordance with established operational standards.
 - b) Carry out coordination with the network of Service Provider Institutions in the delivery of services related to children's social welfare;
 - c) Coordinate efforts to solve problems for groups at risk of violence, mistreatment, exploitation and neglect of children at the family level, alternative care, educational environment with the Service Provider Network;
 - d) Coordinate the implementation of the handling or service of child social protection problems with the Network of Service Providers;
 - e) Carry out monitoring and evaluation of the whole process of problem handling services for risk groups and the handling of child social protection problems;
 - f) Prepare reports on the organization of child social protection services.

The Child Social Protection service section in carrying out its duties and responsibilities is assisted by Assessment Officers, Social Workers and its Network in the Districts, On Call officers and referral service networks.

The duties and responsibilities of the Assessment officer are to assess the incoming reports as material for consideration to provide services. The social worker is responsible for all case management, representing and being appointed

by the PSAI Integrated Service Unit coordinator until the termination case. This social worker is responsible to the Coordinator through the section head.⁵²

d) Facilities and Infrastructure

Facilities in services unit of the integrative social protection for children are the Decree of the Regent and the Service Operations Stadar as the main implementation of services.

Infrastructure in the Integrated Integrative Child Social Services Unit is a network to serve troubled clients so that problems can be easily resolved. An operational car that functions as a support when handling cases in the field.⁵³

2. Primero Application

a) Overview of Primero Application

Primero is a computer software system in the form of a data storage application. This application has been developed in five regions of Indonesia. But the primero application is not yet a national application because it is still in trials and training in a number of regions that are mandated to use and be able to operate this primero application. These areas include Tulungagung, Makasar, Palu, Sigi, and Donggala Regencies. The first time to accept this proposal from UNICEF was Tulungagung District. The primer application was introduced in early May 2015. This application is a new application, an initiation from UNICEF which is an inspiration from the State of Australia. UNICEF created a new idea that aims to improve the efficiency of improving child welfare in Indonesia and children's data

⁵²Peraturan Bupati Nomor 41 Tahun 2015 Pasal 11 ayat 2.

⁵³Akirin, *Wawancara* (Kedungwaru, 30 Januari 2020)

can appear realtime. That is, children's data can be stored neatly and in accordance with the circumstances that occur. Child case data can be entered on the day the case is reported and it makes it easier to track anywhere, data collection becomes faster and easier to observe the development of cases that occur from time to time and also can see the intervention of cases entered.⁵⁴

Primero application can only be accessed by certain people who are trusted and are entitled to operate it. Because this application is very confidential. Each officer mandated to operate this application each has a password to enter the application. For social workers in services unit of the integrative social protection for children in Tulungagung, social workers are given one tablet to submit data on child cases reported to the Unit. Data of social workers are different from one another. Each social worker has its own case section to be submitted to the application and then followed up, the results of the follow-up are also re-entered into the application primer again with a different section.⁵⁵

b) The purpose of establishing Primero Application⁵⁶

- (1) Simplifying and accelerating the process of child welfare services;
- (2) Simplify and enhance the actuality of managing information systematically, measurably and integratively.

c) Primero Application Functions

- (1) Record information handling cases and problems of child welfare;

⁵⁴Sunarto, *Wawancara* (Kedungwaru, 12 Desember 2019)

⁵⁵Akirin, *Wawancara* (Kedungwaru, 13 Desember 2019)

⁵⁶Fsando, *Wawancara* (Kedungwaru, 10 Nopember 2019)

- (2) As a tool for storing risk assessment data that can be utilized by parties who are PLKSAI partners in providing services and handling child cases.

d) Standard Operating Procedure Services⁵⁷

Integrated Operational Procedure Standard (SOP) of the Integrated Child Social Protection Service Unit (PSAI) is a written procedure for carrying out service duties in accordance with the functions and tools for evaluating child protection performance and fulfilling social welfare for children based on administrative and procedural indicators according to work procedures, work procedures and work system. The purpose of making an SOP is to create commitments about what to do, when, where and by whom. All these procedures are standard, so they are binding or must be obeyed by all service officers in the PSAI Integrated Services Unit.

SOP for Integrated Services for Integrative Child Social Protection (PSAI) is that there are standards and mechanisms that are used as guidelines by service officers in the PSAI Integrated Services Unit in carrying out their duties, so that services can be protected against children's rights, by⁵⁸:

- 1) Ensuring the services provided are appropriate and can grow and develop optimally for all children;
- 2) Protect children from all forms of violence, exploitation, neglect and other forms of mistreatment when getting services;

⁵⁷Standar Operasional Unit Layanan Tulungagung, 17.

⁵⁸Standar Operasional Pelaksanaan Unit Layanan Terpadu PSAI Tulungagung, 18.

- 3) Minimizing the negative impacts caused when children become victims or experience certain cases;
- 4) Integrated PSAI services become more independent and do not always depend on or wait for direction unless needed;

B. Data Exposure

1. The Role of Services Unit Of The Integrative Social Protection For Children with the Pimero Application

a) Types of Services and Service Flow

If based on information from speaker 1 namely Mr. Sunarto as the ULT PSAI coordinator Tulungagung, he said that:⁵⁹

"The role of ULT PSAI In Tulungagung actually are varies. Later it can be seen in the work guidelines. In short like this, the Integrated Children's Social Services Integrated Services Unit acts as a service for vulnerable or arguably children whose rights have not been fulfilled. Vulnerable children are children who need services to fulfill their rights, but they are still constrained so they need to be treated early so that they do not become victims. The process of vulnerable children's services is first, analyzing data on children belonging to poor families in Tulungagung Regency. Data from poor children is taken from the data of beneficiary contributions or abbreviated PBI that goes into central government data. Vulnerable data turn to integrated data from the Regional Government Agency or abbreviated as BPD and data from TKSK friends or the District Social Welfare Workers, then data from the Ministry of Social Affairs (Ministry of Social Affairs) in each district. The data was coordinated by myself as the ULT PSAI coordinator in Tulungagung. Second, the home visit or visit to the victim's house. The child who is a victim needs further identification of her background and the cause of her victimhood. Then the third, a press conference or joint discussion between coordinators and social workers to discuss the services that will be provided in accordance with the case of children who enter here. "

⁵⁹Sunarto, *Wawancara* (Kedungwaru, 12 Desember 2019)

Not only that, Mr. Sunarto continued his explanation on the various roles of ULT PSAI, namely:

"Then the various roles of the second ULT PSAI are case responses. The flow of the response to this case can be completely photographed later. In short, first, we accept the child's case first. These cases include children who have problems with the law, child education, child health and others. The basis of the child's report comes from the community, family, devices, ASN, institutional network. Then the data is assessed and then we provide services according to the type of needs of the cases. Then we enter the data into the primary application."

The process of the role of ULT PSAI In Tulungagung services in managing child welfare with primero applications was also explained by the second resource person, Mr. Akirin as a social worker ULT PSAI who operates primero application, said that:⁶⁰

"Every process depends on each social worker in this unit. Every social worker holds a different case and this case can only be seen in person and in a coordinator. Because this primary application is still new, so there are no strict policies such as achieving targets that must be included. prioritized cases are those according to the agreement in the press conference between the coordinator and social workers. So the first process is that the data is received by the receptionist from the complaint of the related parties. Then recorded and photographed copy. The person who complained was asked for contact or phone number. Then the person was told to tell the chronology of the incident and was asked what hopes to be achieved after receiving our services. Then the data is entered into the primero application and the report book is then distributed to each social worker. One social worker handles five sub-districts. Second, we do a home visit. We do this visit many times according to the situation, miss. The first visit, we usually try to build trust between social workers and child victims. Then if the trust has been built, then we conduct interviews in detail and in depth. Third, the case response. Well, it is in the response of this case that we negotiate a number of problems and the data that we have obtained to all social workers and coordinators on how good service we will provide later. Fourth, intervention design. after getting data and knowing the condition of the victim, then do a press conference (sharing). To divide the types of cases. For example, the case of

⁶⁰ Akirin, *Wawancara* (Kedungwaru, 13 Desember 2019)

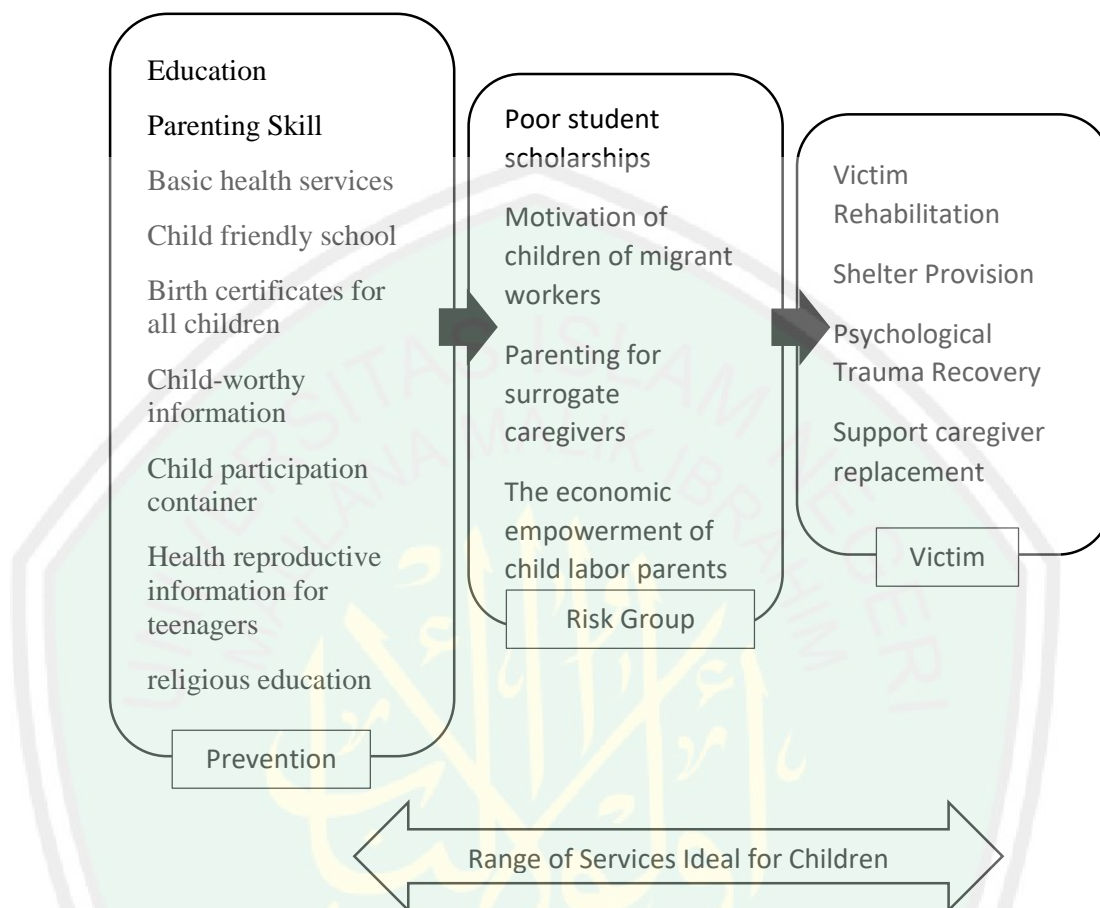
children who will be expelled by the school. So our steps are to make cooperation with the education office and wait for confirmation from the school. This is also found in the primary application to fit the schedule and structured. The last process is evaluation. For example, cases of children dealing with the law. In court the child does not become arrested, so we return it to his family. Although it has returned to its family, we continue to monitor and provide knowledge so as not to repeat again. The family must strengthen the child so as not to repeat again. However, if the child is arrested, then it is no longer our authority. "

From the explanation of the resource persons above, it can be described as follows:

(1) Types of ULT PSAI Services Against the Improvement of Children's Welfare

Handling of child welfare will be based on a system with a range of services ranging from Prevention Services, Risk Group Outreach Services to responses to children who have been victimized or experienced certain cases.

4.2 Table Schematic of Service Flow Schemes in ULT PSAI In Tulungagung



From the chart above, the various ULT PSAI services are divided into three, namely:

(a) Primary or Preventive Services

Prevention is focused on various forms of services that prevent various child problems aimed at all groups, ranging from children, families, communities to service providers. The forms of prevention programs and activities can be in the form of:

- (1) Education to parents;

- (2) Strengthening and giving room for children's participation;
- (3) Strengthening community understanding regarding children's rights;
- (4) Strengthening SKPD and child service professions related to CRC and children's rights;
- (5) Campaigns and outreach to various forms of child issues;
- (6) Development of Child Friendly Schools;
- (7) IT education is healthy for school children;
- (8) Various other forms of programs aimed at fulfilling children's rights and supporting environmental protection for children.

Prevention services become the domain of the SKPD which is coordinated through the KLA Task Force. The PSAI Integrated Services Unit will evaluate and make recommendations to the KLA Task Force so that various prevention activities contribute more to minimize the emergence of risk groups and victims.

(b) Secondary Services (Specifically for Risk Groups)

Risk group outreach services are strengthening and prevention efforts based on a database of various development data compiled by the PSAI Integrated Services Unit linked to service data. From the data supplemented with child service data, there will be seen several trends in the incidence of child cases or a map of the child's problems. It is on this basis that forms of preventive or strengthening interventions are carried out so that groups analyzed as risk groups are not victims. As an example:

- a) Services for the children of migrant workers who have lost care and are at risk of experiencing social behavior deviations;
- b) Services at schools that have many narcotics users or engage in premarital sex;
- c) Services for children of poor families who are vulnerable to dropping out of school and becoming victims of trafficking;
- d) Services for empowering child labor parents;
- e) Other services decided upon based on data studies

Strengthening outreach to risk groups is expected to minimize the number of victims.

(c) Tertiary Services (Victims)

Victim services in Tulungagung Regency have been carried out by P2TP2A, although not one roof yet, each referral service unit functions well in providing services. The Integrated Service Unit continues to use the P2TP2A network for victim services by improving SOPs for merging services. Besides that in tertiary services with responses to cases of health, education and social welfare persons to be fulfilled their rights.

(2) Social Networking Cooperation in Service Delivery

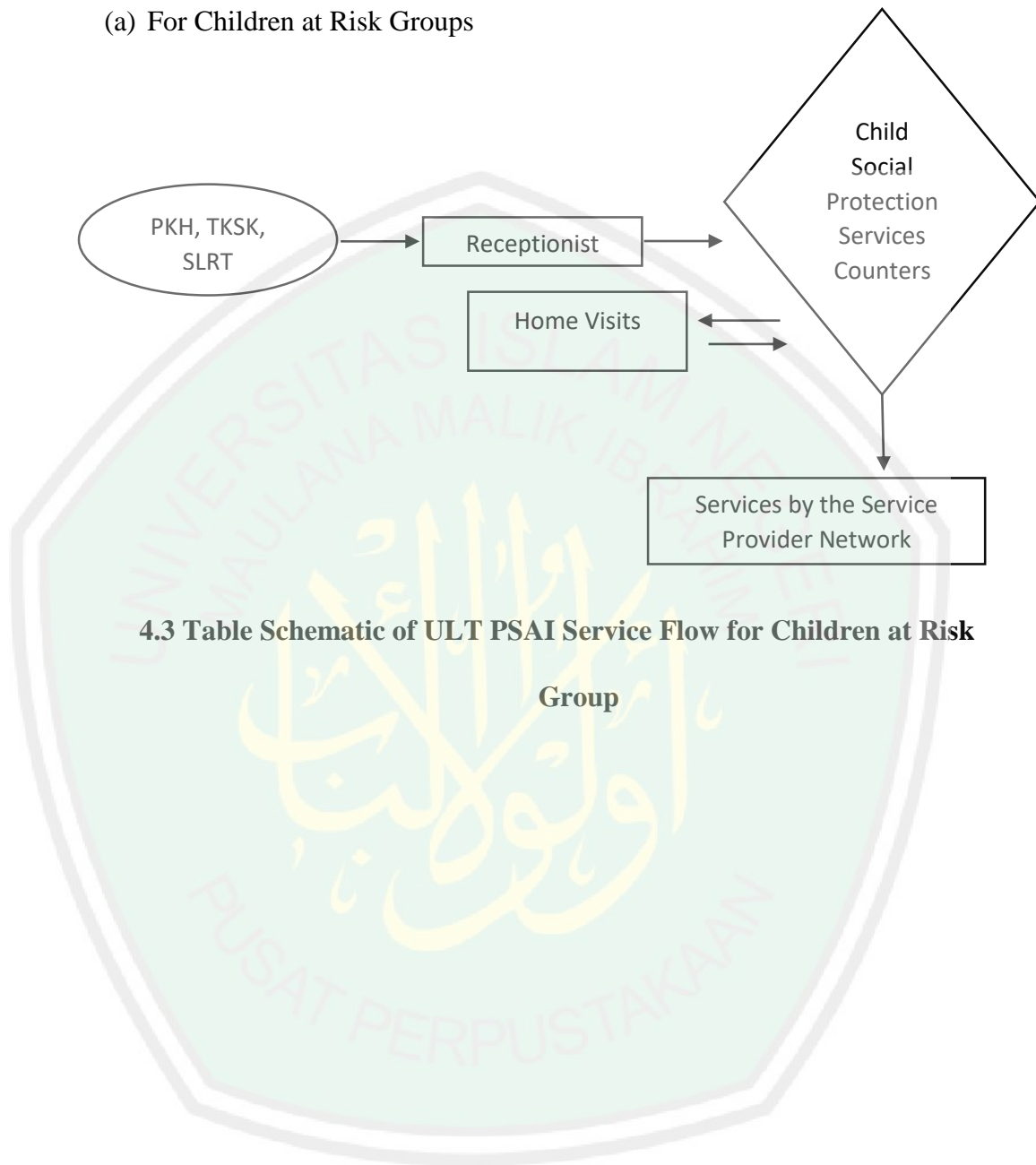
On Call and Referral Services include:⁶¹

⁶¹Buku Pedoman Operasional Unit Layanan Tulungagung, 11.

- (a) Medical Services: this service is performed by RSUD Dr. Iskak, Bhayangkara Hospital, Puskesmas and staff under the coordination of the Health Office.
- (b) Legal Services: this service is carried out by the UPPA Polres, BKH Kartini, LBH Muhammadiyah, the District Prosecutor and the Tulungagung District Court.
- (c) Educational Services: this service is carried out by the Department of Education and its staff, for the handling of children's problems in the world of education.
- (d) Health Services: these services are carried out by the Health Office and its staff, relating to public health insurance.
- (e) Psychosocial services, including:
- (1) Social reintegration by LPA Tulungagung;
 - (2) Psychological consultation by Psychologist IAIN Tulungagung;
 - (3) Shelter services by the Siti Fatimah Orphanage;
 - (4) Social assistance by the Social Worker Service Unit which is seconded by the Indonesian Ministry of Social Affairs;
 - (5) Social assistance by the Welfare Section and the PKK Mobilization Team in Tulungagung Regency;
 - (6) Population administration assistance services for children with problems by the Department of Population and Civil Registration Tulungagung.

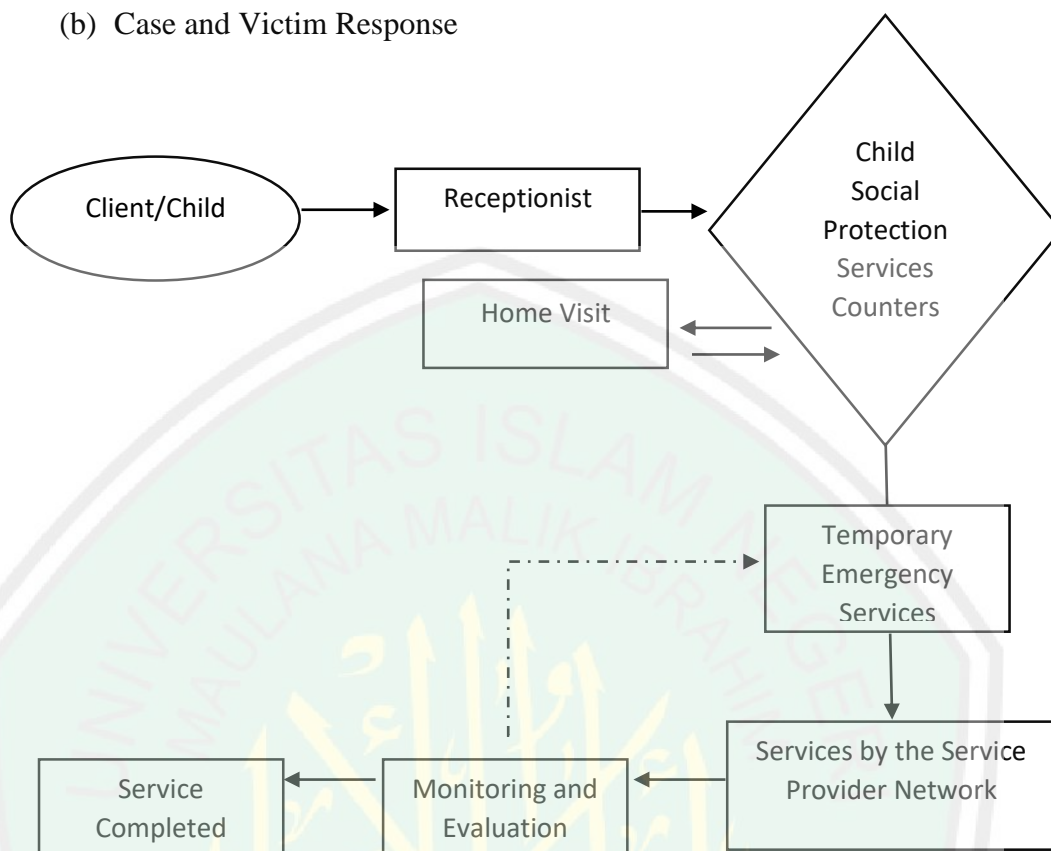
(3) ULT PSAI Service Flow

(a) For Children at Risk Groups



4.3 Table Schematic of ULT PSAI Service Flow for Children at Risk Group

(b) Case and Victim Response



4.4 Table Schematic of ULT PSAI Service Flow for Case and Victim Response

(4) Level of Risk in Service Priorities

Service priority can be seen by considering the level of risk as follows:

- (a) High Risk is the problem of a child who is severely violated, needs immediate help such as a victim of sexual violence, has permanent disability, becomes a victim of trafficking or dies or the situation worsens when there is no action. If at a high level, action must be taken immediately. There is a daily or weekly review until the child's condition is stable.

- (b) Medium Risk is the problem of a child who has been subjected to violence at a level that still allows him to be at home or without special protection in planning interventions. Based on the facts that there is an intervention can guarantee the child is not at risk of serious injury or death. The difference with high risk is the level of danger that is important for immediate action.
- (c) Low Risk. The house is still safe for children. Focused on potential risks. This has been provided with prevention services or not. Some low risk cases require action to prevent the situation. The difference with medium risk is the need for intensity of assistance and the family has the ability and willingness to support victims. Community support must always be built to support assistance.
- (d) No Action. Home as a safe place for children and children are not at risk.

b) Primero Application Usage System

Explanation from the first resource person about using the primero application system.⁶²

"This primero application does not yet have a manual on how to operate it. So before we could operate it, the parties from UNICEF gave training to each social worker and ULT PSAI coordinator together. Although this application is confidential, this application is very helpful in terms of grouping various cases that come in. In this application there is a case level grouping. From high priority to low priority. In addition, there are stages in solving the case. Although confidential, the bus coordinator holds accounts of social workers. So I can see all the contents of the case data handled from the primary application account of each social worker. We enter the data of all child cases that are entered into this unit, but we

⁶²Sunarto, *Wawancara*, (Kedungwaru, 16 Desember 2019)

also record some data in writing in the report book as before. Because usually between the social service and the ministry of religion in requesting a child case file is not the same. Some asked for it in writing, others asked for it online. So whatever form we prepare everything is complete. "

Then the second speaker added that:⁶³

"The data must be entered into the primary application and we have recorded it in writing in the report book. Because this application is not yet an official application, so we codify it with the initial method before this application. Sometimes we are asked for data from the social services in written form. Sometimes social ministries ask for them online. So we just adjust. But with this application we really find it helpful. Because it doesn't take much time and lighten up your hands. "

From the explanation of the following two sources, it is known that most existing case data has been entered into the application. Although sometimes they have to write in writing in a report book, they are always helped by the primero application. Because it can shorten time and simplify workmanship.

(1) Steps for using the Primero Application

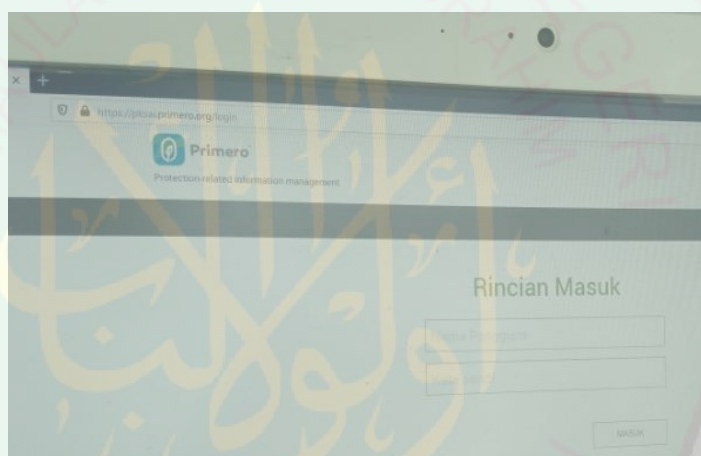
There are several steps in operating the primero application as well as several menus that need attention, including:

- (a) After the parties concerned report the case to the services unit of the integrative social protection for children, the data is written manually in the case report book. Then the coordinator shares the data with each social

⁶³Akirin, *Wawancara*, (Kedungwaru, 18 Desember 2019)

worker who has the right to operate the primero application. Then after the social workers get litigants' data, they start entering data into the primero application.

- (b) Then the social workers must enter the web address <https://pkasai.primero.org/login>. The "Login Details" menu will appear on the web address and then fill in the user name and password of each user that only he himself needs to know and the ULT PSAI coordinator Tulungagung. Because this is very confidential.



Picture. 4.1

Main page of Primero Application

- (c) After filling in your username and password, it will enter on the next page. On the page there is a case and response menu. In the menu line "Case" there are 2 kinds of parts, namely:

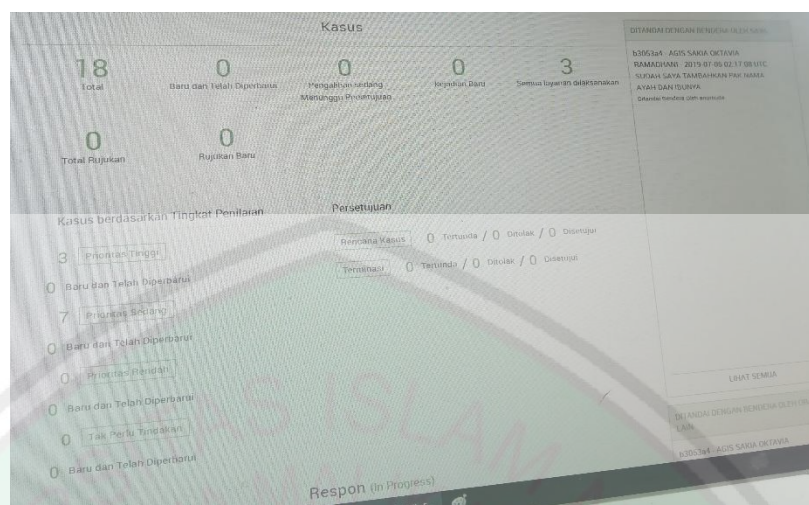


Figure 4. 2

The second page of the Primero Application

(1) Case Based on Assessment Level, consisting of:

High priority. At this level, those classified as high priority cases are cases that are very urgent and must be handled immediately. Like a poorly nourished child, if not treated immediately it will adversely affect the health and safety of the child. The services provided are referred to the closest hospital. Other cases include victims of sexual harassment who are severely blind. The services provided can be seen from the condition of the child. If the physical injuries, can be taken to the hospital, if the child looks gloomy then counseling can be done on the psychological condition. Another example is the problem of children in their population. He has graduated from kindergarten, but he does not yet have a birth certificate and he must also immediately enter elementary school. Whatever the type of case, all are

made aware of the agreement of the coordinator and social workers in a press conference discussion.

Medium priority is cases that can be postponed, do not require immediate action. Low Priority is a case that is classified as not needing urgent assistance. For example, parenting for children, legal assistance for children who still have to wait for the trial process, strengthening families gradually. No Action Needed. Examples of such cases are for example there is a case report from the party concerned, then the child who wants to be accompanied refuses or is not known until the specified time, unless the child whose file is returned. Then the next action can be taken.

(2) Approval. In the agreement there are 2 parts, namely the case plan and termination.

The purpose of the case plan is that the case is still in the planning process. Example: the case of a child in the area of education of a child who is left behind from another: is done in a package. Another case is childcare: the next plan is transferred to families who are able to care for the child properly.

After the data is entered and the coordinator approves or rejects or postpones the numbers will automatically increase. Whereas the purpose of termination is after all data has been fulfilled or after the service is given to a child with a case, then the numbers will change. After the handling has been reported to the coordinator and the coordinator approves or rejects or postpones and after the case is closed.

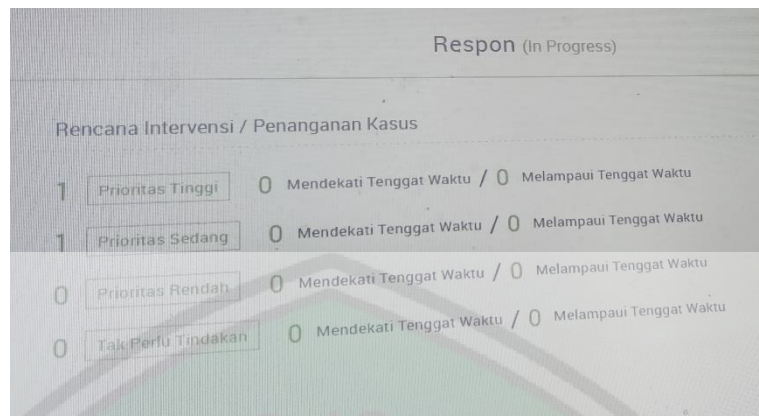


Figure 4. 3

Primero page about Case Response

Then in the "Response" menu there is an Intervention Plan or Case Handling section consisting of high priority, medium priority, low priority and no action required. At each level of the case there is a time limit for planning services. So social workers cannot freely handle cases at any time. There are limits approaching deadlines and exceeding deadlines. Each of these sections is controlled by the coordinator of his own server. So that social workers are disciplined in handling cases according to a predetermined schedule together in accordance with the agreement.

In the case menu there is also "case note information" as an evaluation of the performance of the services provided to children with cases. These sections consist of an initial risk assessment and registration or referral, data confidentiality, child welfare assessment. In this child welfare assessment, social workers and coordinator units can see how much the level of child welfare is seen from various sides, namely children's health,

children's education, children's emotional and social environment, children's living environment, children's safety and children's food or nutrition that has been fulfilled.

(2) Primacy of Primero Application

In the primero application, there are menus that are useful as a grouping of data, including:

(a) Assessment of Family Needs

This family needs assessment aims to review some of the needs needed by child victims, such as basic care of the impact of problems experienced by victims, safety and stability (ambient conditions), emotional ties between children and families, economic capacity of victims' families, and functioning family during the child's experience and before experiencing the case.

(b) Needs and Risk Assessment

In this section, social workers can review the needs of victims and the risks that arise from the needs that will be provided. So it can be measured how much importance of the needs to be provided.

(c) Plan or Case Intervention

Case planning that has been discussed together between the coordinator and social workers, is included here. So if at any time it is needed, then it can immediately be seen in the primary application.

(d) Situation of Care

After the social workers review from the field conditions, they enter the data obtained into the primary application. So that the development of the victim's condition can be observed online in the primary application.

(e) Case closed

If all service processes have been completed and the victim has improved, the case is closed. In this closed case menu, the coordinator can count the number of cases successfully completed by social workers through their primary application account.

(f) Search

In this search, social workers and coordinators can easily search for all cases that have been entered, both in the process and those that have been resolved. Even if the party concerned with the victim wants to request the data, the ULT PSAI can immediately find the data in this menu.

2. Effect of Use of Primero Application to Manage Welfare for Children in Tulungagung Regency

The influence of the use of primero application to manage welfare for children in Tulungagung Regency according to the explanation from Interviewer 1 is:⁶⁴

"If you see from the many cases that come to us, the use of this primero application is arguably quite helpful. Because I personally as a coordinator can control the performance of social workers wherever I am. Primero application I can access anywhere, because I have a personal account as a

⁶⁴Sunarto, *Wawancara*, (Kedungwaru, 16 Desember 2019)

coordinator. In addition to helping me in controlling the performance of social workers, the primero application can ease our performance in processing data on incoming child cases. This primero application has a deadline menu so that the handling of child cases can run on time according to the procedures and targets we have made. It is in the primary application that data can be sorted and divided according to type. So it can be neatly structured. "

Resource 2 also said that:⁶⁵

"If you look at the effect, it's actually not very visible, miss. But until now what was felt was the existence of this primary application, I personally as a social worker felt the ease in inputting data. So hands are not too tired compared to when entering data manually or written in a report book. Besides being more varied, I mean that other social workers who are given the authority to operate this application can access it anywhere online. So we can analyze cases online too. "

From the explanation of the two sources above, it can be described as follows:

1) Child Case Data that has been entered into the Application

(a) Number of child cases based on social workers

Every social worker has an obligation to resolve child cases and enter the data into the primero application and each social worker has a different number of cases.

⁶⁵ Akirin, *Wawancara*, (Kedungwaru, 18 Desember 2019)

Table. 4.5
Cases handled by every social worker in 2019

Cases based on Social Workers		
Social Worker	New and Updated	Total
Abudiono	0	24
Anurhuda	0	40
Fsando	0	30
Yulianti	0	50
Total		144

The table above is a case data held by the ULT PSAI coordinator Tulungagung. The coordinator can see all the performance of social workers and the number of cases that have been successfully resolved. The meaning of the new and updated columns is the number of new cases that have been entered and are being processed. In the total column shows that the number of cases that have been submitted to the primary application and successfully resolved.

(b) The right tasks at the right time

Table. 4.6
Cases handled on time

The right tasks at the right time				
Social Worker	Assesment	Case Plan	Follow up	Service
Anurhuda	40	40	40	40
Abudiono	24	24	24	24
Fsando	30	30	30	30
Yulianti	50	50	50	50

Child case data in the table above is child case data that has been carried out in accordance with the time. This time has been determined by the ULT PSAI coordinator so that social workers carry out their duties in a disciplined manner.

(c) Protection Case

Table. 4.7
Number Of Child Protection Cases In Primero Applications

Number of Child Protection cases				
Case Type	All Cases	Open Case	New	Closed
Penelantaran, penyikasaan	9	9	0	9
Lainnya	7	7	0	7
Perlakuan salah	3	1	0	3
Perilaku Nakal	3	3	0	3
Berkonflik dengan Hukum	2	2	0	2
Hidup dengan HIV/AIDS	1	1	0	1
Kekerasan Seksual	1	1	0	1

Information:

- All cases are the total number of cases entered.
- Open cases are cases that are still in the process of being resolved.
- New is the case that comes in the nearest time.
- Closed is a case that has been successfully resolved.

The table above is data from the primero account of the ULT PSAI coordinator who is a resource person 1. He added that:⁶⁶

"Indeed, many cases are still open, meaning that in the process of assistance, but in practice many cases have been closed. In this primero application there are several columns for the process of solving child cases from beginning to end. Now, that's where I can monitor the progress of cases in children handled by social workers. "

Resource 2 also added that:⁶⁷

⁶⁶Sunarto, *Wawancara* (Kedungwaru, 31 Januari 2020)

⁶⁷Akirin, *Wawancara* (Kedungwaru, 30 Januari 2020)

"If I only knew the data of the case I was holding, Madame. For all data entered in the primero application, you can ask Pak Narto. Because only he as the coordinator who holds all the data. But even so as a social worker, I was greatly helped by this primary application. Because in this application we can find out the next steps we have to do in resolving a child's case. "

So the data above is child case data that has been entered by social workers and only the coordinator can see the overall data in each social worker. And only the coordinator is in charge of controlling the performance of social workers. In the primero application there are stages of stages in the settlement of child cases that are appropriate to the beginning to the end process. That means the primero application has parameters for resolving child cases. The point is that social workers can find out the next steps in handling child cases.

(c) Case Development in Children handled by ULT PSAI In Tulungagung

Table. 4.7
Case Data Every Year

Year	Number of Cases	Number of Services	Remaining Cases Handled
2016	115	114	1
2017	251	242	9
2018	187	184	3
2019	144	144	-

The cases referred to in the table above include children dealing with law, physical and psychological violence, sexual violence, population, health, education, neglect, care, social welfare, child labor, child sales, narcotics, early marriage, population administration and adoption. Services provided include social assistance, legal assistance, population, health, child counseling, education, family strengthening, psychology, social rehabilitation, alternative care, social and

psychosocial reintegration. The number of cases entered each year varies. Number of services provided according to the needs in each of the existing cases. The service most often provided is family strengthening services. Because children are very close to their families and families are the people who understand their children the most. So here the ULT PSAI service prioritizes the role of the family in being able to settle on the child himself.

Every year, cases in children in ULT PSAI Tulungagung can be resolved. The success in handling cases can be seen from the rest of the cases that have been handled annually. The rest of the cases show that the cases that entered did not mean that they failed to be handled, but because there were certain reasons. One of them is, a child who has a file does not want to be helped out of embarrassment, the address of the party who is hard to find because the report of the child's case is inaccurate, and sometimes it is difficult for social workers to interview a child who has a case because his condition is still traumatized and the village is difficult to ask for help regarding child data files. The number of remaining cases is very far from the initial number of cases entered. That means the majority of cases in children have been resolved.

2) Case Management

Case Management is the process of managing the provision of assistance or support for clients including planning and organizing the implementation of services to meet the diverse needs of children (and their families) adequately, systematically, and on time. Services through direct support and / or referral, so that

comprehensive services and service objectives are met. Case management has several stages, namely:⁶⁸

(a) Entry Case Data Derived from the Results of Identification, Registration and Referral

Client identification is to record information that comes in and search for information needed for the benefit of child services. Then entered in the register register through input information obtained into the PSAI Integrated Service Unit data base report. The identification includes filling in: Child (Victim) Data Form, Actor Identity Form, Child Assessment Data Form, Initial Observation Form, Handling Planning Form. Administrative verification is done by checking the child's identity based on the NIK number. Children have been served or entered into risk group data that have not been served. This is important to ensure services do not overlap, and the services needed may have to start from the beginning or just complete or continue. Children who are at risk are recorded in several child service databases and other development services that originate from various government SKPDs. A child can be recorded in several service provider databases. In writing the case chronology, it is necessary to do it in detail and in full so that the information can be processed properly. If necessary stimulants search for information from odd information must be further explored. Along with experience, social workers will be more detailed in exploring information for completeness of identification and assessment materials.

⁶⁸Buku Pedoman Operasional Unit Layanan Terpadu PSAI Tulungagung, 21.

(b) Needs and risk assessment

Assessment is the process of collecting and analyzing information that is entered and sought by Service Unit officers related to the child's situation. Not only matters related to the risks faced by children but also related to strengths, resources and things that can protect children such as their families and environment. The purpose of the assessment is to identify needs, look for risks faced by clients so that plans can be formulated to meet service needs throughout the time needed. Assessment work is not just about gathering information but also making decisions by communicating with children and their families so that closeness to clients needs to be built. The basic stages in carrying out the assessment include: Planning includes a strategy, where information is obtained from and the parties involved, what information gathering will be extracted and how, Verification of information crosscheck information gaps, looking for facts why there are differences in information seeking completeness of information, analyzing looking at trends, comparison and correlations in cases to determine needs and risks.

(c) Making a case plan⁶⁹

After the assessment is carried out, case planning must be carried out immediately. Cases with high risk should not last more than two days while those with mild risk must not exceed two weeks. Planning based on identifying needs in the assessment, who is the service provider, when each service is carried out until the monitoring or case review is carried out

⁶⁹Buku Pedoman Operasional Unit Layanan Terpadu PSAI Tulungagung, 23.

according to the level of risk. Case planning is made on short, medium and long term plans. This planning can also be given to children and families (in the form of a copy) and will be seen every agreed period. The things planned include: Priority of Action, problem to be overcome, type of action or service, date of implementation, officer responsible, Implementation service, estimated date of complete service, expected results and follow-up.

(d) Carry out case planning

After case planning is prepared, then assistance is carried out as an implementation of planned case handling. We work with children, families and communities as well as several service providers that can support clients. Services can be immediate as needed, such as counseling with family or children for emotional stability or suggesting the right attitude in supporting victims. The same thing can be done to the community or friends of the victim. This interaction can be continued as a form of psychosocial support specifically for children.

(e) Conduct regular case reviews

A review of the client's progress after obtaining the service can be said to be a form of re-assessment. The results of the review are used as material to improve the intervention plan if needed. Reviews are conducted for each type of intervention carried out on the client. For example, children who are victims of sexual violence by planning medical interventions, medico legal, legal, rehabilitation and social reintegration, for each type of intervention must be reviewed. Reviews are conducted periodically as needed,

should the strategy be changed, added intervention and other considerations until the case is terminated.

(f) Documenting cases⁷⁰

Documentation is the process of collecting and storing specific information from children and their families, including information delivered by children and families as well as population data, other services that have been accessed and information seeking carried out by social workers. Case management requires good document support for case planning and evaluation materials. Data can then be used to analyze case trends, emerging modes and information that can be used to recommend prevention programs.

(g) Termination or closure of cases

When all case management procedures have been completed, the case can be closed and declared finished.

C. Data Analysis

1. Role of Services Unit of The Integrative Social Protection for Children with Primero application

In Law Number 35 Year 2014, it does not specifically mention the handling of child welfare. However, in Article 29 paragraph 1 it is explained that: "The Government, Regional Governments and other state institutions are obliged and responsible to provide Special Protection to Children". From these regulations, the Tulungagung District Government made a policy as outlined in the

⁷⁰Buku Pedoman Operasional Unit Layanan Terpadu PSAI Tulungagung, 28.

Tulungagung District Regulations Regulation 41/2001 concerning the Establishment of the Integrated Children's Social Protection Integrated Tulungagung Regency. If reviewed one by one regarding the role or tasks of the Integrated Integrative Child Social Protection Unit (ULT PSAI) in the Regent's Regulation No. 41 of 2015 Tulungagung Regency as follows:

a) Types of Services and Service Flow

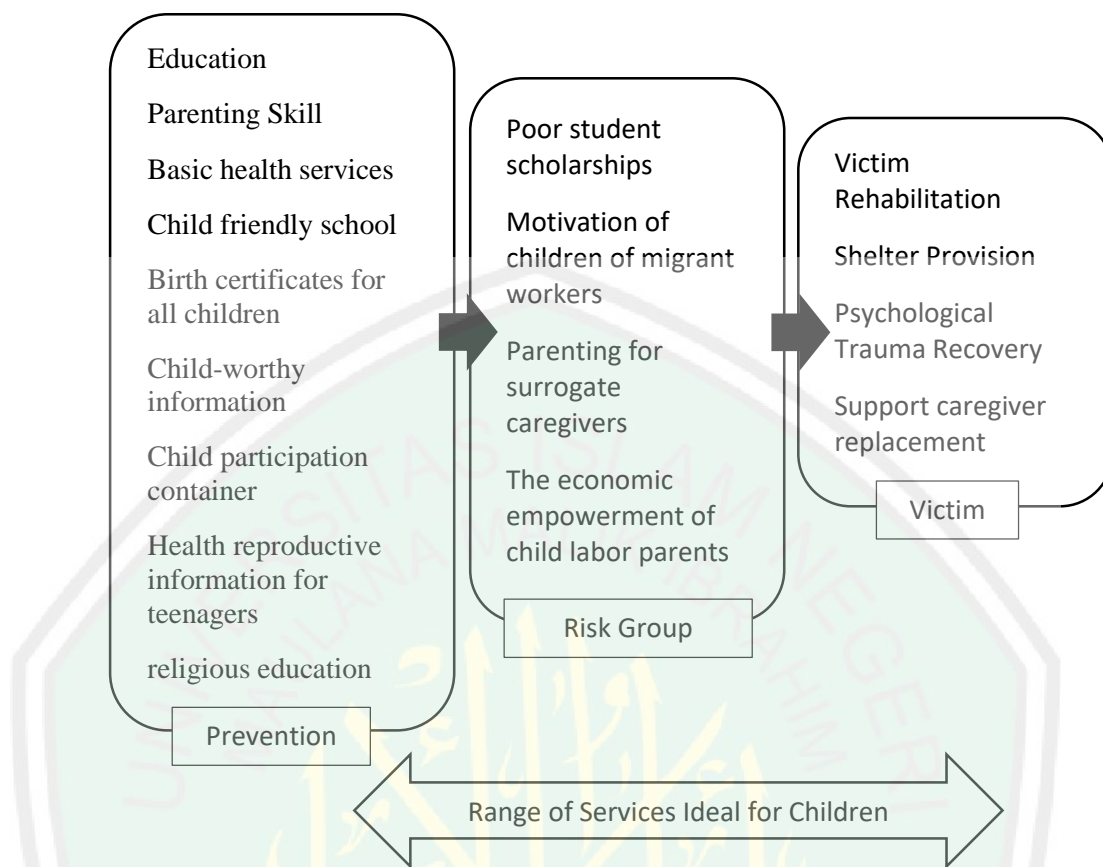
In the Regent's regulation No. 41 Year 2015 Tulungagung Regency article 7 paragraph 2 there is a PST ULT task whose purpose is to build and coordinate the network of Service Provider Institutions in the delivery of services related to children's social welfare.

This is in accordance with the On Call service at ULT PSAI Tulungagung which includes medical services in collaboration with the Regional General Hospital dr. Iskak, Bhayangkara Hospital, Puskesmas and staff under the coordination of the Office of Health, Legal services in collaboration with the Polres Women's and Child Protection Unit (UPPA), BKH Kartini, Muhammadiyah Legal Aid Institute, the Attorney General's Office and Tulungagung District Court, education services in collaboration with the education office and the Education Office staff, health services together with community health insurance, psychosocial services in collaboration with the Tulungagung Women's and Children's Institutions, IAIN Tulungagung Psychology, the Siti Fatimah Tulungagung Orphanage, the Social Workers Service Unit assisted by the Indonesian Ministry of

Social Affairs, Tulungagung Regency PKK, Population and Civil Registry Tulungagung.

Then in Article 7 paragraph 2 the task of ULT PSAI Tulungagung is to identify and provide complaint services for children who are considered to be at risk of experiencing violence, mistreatment, exploitation and neglect.

In ULT PSAI Tulungagung, there are already divisions regarding the flow of services and range of services. This is intended to simplify the service process and identify cases that must be prioritized because it involves the safety of children who are victims. System-based child welfare management with a range of services ranging from Prevention Services, Risk Group Outreach Services to responses to children who are victims or experience certain cases. Like the chart below:



Within the range of services such as the chart above, this is a step from ULT PSAI to facilitate services. The range of services for handling child welfare in the chart above has different ideals of intensity. Increasingly prioritized the service is prioritized because according to the level of the problem. Primary or Preventive Services are focused on various forms of services that prevent various child problems aimed at all groups ranging from children, families, communities to service providers. Risk group outreach services are strengthening and prevention efforts based on a database of various development data compiled by the PSAI Integrated Services Unit linked to service data. From the data provided with the child service data, there will be a number of trends in the incidence of child cases

or a map of the child's problems. It is on this basis that forms of preventive or strengthening interventions are carried out so that groups analyzed as risk groups are not victims. Tertiary services or victim services in Tulungagung Regency have so far been carried out by P2TP2A, although not yet one stop, each referral service unit functions well in providing services. The Integrated Service Unit continues to use the P2TP2A network for victim services by improving SOPs for merging services. Besides that in tertiary services with responses to cases of health, education and social welfare persons to be fulfilled their rights.

The existence of On Call services and the various ranges of services made by ULT PSAI Tulungagung as above shows that the role of ULT PSAI Tulungagung is in accordance with the Tulungagung Regent's Regulations article 7 paragraph 1 and 2.

b) Primero Application System

The task of ULT PSAI in article 7 paragraph 5 of the Tulungagung Regent Regulation is to conduct studies, advocacy and develop cooperation to strengthen the capacity of the children's social welfare system. As in the primary application system. In the primary application, there are assessments and advocacy on children's problems, among them are:

(a) Assessment of Family Needs

This family needs assessment aims to review some of the needs needed by child victims, such as basic care of the impact of problems experienced by victims, safety and stability (ambient conditions), emotional

ties between children and families, economic capacity of victims' families, and functioning family during the child's experience and before experiencing the case.

(b) Needs and Risk Assessment

In this section, social workers can review the needs of victims and the risks that arise from the needs that will be provided. So it can be measured how much importance of the needs to be provided.

(c) Plan or Case Intervention

Case planning that has been discussed together between the coordinator and social workers, is included here. So if at any time it is needed, then it can immediately be seen in the primary application.

(d) Situation of Care

After the social workers review from the field conditions, they enter the data obtained into the primary application. So that the development of the victim's condition can be observed online in the primary application.

(e) Case closed

If all service processes have been completed and the victim has improved, the case is closed. In this closed case menu, the coordinator can count the number of cases successfully completed by social workers through their primary application account.

(f) Search

In this search, social workers and coordinators can easily search for all cases that have been entered, both in the process and those that have been resolved. Even if the party concerned with the victim wants to request the data, the ULT PSAI can immediately find the data in this menu.

With the identification of cases like the parts above, it shows that primary appraisal helps in resolving cases in children. By examining the various conditions of their needs. So that it can be analyzed online.

2. Effect of Use the Primero Application in Managing Welfare for Children in Tulungagung Regency

a) Child data in the Primero Application

The task of ULT PSAI in Article 7 paragraph 4 of the Tulungagung Regent Regulation is to create integration in the recording and management of children's social welfare data.

Primero application is a child welfare program that functions for the entry of case data in children. So, all child data is recorded and managed with this application. Among these data are

Cases based on Social Workers		
Social Worker	New and Updated	Total
Abudiono	0	24
Anurhuda	0	40
Fsando	0	30
Yulianti	0	50
Total		144

The case data above is data handled by ULT PSAI social workers in 2019. The data is stored in the ULT PSAI Tulungagung coordinator account. From the data in the table above shows that there is a close connection with the development of cases in the last four years as the table below

Year	Number of Cases	Number of Services	Remaining Cases Handled
2016	115	114	1
2017	251	242	9
2018	187	184	3
2019	144	144	-

Cases in 2019 were 144 cases and the rest were absent. It means that all cases have been successfully handled and experienced an increase from the previous year. Between the first table and the second table there is an integrated recording of cases to improve welfare in children.

So, the influence of primary applications on child case data is that data can be neatly divided, child data can be stored well and secrets can be guaranteed because not everyone can see, child case data can be analyzed online and can be viewed wherever according to the account holder, the child's data can be seen easily because it has been divided by type, time and needs.

b) Case Management

In article 7 paragraph 3 the task of ULT PSAI listed in the Tulungagung regent regulation is to carry out case management and coordinate the Service Provider Network services in handling cases of violence, mistreatment, exploitation and neglect to ensure services are carried out in a comprehensive, coordinated and professional manner.

In the Integrated Services Unit PSAI Tulungagung there are main stages in the management of the cases, including: The incoming case data comes from the identification, registration and referral results with the following steps:

- (1) Initial identification and data collection
- (2) Can occur starting with crisis intervention - rescue response;
- (3) Screening - initial assessment;
- (4) Building initial closeness;
- (5) Explain services and the clarity of obligations and consequences or informed consent;
- (6) Case verification;
- (7) Family search through database and or home visit.

The next case management is the assessment of needs and risks, making case plans, carrying out case planning, conducting routine case reviews, documenting cases, terminating or closing cases.

There is data that proves that this primero application is very helpful in improving child welfare. As in the table below:

The right tasks at the right time				
Social Worker	Assesment	Case Plan	Follow up	Service
Anurhuda	40	40	40	40
Abudiono	24	24	24	24
Fsando	30	30	30	30
Yulianti	50	50	50	50

The table shows that the primero application helps social workers to work according to a set time. They can work in a disciplined manner by being monitored by the ULT PSAI coordinator. The table also explains that in the primero application there are stages in the process of solving child cases. In this way, social workers will be more helped about the next step to be taken. So, the effect of primero application on service case management in ULT PSAI Tulungagung is that the recording of incoming child cases can be lighter for social workers and ULT PSAI, case resolution can be carried out on time because in the primary application there are time limitations in implementing each the settlement stage of the cases, the handling of child cases can run effectively because the initial data to the end can be coordinated online by the ULT PSAI Tulungagung coordinator.

From some of the above data explanations, it is evident that the primero application is very feasible to be followed up in helping to improve children's welfare, including in other regions. Because this application many parties find it easy to solve several cases, more efficient time and case data can be neatly organized.

CHAPTER V

CLOSING

A. Conclusion

1. The role of ULT PSAI in efforts to manage welfare for children with primero application is to provide services to children who need help divided into 3 service parts, namely: (a) Primary Services: this service is for all groups, ranging from children, families, communities to service providers. These primary services include education for children with special needs or children who are constrained by environmental problems, parenting skills, basic health services, child-friendly schools, birth certificates for all children, child-worthy information, a place for child participation, reproductive health information for adolescents, religious education. The purpose of this primary service is to prevent children from experiencing problems that will be experienced by the child; (b) Secondary services: services aimed at risk groups. The point is that the group is not yet a victim, but it has been indicated that in the future he can become a victim. These services include:

scholarships for poor students, motivation of children of migrant workers, parenting for surrogate caregivers, economic empowerment of child labor parents; (c) Tertiary Services: services aimed at children who have been victims. These services include rehabilitation of victims, provision of shelters, recovery of psychological trauma, support of substitute caregivers for children who have become victims.

The services that have been divided as above, are all listed in the primero application as an information recording application in handling cases and child welfare problems in Tulungagung Regency.

2. The influence of use the Primero Application in efforts to manage welfare for children in Tulungagung Regency, among others: Effect of primero application on child case data, that is: data can be neatly divided, children's data can be stored well and secrets can be guaranteed because not everyone can see, child cases data can be analyzed online and can be seen anywhere according to the account holder, child's data can be easily seen because their development has been divided according to their type, time and needs.

Effect of primero application on case management in ULT PSAI, that is: the recording of cases of children who enter can be lighter for social workers and ULT PSAI, the settlement of a child's case can be carried out on time because in the primero application there are time limitations in carrying out each stage of the resolution of the cases, handling of child cases can be carried out effectively because the beginning to the end of the data can be

coordinated online by the ULT PSAI coordinator Tulungagung through his account.

B. Suggestion

1. The ULT PSAI Tulungagung is expected to be able to develop primero applications to be even better and be better known to the wider community so that they can become a reference for various regions in managing the welfare of children.
2. The victim's family and any family with children are expected to educate, care for and assist children properly. So that children can grow into useful generations for the family, community, religion and nation.

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APPENDIXES

1. Receptionist Room in ULT PSAI Tulungagung



2. Service room in ULT PSAI Tulungagung



3. Conceling Room inULT PSAI Tulungagung



4. Playground to Children in ULT PSAI Tulungagung



5. Data Room, Information and Service of Cases Respon



6. Press Conference room



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28 Mei 2019

Kepada Yth.

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Assalamualaikum wa Rahmatullah wa Barakatuh

Dengan hormat, kami mohon agar :

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diperkenankan mengadakan pra-penelitian (*Pra Research*) untuk tugas akhir/ skripsi
dengan judul **Primer PKSA (Program Kesejahteraan Sosial Anak) untuk
Penanganan Kasus Kekerasan pada Anak di Unit Layanan Terpadu Perlindungan
Sosial Anak Integratif Kabupaten Tulungagung Perspektif Undang-undang Nomor
35 Tahun 2014.**

Demikian, atas perhatian dan perkenaan Bapak/Ibu, kami mengucapkan terima kasih.

Wassalamualaikum wa Rahmatullah wa Barakatuh



H. Badrudin, M.HI.
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Tembusan:

1. Dekan
2. Ketua Jurusan Al Ahwal Al Syakhsiyyah
3. Kabag. Tata Usaha



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Sifat : Penting
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Perihal : Persetujuan Pra- Penelitian

Tulungagung, 14 Juni 2019
Kepada
Yth Dekan Fakultas Syariah Universitas
Islam Negeri Maulana Malik Ibrahim

di-
KOTA MALANG

Menunjuk surat Rekomendasi Fakultas Syariah Universitas Islam Negeri Maulana Malik Ibrahim nomor B- 2483/F.Sy/TL.02/05/2019 tanggal 28 Mei 2019 perihal: Pra- Penelitian

Berkaitan dengan pengajuan ijin Pra- Penelitian untuk Tugas Akhir/ Skripsi dengan judul **Primer PKSA (Program Kesejahteraan Sosial Anak)** untuk penanganan kasus kekerasan pada anak di Unit Layanan Terpadu Perlindungan Sosial Anak Integratif Kabupaten Tulungagung perspektif Undang- Undang No. 35 Tahun 2014 An. SUSI MIRA KHURNIAWATI sebagai salah satu syarat untuk Tugas Akhir/ Skripsi, pada prinsipnya kami tidak keberatan dan menerimanya.

Demikian atas perhatian dan kerjasamanya di ucapkan terimakasih.

A/n. KOORDINATOR
UNIT LAYANAN TERPADU
PERLINDUNGAN SOSIAL ANAK INTEGRATIF
KABUPATEN TULUNGAGUNG

SUNARTO AGUNG LAKSONO
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