

Transformation of Consultation Services at P2TP2A: Case of Children Victims of Physical Violence

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Abstract

This article evaluates the transformation of consultation services by the Integrated Service Center for the Empowerment of Women and Children (P2TP2A) in Malang City for child victims of physical violence. The research utilizes a mixed-methods approach with a descriptive quantitative and qualitative design. Quantitative data was collected through questionnaires measuring the stress levels and psychological recovery of children, while qualitative data was obtained through in-depth interviews with victims and counselors. The results indicate significant transformation in consultation services, particularly in the consistent implementation of SOPs. This is reflected in the reduction of stress, improved understanding of personal rights, better social behavior, and reduced aggressiveness in children. However, challenges such as limited session time and suboptimal family involvement still persist. The study concludes that the transformation of consultation services at P2TP2A Malang is effective in supporting the recovery of child victims of physical violence but requires further adjustments to address existing challenges. These findings are expected to serve as a reference for improving the quality of consultation services at P2TP2A and similar institutions.

Keywords: *Transformation, Victims, Physical Violence, Psychological Recovery*

Abstrak

Artikel ini mengevaluasi transformasi layanan konsultasi oleh Pusat Pelayanan Terpadu Pemberdayaan Perempuan dan Anak (P2TP2A) Kota

Malang untuk anak-anak korban kekerasan fisik. Penelitian menggunakan metode campuran dengan desain deskriptif kuantitatif dan kualitatif. Data kuantitatif dikumpulkan melalui kuesioner yang mengukur tingkat stres dan pemulihan psikologis anak-anak, sementara data kualitatif diperoleh melalui wawancara mendalam dengan korban dan konselor. Hasil menunjukkan transformasi signifikan dalam layanan konsultasi, terutama dalam penerapan SOP yang konsisten. Ini tercermin dalam penurunan stres, peningkatan pemahaman hak-hak pribadi, perbaikan perilaku sosial, dan pengurangan agresivitas anak-anak. Namun, tantangan seperti keterbatasan waktu sesi dan keterlibatan keluarga yang belum optimal masih ada. Penelitian menyimpulkan bahwa transformasi layanan konsultasi di P2TP2A Malang efektif mendukung pemulihan anak korban kekerasan fisik, tetapi memerlukan penyesuaian lebih lanjut untuk mengatasi tantangan yang ada. Hasil ini diharapkan menjadi acuan untuk peningkatan kualitas layanan konsultasi di P2TP2A dan lembaga sejenis.

Kata Kunci: *Transformasi, Konsultasi, Korban Kekerasan Fisik, Pemulihan Psikologis*

Introduction

The prevalence of physical violence against children remains a critical issue significantly impacting their development and well-being. Despite legislative efforts such as the enactment of Law No. 23 of 2004 on the Elimination of Domestic Violence in Indonesia, the incidence of physical abuse within households continues to rise (Faisal, Nurbani, & Kurniawati, 2023). This issue is academically significant because it highlights a persistent gap between policy implementation and actual outcomes. Practically, the failure to protect vulnerable children from violence underscores the urgent need for effective intervention strategies to mitigate these risks.

Previous studies have explored various aspects of domestic violence, particularly its impact on women and children. However, most research has been limited to documenting the prevalence of violence without delving into the effectiveness of existing support services such as counseling provided by institutions like the Integrated Service Center for Women and Children Empowerment (P2TP2A) (Amalia, Ainnaiha, Aneja, & Sule, 2022). This study addresses this gap by evaluating the counseling services offered to child victims of physical

violence, focusing on their implementation and impact (Pulungan, 2019). The lack of comprehensive evaluation in the existing literature justifies the necessity of this research.

The primary objective of this study is to evaluate the effectiveness of consultation services provided by P2TP2A in Malang for child victims of physical violence. Specifically, the study aims to assess how these services contribute to the psychological and social rehabilitation of the victims. By focusing on the consultation process from planning to follow-up, this research seeks to provide insights into the strengths and weaknesses of current practices and suggest improvements to enhance service delivery.

The working hypothesis of this study posits that structured consultation services, which adhere to established operational procedures and involve comprehensive evaluation and follow-up, positively impact the recovery of child victims of physical violence. This hypothesis will be tested by analyzing the relationship between the quality of consultation services and the observed psychological and behavioral improvements in the victims.

Literature Review

Research on child abuse and the effectiveness of consultation services has been widely conducted, particularly exploring the relationships between variables such as physical violence, psychological support, and child recovery. Several studies indicate that consultation services can facilitate children's psychological recovery through emotional support and the provision of effective coping strategies. There is also a tendency to study the long-term effects of child abuse, especially in terms of behavioral and social development. Generally, previous studies have focused on the direct impact of physical violence on children's mental and social health, as well as the role of consultation services as mediators in the recovery process. However, there are differences in the results obtained, depending on the approach used and the specific variables analyzed.

The first trend in the literature is the focus on quantitative approaches to measure the impact of physical violence on children. Studies with this approach tend to use surveys and questionnaires to collect data from large samples, which are then analyzed using inferential statistics (Nguyen et al., 2018; Palinkas, 2014). For example, research conducted by Huraerah (2006) used survey methods to assess the impact of physical violence on children's psychological well-being. This study focused on the correlation between the frequency of violence experienced and the levels of anxiety and depression in children (Moffatt et al., 2006). Although this approach provides strong quantitative data, the main weakness is the lack of in-depth exploration of the subjective experiences of child victims and the absence of analysis regarding the interaction between more complex variables (Protheroe et al., 2007).

The second trend is qualitative research focusing on the individual experiences of physical violence victims. These studies typically involve in-depth interviews and case studies to understand the perceptions and experiences of child victims, as well as how they respond to the consultation services provided (Haverkamp et al., 2005; Boeije et al., 2013). For instance, a study conducted by Sarwendah (2012) emphasized the importance of a narrative approach to understand how children process their traumatic experiences and how consultation services assist in the recovery process (Woollett et al., 2020). These qualitative studies provide richer insights into the internal dynamics and emotional experiences of victims. However, these studies are often limited in generalizability due to small sample sizes and the highly contextual nature of the data (Altafim et al., 2021).

The third trend is the mixed-methods approach, which combines quantitative and qualitative methods to obtain a more comprehensive picture of the impact of violence and the effectiveness of consultation services (Jensen et al., 2023). Research such as that conducted by Nurihsan (2012) uses surveys to measure the effects of physical violence on a large scale, followed by in-depth interviews to further explore the personal experiences of the children involved (Haverkamp et al., 2005; Boeije et al., 2013). This approach allows researchers to

identify general patterns while maintaining the depth of qualitative analysis (Moffatt et al., 2006). However, the mixed-methods approach requires more time and resources, as well as expertise in analyzing both types of data, which can sometimes pose challenges in its application (Protheroe et al., 2007).

Although previous studies have significantly contributed to understanding the impact of physical violence on children and the role of consultation services, several aspects have not received full attention. One major shortcoming is the lack of focus on the long-term effectiveness of consultation services on child development, particularly in social and academic contexts. Additionally, few studies explore the interaction between consultation services and other factors, such as family support or the school environment, that can influence recovery outcomes. These studies also tend not to evaluate in-depth the operational aspects and quality of services provided by institutions like P2TP2A, which can vary greatly in practice.

Based on the evaluation of the shortcomings of previous studies, this research is directed at exploring the effectiveness of consultation services provided by P2TP2A not only in the short term but also in their long-term impact on the recovery of child victims of physical violence. The focus of the research will be emphasized on the interaction between consultation services and external support, such as family and school, and how these factors together influence the recovery process. The approach used will be more holistic, combining quantitative and qualitative analysis to gain a more comprehensive understanding of the effectiveness of consultation services in various different contexts.

Method

This research focuses on individuals as the primary unit of analysis, specifically children who are victims of physical violence in Malang City. The study also involves counselors who provide consultation services at the Integrated Service Center for the Empowerment of Women and Children (P2TP2A) in Malang City. The focus on individual

victims of violence is crucial for understanding the impact of physical violence and the effectiveness of the consultation services provided. Additionally, this research examines other aspects such as the interaction between victims and counselors and how these consultation services affect the psychological and social recovery of these children. Thus, this study seeks to provide a comprehensive picture of the dynamics within the consultation process and its impact on the victims.

This study employs a mixed-methods research design, combining qualitative and quantitative approaches. The quantitative approach is used to measure the impact of consultation services on variables such as stress levels, anxiety, and the psychological recovery of children. This quantitative data was collected through questionnaires distributed to respondents. Meanwhile, the qualitative approach was used to delve deeper into the personal experiences and perceptions of victims regarding the services they received. Qualitative data was gathered through in-depth interviews with victims and counselors. The mixed-methods design was chosen to obtain richer and more comprehensive results that not only measure effects but also understand the processes underlying the recovery of violence victims.

The primary data sources in this study are informants consisting of child victims of physical violence and counselors involved in consultation services at P2TP2A Malang City. This primary data was directly obtained from interviews and questionnaires filled out by the informants. Additionally, this study also utilizes secondary data sourced from official P2TP2A reports, related literature, and journal articles relevant to the research topic. The use of secondary data aims to provide broader context and support the analysis of the primary data collected. The combination of primary and secondary data is expected to provide a deeper and more comprehensive understanding of the research topic.

The data collection techniques in this study involved several structured methods. First, observation was conducted at P2TP2A to directly understand the environment and interactions between

counselors and victims. Second, surveys were conducted using questionnaires distributed to the victims to measure their stress levels and recovery. Third, in-depth interviews were conducted with victims and counselors to delve deeper into their experiences and perceptions related to the consultation services. These interviews were conducted using pre-prepared interview guides to ensure consistency in data collection. These data collection techniques were designed to obtain holistic and in-depth information related to the issues being studied.

Data analysis in this study was carried out through several systematic stages. For quantitative data, descriptive and inferential statistical analyses were used to identify patterns and relationships between variables. The data obtained from the questionnaires were analyzed using statistical software to determine correlations between consultation services and the psychological recovery of the children. For qualitative data, thematic analysis was used to identify themes and patterns from interview transcripts. This process involved stages such as data coding, theme grouping, and interpreting the meaning of the qualitative data. The quantitative and qualitative data were then integrated to provide more comprehensive conclusions regarding the effectiveness of consultation services in the recovery of physical violence victims.

Results and Discussion

The data obtained from the questionnaires show that the stress levels of children receiving consultation services at P2TP2A Malang City significantly decreased. Before receiving consultation services, 80% of the children had high stress scores, with an average score of 8.5 out of 10. After undergoing several consultation sessions, the average score decreased to 4.2, with only 30% of the children still categorized as having high stress. These results are illustrated in Table 1, which shows the changes in stress scores before and after the consultation services (see Table 1).

Table 1: Changes in Stress Scores Before and After Consultation

Time of Assessment	Average Stress Score	% of Children in High-Stress Category
Before Consultation	8.5	80%
After Consultation	4.2	30%

This data indicates a significant reduction in the stress levels of the children after receiving consultation services, affirming the effectiveness of the interventions carried out. This reduction can be interpreted as a result of the personalized and empathetic consultation approach that enabled the children to develop better coping strategies.

In-depth interviews with the children revealed that following the consultation services, their understanding of violence and their rights as individuals improved. Before the consultations, many children were not fully aware that they had the right to protection and the right to report violence. However, after several sessions, most of the children showed a better understanding of their rights and how to protect themselves from violence. One child stated, "I now know that I can ask for help if someone hurts me" (Respondent 5, interview, 2023).

This description of the data highlights that the consultation services not only focused on emotional recovery but also on educating children about their rights. This increased understanding is important in the context of preventing recurrent violence, as the children become more empowered to take proactive steps in protecting themselves.

Observational data showed positive changes in the social behavior of the children after undergoing the consultation services. Before the intervention, many children exhibited signs of social isolation and difficulty interacting with peers. However, after receiving consultation services, there was an increase in social engagement and the ability to interact with their peers. The graph below illustrates the increase in the frequency of social interactions among the children before and after participating in the consultation services.

These findings indicate that consultation services play a crucial role in helping children rebuild their self-confidence and social skills. This pattern can be interpreted as evidence that the consultation services not only focus on psychological aspects but also on the social reintegration of the children into their environments.

An assessment of the consistency of consultation service implementation with the established Standard Operating Procedures (SOPs) showed positive results. Based on observations and interviews with counselors, almost all consultation sessions were conducted in accordance with the SOPs, including client intake, face-to-face sessions, and regular evaluations. Reports from the counselors indicated that 95% of the consultation sessions were conducted according to the schedule and format established by P2TP2A (P2TP2A Report, 2023).

This consistency indicates that P2TP2A has successfully implemented SOPs, contributing to the effectiveness of the services provided. The alignment between SOPs and field practices is an important factor supporting the success of the consultation program.

Based on evaluations conducted by the counselors, the consultation services were deemed effective in helping children overcome their trauma. A total of 85% of the counselors reported that the children showed significant progress in managing their emotions and developing coping strategies. One counselor stated, "The children I work with have shown positive development, especially in their ability to talk about their feelings and seek help when needed" (Counselor A, interview, 2023).

This assessment indicates that the consultation services provided not only align with the SOPs but also succeed in achieving their main objective, which is to help children recover from trauma and develop skills to manage their emotions effectively.

Although the results are positive, interviews with the counselors also revealed several challenges in implementing the consultation services. One of the most frequently mentioned challenges was the

limited time allocated for each consultation session, which was not always sufficient to address complex issues. Additionally, counselors faced challenges in obtaining support from the victims' families, who were sometimes reluctant to be involved in the consultation process. As one counselor expressed, "The time given for each session is often not enough, especially when children need more time to feel comfortable and open up" (Counselor B, interview, 2023).

These challenges indicate that although the consultation services at P2TP2A have been successful, there is still room for improvement, particularly in terms of time allocation and family involvement in the recovery process.

The consultation services also had a positive impact on the reintegration of children into the school environment. Data from interviews with teachers indicated that children who had undergone consultation services were better able to readapt to school, showing improvements in class participation and relationships with peers. One teacher stated, "After attending the consultation services, my student showed increased confidence and was more active in class activities" (Teacher X, interview, 2023).

These findings indicate that the consultation services not only helped in the psychological recovery of the children but also facilitated their return to a normal learning environment, which is crucial for their overall development.

A satisfaction survey conducted among the children showed that 90% of them were satisfied with the consultation services they received. The children expressed that they felt heard and valued during the consultation sessions, which made them feel safer and more comfortable. One respondent stated, "I feel better after talking to the counselor; they really listened to me and helped me understand my feelings" (Respondent 8, interview, 2023).

This high level of satisfaction indicates that the consultation services at P2TP2A successfully created a supportive environment for the

children to talk about their experiences, which is an important step in the healing process.

Finally, observations and interviews with the counselors revealed a significant reduction in aggressive behavior among the children who received consultation services. Before the intervention, many children exhibited aggressive behavior as a response to the trauma they had experienced. However, after several consultation sessions, the frequency of aggressive behavior significantly decreased. This reduction can be interpreted as the result of an effective counseling approach that helped the children manage their emotions in a more constructive way, ultimately reducing their tendency to exhibit aggressive behavior.

This research examines the effectiveness of consultation services provided by P2TP2A Malang City for child victims of physical violence. The findings show a significant reduction in the children's stress levels after receiving consultation services, an increased understanding of their rights, as well as improvements in social behavior and a reduction in aggressive behavior. The consultation services were also found to be consistent with the established Standard Operating Procedures (SOPs), despite challenges in implementation. Moreover, the children's satisfaction with these services was very high, indicating the success of the program in creating a supportive environment for victims of violence to recover emotionally and socially.

Conclusion

The consultation services provided by P2TP2A Malang City have proven effective in assisting the psychological and social recovery of children who are victims of physical violence. The primary reason for this effectiveness lies in the personalized and empathetic approach employed by the counselors, which allows the children to develop better coping strategies. Evidence from this study shows a significant reduction in stress levels, an increased understanding of their rights, and improvements in social behavior after receiving consultation

services. In conclusion, these consultation services play a crucial role in helping children overcome trauma and rebuild their self-confidence.

The consistency in implementing Standard Operating Procedures (SOPs) is also a significant factor contributing to the success of the consultation services at P2TP2A. Well-implemented SOPs ensure that every consultation session is conducted with high standards, including client intake, session execution, and periodic evaluations. The results of this study indicate that almost all consultation sessions were conducted in accordance with the SOPs, leading to positive outcomes in the recovery of the children. Therefore, the consistent and disciplined implementation of SOPs can be considered a critical foundation for the success of these consultation services.

Despite the positive outcomes, this study also reveals several challenges that need to be addressed to enhance the effectiveness of the consultation services. One of the main challenges is the limited time allocated for each session, which is sometimes insufficient to address complex issues. Additionally, family involvement in the consultation process is often limited, despite the critical importance of family support in the child's recovery. In conclusion, to maximize the impact of consultation services, adjustments in time allocation and increased family involvement in every stage of the recovery process are necessary.

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