


## Implementation of Special Protection Policy in Child-Friendly City Program in Banda Aceh City, Aceh Province

Nurul Wariyin Erzak<sup>1</sup>, M. Irwan Tahir<sup>2</sup>, Imelda Hutasoit<sup>3</sup>

<sup>1,2,3</sup>Sekolah Pascasarjana, Institut Pemerintahan Dalam Negeri, Jatinangor

Article Info	ABSTRACT
<b>Keywords:</b> Child Friendly City (KLA), Special Protection, Policy Implementation	The Child-Friendly City (KLA) Program in Banda Aceh City has faced various challenges, including child exploitation, violence, low access to education, limited facilities for children with disabilities, and obstacles to coordination between institutions. This study aims to analyze the implementation of special protection policies in the KLA Program in Banda Aceh City, identify supporting and inhibiting factors, and formulate strategies to overcome these obstacles. This study uses a qualitative method with an inductive approach. Data were collected through interviews, observations, and documentation, then analyzed using NVivo software for data exploration, coding, and interpretation. The implementation of special protection policies has gone quite well, but has not been optimal in reducing cases of violence and exploitation of children. Partnership support, clear regulations, and the level of public trust are supporting factors. On the other hand, obstacles such as sectoral egos, limited facilities and infrastructure, and low public awareness are still the main obstacles. The recommended strategies include optimizing the program, increasing coordination between parties, and educating the public about child protection.
This is an open access article under the <a href="#">CC BY-NC</a> license 	<b>Corresponding Author:</b> Nurul Wariyin Erzak Sekolah Pascasarjana, Institut Pemerintahan Dalam Negeri, Jatinangor <a href="mailto:mtsp.39.3441@ipdn.ac.id">mtsp.39.3441@ipdn.ac.id</a>

### INTRODUCTION

Article 20 of Law Number 35 of 2014 concerning Child Protection explains that the State, Government, Regional Government, Community, Family, Parents or Guardians are obliged and responsible for the implementation of child protection. Children are invaluable national assets because in every child's thoughts there are ideas for building and advancing their nation, for that children must be given protection, supervision and education in their growth and development both physically, mentally and socially.

In living social life, children who enter the community group order often experience violations of their rights. Violations of children's rights are in the form of violations of Human Rights so that children often become victims of violence, exploitation, and neglect. So that programs or activities are needed that can prevent and as a treatment for children who are victims of Human Rights violations. To transform the Convention on the Rights of the Child (CRC) into a development process, in this case the government makes a policy on Child-Friendly Cities.

The Women's Empowerment, Child Protection, Population Control and Family Planning Service (DP3AP2KB) shows the institutional strengthening made by the Banda Aceh City government such as Qanun/Regional Regulation on Child-Friendly Cities, the establishment of village and city level children's forums, deliberations on Women's and Children's Development plans to the creation of village Qanuns. So that out of 90 villages in Banda Aceh, 26 villages have been declared as child-friendly villages. Meanwhile, regarding the fulfillment of the child's rights cluster, Banda Aceh City through DP3AP2KB is the main driver in ensuring that the KLA indicators are met, while other agencies and institutions are in accordance with their respective duties and functions to implement the KLA indicators.

Banda Aceh City, in addition to being a Child-Friendly City, was also named an Inclusive and Disability-Friendly City. This is based on the Memorandum of Understanding (MoU) ratified by the international body, namely The United Nations Educational and Scientific and Cultural Organization (UNESCO) in Banda Aceh at the "High-Level Conference" event attended by all Mayor leaders in Indonesia in 2013.

Although Banda Aceh City is a Disability Friendly City, in reality there are still several problems related to disabilities. Head of Bappeda Aceh Ahmad Dadek mentioned several existing problems including low access to education, less than optimal medical personnel, and low public infrastructure that supports the rights of people with disabilities.

Children with disabilities in living a full life are very different from other children. Their difficult conditions in living social life require support and assistance from others, so this is a very crucial thing that must continue to be considered by the government by trying to fulfill their basic rights and needs. Guaranteed child welfare provided by the government with the help of other stakeholders will certainly have an impact on human development by producing a generation that has high competitive qualities so that later it will overcome social problems such as poverty, uneven development, and other development problems due to the availability of professional human resources with high competitiveness.

As the provincial capital and has received many awards for its commitment to the policy of developing a Child-Friendly City, the Banda Aceh City government should focus more on eradicating social problems faced by children under the age of physical violence, psychological violence, sexual violence to exploitation. Children who are the golden generation of the nation's successors should go to school instead of helping their parents by earning a living, besides that underage ages like them really need a lot of attention.

The achievements of the Banda Aceh City Government in implementing the Child-Friendly City program are a major concern because several problems are still visible, such as the existence of children who are exploited by becoming beggars, buskers, and fruit pickers in crowded places and at red light intersections in Banda Aceh City, in addition to cases of violence against children that still occur, low access to education, less than optimal medical personnel, and low public infrastructure that supports the rights of people with disabilities, and half of the 90 villages in Banda Aceh City are in disaster-prone areas.

The purpose of this study is to obtain data and information to analyze how the Implementation of Special Protection Policies in the Child-Friendly City Program in Banda Aceh City, Aceh Province, what are the supporting and inhibiting factors and to determine

the strategies used to overcome the inhibiting factors in the Implementation of Special Protection Policies in the Child-Friendly City Program in Banda Aceh City, Aceh Province.

The objectives of this study are: To analyze and describe how the Implementation of Special Protection Policies in the Child-Friendly City Program in Banda Aceh City, Aceh Province. To analyze and describe what are the supporting and inhibiting factors for the Implementation of Special Protection Policies in the Child-Friendly City Program in Banda Aceh City, Aceh Province. To analyze and describe the strategies carried out in overcoming the inhibiting factors for the Implementation of Special Protection Policies in the Child-Friendly City Program in Banda Aceh City, Aceh Province.

## METHOD

This study uses a qualitative research method with an inductive approach that aims to obtain more in-depth data, to develop theories and to describe the reality and complexity of the phenomena being studied. The data needed comes from primary data and secondary data.

In determining the research informants, the researcher used purposive sampling and snowball sampling techniques with the aim of taking informants objectively so that informants were obtained who knew a lot and were directly involved in so that the data obtained was more accurate with the number that was initially small then became large. The informants in this study were 17 people:

Data collection is obtained based on the results of sources in the form of interviews, observations, or using instruments specifically designed according to their objectives. In this study, the data collection techniques used are interviews, observations and documentation. In this study, researchers used data analysis techniques using NVivo software, the stages of data analysis using NVivo software are as follows:

1. Non-Numeric Data Management in NVivo
2. Data Skimming and Scanning
3. Coding
4. Data Visualization
5. Qualitative Content Analysis
6. *Cross-Case Analysis*
7. Interpretation of Data Analysis Results
8. Discussion of Data Analysis Results

## RESULTS AND DISCUSSION

### Implementation of Special Protection Policy in Child-Friendly City Program in Banda Aceh City, Aceh Province

The special protection policy in the Child-Friendly City program in Banda Aceh City is implemented based on Banda Aceh City Qanun Number 2 of 2021 concerning Child-Friendly Cities in Banda Aceh City, Aceh Province. The implementation of special protection can be measured using 15 special protection indicators, 4 of which are benchmarks for viewing the implementation of Special Protection in Banda Aceh City. This is based on the

provisions of Article 1 Paragraph 8 of Aceh Qanun Number 11 of 2008 concerning Child Protection which explains that children who need special protection include: 1) Children in emergency situations, 2) Children who are exploited economically and/or sexually, 3) Children who are victims of physical and/or psychological violence, and 4) Children with disabilities.

In obtaining data on the Implementation of Special Protection Policy, researchers used the policy implementation dimension approach model according to Hamdi which includes; 1) Productivity (number of achievements from target groups), 2) Linearity (degree of conformity of standard procedures for time, cost, place and implementation), 3) Efficiency (level of utilization of implementing resources, assets, funds and technology). These three indicators are part of the policy process which contains efforts to change targets into results. Then the target must be in accordance with the specifications of the policy objectives as determined in detail and in stages into a program or activity.

Researchers use NVivo 14 software with data sources in the form of interview results, documentation and reports. The first step taken in analyzing data using the NVivo 14 program is to import the results of interviews, documentation and reports into the NVivo 14 program.

### **Dynamics of Productivity in Policy Implementation**

#### **Target Group Achievement**

The results of the research and observations conducted by the researcher led the researcher to analyze that the implementation of special protection policies in the KLA program in Banda Aceh City was running well because there was an increase in productivity in the number of targets for achieving the implementation of the policy by receiving awards for the implementation of KLA, an increase in the number of GLAs and an increase in GT KLA work partners.

Although the implementation of the policy is going well, the results are still not optimal. Muchlis Hamdi explained that the productivity dimension is related to the ability to realize the achievement of predetermined standards, especially in the form of achieving the standard number of target groups. The smoother the fulfillment of the target group's achievements, it can be said that the implementation of the policy is more productive. So it can be said that the implementation of the special protection policy is not yet productive, the achievement of the implementation should also be able to reduce the decline in domestic violence rates, the completion of child exploitation cases, the availability of regulations related to children in disaster mitigation and adequate facilities and infrastructure for children with disabilities. This is because the productivity dimension is related to the ability to realize the achievement of predetermined standards, especially the achievement of the standard number of target groups, namely 15 AMPK.

#### **Dynamics of Linearity in Policy Implementation**

Based on the research results, to measure how appropriate the process of fulfilling the standards that have been set in the implementation of special protection policies in the KLA program in Banda Aceh City is, it is divided into five child codes or subdimensions, namely,

suitability of procedures, suitability of implementers, suitability of time, suitability of place and costs.

### Procedure Compliance

Based on the applicable provisions that SPM in the social sector in providing basic services in the form of basic social rehabilitation, protection and social security during and after an event/disaster, family tracing, advocacy and sending abandoned children to shelters. This Dinsos shelter is temporary therefore after the case is resolved the child will be returned to his/her family or if it is known that the child does not have a family the child will be referred to the UPTD RSAN Dinsos Aceh as the last place of refuge.

If the researcher analyzes the implementation of special protection policies in the KLA program in Banda Aceh City regarding the suitability of the standard service implementation procedures, it is quite adequate by referring to the standard procedures that have been previously determined based on the Ministerial Regulation according to their respective fields. The results of the observations that the researcher found in the field, the researcher saw that the service flow provided by both the UPTD PPA and the Banda Aceh City Social Service was very easy and fast. This was then reinforced by the results *complaint* and there is no public satisfaction index that is directed at services.

The reporting procedures and flow in this special AMPK protection which is not long and complicated are certainly in accordance with the standard procedures intended by Muchlis Hamdi. Because basically good standard procedures and services are those whose implementation is in accordance with previously established standards, do not complicate and do not slow down the resolution of cases but are able to help and respond quickly to the handling of cases faced by AMPK children.

### Suitability of Implementer

**Table 1** Special Protection Service Implementing Staff of the Social Service

No.	Implementing Staff	Amount
1.	SLRT (Integrated Service and Referral System)	90 People in each Village
2.	Peksos (Social Worker)	7 People
3.	TKSK (District Social Welfare Workers)	9 People in each District
	Total	106 People

Source: Banda Aceh City Social Service, processed by researchers 2024

In its implementation, the implementing staff of the special protection service of the Banda Aceh City Social Service is integrated comprehensively and collaborates very well so that it can help identify community complaints to get protection assistance to clients who need help. Banda Aceh City consists of 9 Districts with 90 Villages so that in the implementation of special protection in the KLA program in Banda Aceh City it is impossible for the implementing human resources to be few, for that the implementers in the special protection service of the Banda Aceh City Social Service are quite appropriate.

Notes on the conformity of the Linearity dimension in the Policy Implementation theory by Muchlis Hamdi emphasize that the conformity does not exceed the predetermined standards, one of which is that the number of implementers is not increasing. Although the

number of personnel at the UPTD PPA is still considered lacking, his party continues to strive to utilize the available implementing personnel so that it can be said that the implementation of the special protection policy is appropriate.

#### **Time Conformity**

The timeliness of the implementation of special protection for the UPTD PPA of Banda Aceh City is in line with the implementation of special protection. Then in this case, until now the time in special protection has been appropriate due to the coordination and collaboration of the Service with stakeholders spread across each Gampong in Banda Aceh City.

The overall explanation from several informants and analysis of related documentation, culminates in the results of the implementation of special protection in the KLA program in Banda Aceh City which shows that the suitability of the implementation time has met the set time standards. This is as explained by Muchlis Hamdi in the Linearity dimension related to the suitability of the time which is not getting longer and the implementation of special protection is also completed according to the needs of each victim.

#### **Suitability of Place**

Regarding the provision of special shelter facilities, the Banda Aceh City Social Service also has a temporary shelter for people undergoing social rehabilitation. Then in this case, the only place provided by the Social Service is a shelter, but if the child needs psychosocial guidance, the Social Service refers to DP3AP2KB and Sentra Darussa'adah.

The Social Service Shelter located in Gampong Lamjabat, Meuraxa District, Banda Aceh City is known to be a temporary shelter for residents undergoing social rehabilitation, has several routine programs, namely physical, mental, spiritual and social development for People with Social Welfare Problems (PMKS). PMKS are individuals, families or community groups who experience difficulties or obstacles in carrying out their social functions causing them to meet their living needs reasonably and adequately. These obstacles can be in the form of poverty, neglect, disability, social disability or sudden environmental changes that are less supportive or beneficial.

#### **Cost Conformity**

Based on the research results, DP3AP2KB has budget limitations in implementing various activities, so it requires more costs and budget to implement several programs. Based on the research results, that until now the budget for implementing special protection activities will never be sufficient, so there are several things in the form of programs that we cannot run.

#### **Dynamics of Efficiency in Policy Implementation**

In the dimension of efficiency in the implementation of special protection policies in the KLA program in Banda Aceh City, it is related to the ability of DP3AP2KB Banda Aceh City in empowering resources consisting of assets, implementers, funds and technology optimally. Ideally, a service will be effective if the service bureaucracy can provide input on the service, the ability to use resources makes it easier for the community to act as service



users. Likewise, with the service output side, the bureaucracy can ideally provide quality service products, especially in terms of service accuracy.

### **Resource Efficiency Through Technology**

The Kelopak Program initiated by DP3AP2KB Banda Aceh City is an innovation in implementing special protection for KLA programs in Banda Aceh City, in relation to the efficiency of implementing officers, assets and budgets through the Kelopak program technology organized by DP3AP2KB Banda Aceh City to two sub-districts is already quite efficient, so that later this Kelopak program can continue to develop and be implemented in five other sub-districts in the Banda Aceh City area.

The ability to utilize resources in implementing policies in the form of implementers, assets and funds through the use of technology implemented by the Banda Aceh City government is related to the description of efficiency in the theory of Policy Implementation by Muchlis Hamdi. Through the use of increasingly appropriate technology in implementing policies in achieving policy objectives, it can be said that the implementation of special protection policies in the Child-Friendly City program in Banda Aceh City, Aceh Province is increasingly efficient.

### **Determinants of the Implementation of Special Protection Policies in the KLA Program in Banda Aceh City, Aceh Province**

Determinants of policy implementation show various factors that can affect the success of policy implementation. These determinants are related to the substance of the policy, the behavior of the implementer's tasks, network interactions, target group participation and resources. The substance of the policy concerns the consistency of the derivation of the content/specification of the policy and the alignment of the content of the policy with the content of other policies. The behavior of implementing officers includes things such as work motivation, the tendency to deviate/abuse authority and learning ability. Network interactions relate to cooperation between implementers and the relationship of authority between levels of government. Target group participation concerns the level of acceptance of the benefits of activities and the ability to contribute according to existing procedures. Meanwhile, the availability of resources consists of sufficient funds, availability of implementers, sufficient equipment, availability of information and appropriate technology.

#### **Policy Substance**

##### **a. Policy Specifications and Alignment of Policy Content with Other Policies**

Based on interviews and documentation studies, researchers found that special protection given to 15 AMPK was implemented by the Offices and Institutions in the Banda Aceh City Region which are structured in the Banda Aceh City KLA Task Force (GT KLA). GT KLA is a coordinating institution at the city level that coordinates policy efforts, programs, and activities for the realization of KLA which consists of executive and legislative elements in charge of children, supported by universities, non-governmental organizations, youth organizations, the business world, parents, families and involving the Children's Forum.

Furthermore, the mandate regarding the creation of Regional Regulations is also stated in the DP3AP2KB Renstra of Banda Aceh City for 2023-2026, where in Cluster V Special Protection it is explained that in providing the Fulfillment of Children's Rights, the indicators can be measured through:

1. Regional regulations/policies, prevention efforts, service provision, institutional strengthening and development;
2. Emergency situations and pornography (child victims of disasters and conflicts who are served; HIV-AIDS and narcotics);
3. A. Cases of children in conflict with the law (ABH) (specifically perpetrators) that have been resolved; children who are victims of terrorist networks; children who are victims of stigmatization due to labeling related to the condition of their parents who are served; B. Children with disabilities, minority groups and isolated who are served; children with deviant social behavior;
4. Protection of children from violence, neglect, economic exploitation (BPTA) and sexual exploitation, trafficking and sexual crimes.

The entire explanation above leads researchers to analyze the consistency of the derivation of policy content in Banda Aceh City which has been running well because the Banda Aceh City government already has a Qanun related to KLA in providing special protection. Thus, the content of the policy from the center with the Banda Aceh City government policy is in line and in accordance with current conditions.

b. Conduct of the Implementing Officer

The behavior of the implementing officer is related to the character and characteristics possessed by the implementor such as commitment, honesty, democratic nature. If the implementor has good characteristics, then the implementor can carry out the policy well as desired by the policy maker. When the implementor has a different attitude or perspective from the policy, the policy implementation process becomes ineffective.

c. Work motivation

These protection implementers carry out their duties and responsibilities with the motivation of wanting to reduce the number of cases of violence against children in Banda Aceh City, both employees from related agencies and those at the UPTD PPA move because of sympathy and empathy for victims who come to get treatment and services, therefore no obstacles or inhibiting factors were found in the work motivation of the implementers in providing special protection to children in Banda Aceh City.

d. Tendency to Deviation/Abuse of Authority

The results of the researcher's analysis of the documentation of the Community Satisfaction Survey (SKM) on the quality of protection services by the UPTD PPA were carried out periodically for a period of 1 semester (6 months) with 10 respondents receiving services. So it is known that the results of the implementation of the 2024 SKM Semester I at the UPTD PPA Banda Aceh City show that the community's need for protection services for women and children from violence has been met and is in accordance with expectations.

The behavior of the implementing officer is related to the character and characteristics possessed by the implementor such as commitment, honesty, democratic nature. If the



implementor has good characteristics, then the implementor can carry out the policy well as desired by the policy maker. When the implementor has a different attitude or perspective from the policy, the policy implementation process becomes ineffective.

This then led researchers to analyze the implementation of special protection policies in the KLA program in Banda Aceh City running well because there was no indication of abuse of authority because the implementers worked in accordance with existing procedures and service standards. This statement is further supported by the results of documentation observations that the results of the UPTD PPA service survey have not yet led to services.

e. Learning Ability

The overall results of the interviews above direct the researcher in analyzing, so that it can be seen that the learning ability of policy implementing officers can produce a positive impact from the policies implemented. The seriousness of the implementing officers in providing services and handling related to special protection is proven by the awards received by the Banda Aceh City government. The implementing officers are also considered to be able to adapt in carrying out their duties even though they do not come from different backgrounds, meaning that the implementing officers have the ability and initiative to learn the existing rules and can understand well all the guidance that has been given by the relevant agencies or institutions. So it can be concluded that the learning ability of the implementing officers of the special protection policy in the KLA program in Banda Aceh City is very good.

### **Social Network Interaction**

a. Cooperation between Implementers

From interviews and observations of researchers in the field, it was found that cooperation between...The implementation of special protection policies in the KLA program in Banda Aceh City is running well. This is supported by the behavior of implementing officers in terms of work motivation and the competence of implementing officers in carrying out their responsibilities and duties very well.

b. Relations of Authority Between Levels of Government

So it can be said that the central government fully supports the implementation of the policy by allocating a budget so that the regions themselves will adjust the implementation according to their needs. It can be seen that the relationship of authority between levels of government has been running well in the implementation of special protection policies in the KLA program in Banda Aceh City and is carried out in accordance with the principles of regional autonomy and decentralization.

### **Target Group Participation**

By participating in decision-making processes, target groups can provide valuable insights into their needs, priorities, and challenges. This helps policymakers and program implementers better understand the local context and design more relevant and effective interventions. Target group participation helps ensure that programs are aligned with their needs and expectations. By providing ongoing feedback, they can help identify weaknesses, refine processes, and improve the quality of services provided.

a. Level of Acceptance of Benefits of Activities

Researchers analyzed that the people of Banda Aceh City have a great contribution in implementing special protection in the KLA program in Banda Aceh City. This is strengthened when the community supports and actively participates in these efforts. This shows that the community feels they must implement the policy so that in its implementation the level of community acceptance of the benefits of the activity is very good with contributions in accordance with the expected results.

b. Target Group Contribution Ability

The people of Banda Aceh City in general do not yet have a great awareness of the importance of their contribution and their belief that their participation can produce results in the process or activities being implemented. This is due to the lack of information about the urgency related to the implementation of special protection in the KLA program, in addition, people who use case handling services sometimes do not understand the types of services provided and need to be clarified that the services provided related to special protection are provided in accordance with applicable procedures and regulations.

### Resource

Edwards III in expressing his views related to policy implementation that policy implementation is influenced by four variables, namely: Communication, namely the success of policy implementation requires the implementer to know what to do, where the goals and objectives of the policy must be transmitted to the target group, so that it will reduce implementation distortion. Resources, although the contents of the policy have been communicated clearly and consistently, but if the implementer lacks the resources to implement, then the implementation will not run effectively. These resources can be in the form of human resources, for example the competence of the implementer and financial resources.

a. Budget Adequacy

Regarding the adequacy of the budget for special protection, according to Mrs. Risda Zuraida, SE as Head of PPA DP3AP2KB Banda Aceh City, stated that currently budget support comes from APBK and APBN through DAK (Special Allocation Fund) for Operational Expenditure on Protection of Women and Children.

Based on the research results that in carrying out services and handling the UPTD PPA budget is supported by APBK and from DAK Non Fisik. Availability of budget in the Banda Aceh City government allocated for special child protection. The local government has allocated a budget in the special child protection program in Banda Aceh City. The results of the researcher's documentation study show that the budget allocated by the local government is in accordance with the main tasks and functions of each sector in DP3AP2KB Banda Aceh City.

b. Executor Availability

If the researcher analyzes based on interviews and documentation results that the availability of implementers in the special protection policy in the KLA program in Banda Aceh City is very much in accordance with the standard provisions in which the provision of special protection is carried out by institutions that have the responsibility and duties.

c. Adequacy of Equipment

Based on the results of interviews and observations of researchers in the field, the implementation of special protection in the KLA program in Banda Aceh City in terms of facilities and infrastructure is still lacking. Although the UPTD PPA itself already has its own building equipped with rooms based on the cases handled, in addition, the UPTD PPA also has operational vehicles and shelter facilities, but the condition of facilities and infrastructure such as computers and printers which are still lacking can hinder the work of implementers in accessing, inputting and providing services to clients.

d. Availability of Information

Based on data from the Aceh Province PPPA Service in 2023, Banda Aceh City is ranked second in terms of cases of violence against children based on Regency/City in Aceh. In this case, cases of Domestic Violence (KDRT) are the details of the number of cases that are most often reported. The forms of violence encountered are physical violence, psychological violence, neglect and sexual violence. The 2023 Banda Aceh City PPA UPTD report shows several challenges in providing services which can be summarized as follows:

1. Sectoral ego is still strong
2. The lack of coordination among all service institutions
3. Lack of public understanding of the services provided
4. Lack of competence of service providers
5. There are no regional regulations that support this yet.
6. Lack of protection for service providers
7. Inadequate facilities
8. Limited budget available for handling cases
9. Two sides of the story

Thanks to this good cooperation and coordination process, the number of cases of violence against children in Banda Aceh City dropped to fourth place in terms of cases of violence against children based on Regency/City in Aceh in the period January-August 2024.

e. Precision of Technology

If the researcher analyzes based on the interview above, it can be seen that the accuracy of the latest technology has a positive impact so that in the future it can continue to be developed in order to provide special protection for the KLA program in Banda Aceh City.

### **Supporting Factors and Inhibiting Factors for the Implementation of Special Protection Policies in the KLA Program in Banda Aceh City, Aceh Province**

#### **Supporting Factors**

a. Partnership Support

The implementation of special protection and handling of cases against children certainly cannot be done alone by DP3AP2KB and UPTD PPA of Banda Aceh City, but requires support and cooperation with various stakeholders in accordance with their fields of duty. Therefore, DP3AP2KB and UPTD PPA of Banda Aceh City collaborate with various parties so that the implementation of special protection can take place optimally.

Based on the results of the study, in the implementation of special protection so far we have received support from OPD, Keuchik, NGOs, City Children's Forum and Village Children's Forum. Support from all stakeholders is listed in the GT KLA Banda Aceh City, including the Social Service, BPBD, Village Government, Satpol PP, RSUD, Health Center, Puspaga, Elementary School, Junior High School, Senior High School, Police, District Court, District Attorney's Office, Flower Aceh, UPTD RSAN, UPTD PPA Aceh and so on.

b. Rule

The availability of a legal umbrella regarding the implementation of Special Protection in the Child Protection Program in Banda Aceh City which refers to the Regulation of the Minister of Women's Empowerment and Child Protection Number 12 of 2022 concerning the Implementation of Child Protection. Currently, policy implementing actors carry out their duties by referring to the Qanun of Banda Aceh City Number 2 of 2021 concerning Child-Friendly Cities. In handling child cases, the UPTD PPA under DP3AP2KB implements a special protection policy to provide treatment to children in accordance with procedures and service standards in accordance with the Regulation of the Minister of Women's Empowerment and Child Protection Number 2 of 2022 concerning Standards for Women and Children Protection Services. With this strong regulation, it can be a guideline and reference in implementing Special Protection in the Child-Friendly City Program in Banda Aceh City.

c. Access to Information

In order to implement special protection in the KLA program in Banda Aceh City, the community can report directly if they find social violations faced by children through several methods such as Email, Complaint Number, Instagram, KELOPAK Application System, or can come directly to DP3AP2KB and UPTD PPA.

d. Level of Public Trust

The results of the 2023 KLA evaluation show that the percentage of the value of Cluster V Special Protection of Aceh Province that Banda Aceh City is ranked first in the implementation of special protection. The services and handling of cases provided and handled by the UPTD PPA of Banda Aceh City have increased the level of public trust, this then means that the UPTD PPA has become an alternative institution that is trusted by the community to resolve their problems.

### **Inhibiting Factors**

a. Facilities and infrastructure

The implementation of special protection in the KLA program in Banda Aceh City in terms of facilities and infrastructure is still lacking. So this can hinder the work of implementers in accessing, inputting and providing services to clients. If the facilities and infrastructure are inadequate, the implementer cannot help improve the accessibility of services to the community and improve the quality of services.

b. Mindset of Society

Settlement of cases at the village level will only add new ones because we cannot be sure whether the child is truly finished with his/her case both legally and psychologically. Based on existing regulations, basically the village has the authority to resolve 18 types of

cases but outside of that the village must refer to the relevant institution. So this is a challenge for the government to further embrace, socialize and strive to be able to align its perception with the community.

c. Sectoral Ego

Cases that occur in society today are handled by various sectors, both government and private institutions that receive support from the government. Each institution feels entitled to handle without wanting to involve other service providers. In the government's own internal institutions, there has indeed been a harmonious synchronization in providing services for women and children. Each party feels that they have been entrusted according to the regulations of their respective ministries so that case management is still carried out based on their own sectors.

### **Banda Aceh City Government Strategy in Overcoming Inhibiting Factors in the Implementation of Special Protection Policies in the Child-Friendly City Program in Banda Aceh City, Aceh Province**

In carrying out or implementing a policy, the implementer is certainly faced with strengths, weaknesses, opportunities and threats, so that with this approach the implementer can make the right recommendations and decisions for the success of the implementation of the policy.

### **Internal and External Factors Implementation of Special Protection Policies in the Child-Friendly City Program in Banda Aceh City, Aceh Province**

Internal and external factors are factors that affect an organization or institution that can arise from within or outside the organization. These internal and external factors are also related to all aspects that are both within and outside the control of the organization, both supporting and inhibiting the achievement of organizational goals.

The results of the study found supporting and inhibiting factors in the Implementation of Special Protection Policies in the Child-Friendly City Program in Banda Aceh City, Aceh Province. The supporting factors for implementation are partnership support, clear regulations, a good level of public trust in the government and easy access to information for all levels of society. While the inhibiting factors for implementation itself are the lack of facilities and infrastructure, the mindset of the community which is sometimes still traditional and sectoral ego.

In relation to this, the researcher tried to analyze the results of interviews with informants so that based on the results of research in the field and adjusted to existing theories, the factors that influence the Implementation of Special Protection Policies in the KLA Program in Banda Aceh City, Aceh Province are as follows:

#### **Internal Factors**

1. Strength (Strength)

Based on the analysis and discussion of the research results conducted by the researcher, several factors can be identified that are the strengths in the Implementation of Special Protection Policies in the KLA Program in Banda Aceh City, Aceh Province through DP3AP2KB as follows:

- a. Banda Aceh City Regulation Number 2 of 2021 concerning Child-Friendly Cities.

- b. There is an evaluation of performance reports and planning documents according to needs.
- c. There is supervision in providing services and handling cases.
- d. DP3AP2KB's Commitment to Implementing Special Protection Policies in the KLA Program.

## 2. *Weakness*(Weakness)

Based on the analysis and discussion of the research results conducted by the researcher, the weaknesses in the Implementation of the Special Protection Policy in the KLA Program in Banda Aceh City, Aceh Province through DP3AP2KB can be identified as follows:

- a. Facilities and infrastructure are inadequate and very substandard in terms of equipment.
- b. Limited number of implementing resources at UPTD PPA.
- c. Lack of public awareness and understanding regarding the implementation of special protection in the KLA program.

## External Factors

External factors inImplementation of Special Protection Policy in KLA Program in Banda Aceh City, Aceh Province can be seen in opportunities and threats. Opportunities are conditions of opportunities to develop in the future that will occur. The conditions that occur are opportunities from outside the organization, project or business concept such as government policies, environmental conditions and so on. While Threats are conditions that threaten from outside the organization where these threats can disrupt the organization, project or business concept itself.

### 1. *Opportunities*(Opportunity)

Based on the analysis and discussion of the research results that the researcher has conducted, the opportunities in the Implementation of Special Protection Policies in the KLA Program in Banda Aceh City, Aceh Province are as follows:

- a. Availability of good access to information related to AMPK which is integrated comprehensively in the Banda Aceh City area.
- b. Cooperation and coordination with other parties, including OPD, NGOs, Villages, and City/Village Children's Forums.
- c. Utilization of PPA Symphony and KELOPAK technology as a data documentation system for violence through an integrated and comprehensive recording and reporting system.
- d. The Banda Aceh City area, which is the provincial capital, is strategically located in handling and reaching out to AMPK.

### 2. *Threat*(Threat)

Based on the analysis and discussion of the research results that the researcher has conducted previously, several threat and opportunity factors were found in the Implementation of Special Protection Policies in the KLA Program in Banda Aceh City, Aceh Province, including the following:

- a. Sectoral ego of institutions/working partners under special protection.



b. The public mindset is not yet in line with the government regarding special protection.

**Strategies That Should Be Used to Overcome Inhibiting Factors in the Implementation of Special Protection Policies in the Child-Friendly City Program in Banda Aceh City, Aceh Province**

Based on the identification of internal and external factors above, there are 8 (eight) strategic issues that can be used as strategies to overcome the inhibiting factors in the Implementation of Special Protection Policies in the KLA Program in Banda Aceh City, Aceh Province, including the following:

1. Optimizing the functions and programs of DP3AP2KB related to Special Protection in the KLA Program in Banda Aceh City.
2. Optimizing cooperation and coordination with other parties, including OPD, NGOs, Villages, and City/Village Children's Forums.
3. Increasing the use of technology as a means to document AMPK data in an integrated and comprehensive manner.
4. Improving facilities and infrastructure in terms of equipment.
5. Conducting recruitment of implementing resources at UPTD PPA
6. Increasing community participation in the implementation of special protection in the KLA program
7. Conducting coordination meetings, socialization and education of institutions/work partners and the community regarding the importance of implementing special protection in order to achieve common goals.
8. Optimizing implementing resources and equipment in implementing special protection in the KLA program.

After knowing and identifying the strategic issues that have been found using the SWOT matrix, the next step is to measure the strategic level of each issue using the Litmus Test. A very strategic issue (main strategy) means that the issue can be a priority and main concern in policy making for the Banda Aceh City Government. While quite strategic issues (supporting strategies) can also be implemented but after the main strategy has been carried out first. This is because it has an impact on the success of overcoming the inhibiting factors for the implementation of special protection policies in the KLA program in Banda Aceh City. Meanwhile, if the score results show that the issue is less strategic, then the issue does not need to be a main priority in policy making.

## CONCLUSION

The implementation of special protection in these 15 AMPKs has not been productive because domestic violence cases are the dominant cases handled by the UPTD PPA, cases of economic exploitation of children are still found, regulations, guidelines and technical instructions for mitigation are not yet available when children are in disasters, and infrastructure facilities and infrastructure are still lacking access for children with disabilities. Linearity; In its implementation, the standard procedures, implementers, and time are already appropriate. The cost standard is still not appropriate because the budget is considered insufficient so that several programs and activities are not organized by the

service. The place standard is also still not appropriate because the capacity of the social service shelter is not yet adequate. Efficiency; In addition to using the PPA Symphony Application to input case data and handle cases, Banda Aceh City has an innovation related to special protection by launching services through the Kelopak Application as a form of optimizing the protection of women and children in the Banda Aceh City community. Overall handling by service providers is based on the knowledge of the case manager so that no abuse of authority is found. So far, the learning abilities of implementing officers have been quite good. Social Network Interaction Social network interaction in cooperation between implementers of special protection policies in the KLA program in Banda Aceh City is running well, this is supported by the behavior of implementing officers in terms of work motivation and the competence of implementers to carry out their responsibilities and duties very well. The relationship between levels of government between the center and the regions has been carried out well in accordance with the principles of regional autonomy and the principle of decentralization. Target Group Participation The ability to contribute to the target group, namely the Banda Aceh City Community, who generally do not yet have an awareness of the importance of their contribution and their belief that their participation can produce results in the process or activities being implemented. Availability of Resources, Supporting factors for the implementation of special protection policies in the KLA program in Banda Aceh City, Aceh Province, namely the support of partnerships, regulations, good access to information and the level of public trust in the government. While the inhibiting factors for the implementation of special protection policies in the KLA program in Banda Aceh City, Aceh Province, are the lack of infrastructure, community mindset and sectoral ego. Strategies that can be carried out by the government in overcoming the inhibiting factors for the implementation of special protection policies in the KLA program in Banda Aceh City, Aceh Province based on the SWOT strategy analysis include: Main Strategy; Optimizing the function and program of DP3AP2KB related to Special Protection in the KLA Program in Banda Aceh City. Conducting coordination meetings, socialization and education of institutions/working partners and the community regarding the importance of implementing special protection in achieving common goals.

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