

# Assessing Performance and Sustainability of Child Protection in Jambi City

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**Abstract:** *This study examines the performance and sustainability of child protection services in Jambi City through the implementation of the Family Learning Center (PUSPAGA). The research is motivated by the high incidence of violence against children, limited human resource capacity among service providers, and low public awareness and participation in PUSPAGA programs as a family-based preventive initiative. A qualitative research design with a case study approach was employed. Data were collected through in-depth interviews, direct observation of service delivery processes, and documentation, and were analyzed descriptively. The findings indicate that the performance of child protection services in Jambi City is generally satisfactory, particularly in terms of responsiveness and service quality, as reflected in timely service delivery, positive staff attitudes, and a strong preventive orientation. However, service performance has not been fully optimized in terms of productivity and equitable service coverage. These limitations are mainly caused by constraints in human resources, limited budget allocation, and insufficient intensity of community outreach and socialization activities. From a public service sustainability perspective, child protection services in Jambi City demonstrate institutional and programmatic sustainability. Nevertheless, further improvements are required in data governance, human resource development, funding support, and continuous community engagement to ensure the long-term effectiveness and sustainability of child protection services.*

**Keywords:** *Performance, Public Service, PUSPAGA, Sustainability*

## 1. Introduction

Child welfare constitutes a fundamental pillar of sustainable human development, as children represent the future generation whose rights must be fully protected and fulfilled. Every child is entitled to the right to life, optimal growth and development, protection from violence, and access to basic needs, as guaranteed by Article 28B paragraph (2) of the 1945 Constitution of the Republic of Indonesia. Fulfilling children's rights is a shared responsibility between families and the government as providers of social protection. Children must be treated in a manner that fulfills all their needs and rights so that they can live and develop optimally, especially through the role of parents<sup>1</sup>. Nevertheless, empirical conditions indicate that violence against children remains a persistent and escalating social problem, occurring in various forms such as physical, psychological, and sexual abuse, neglect, and exploitation. These experiences not only compromise children's physical well-being but also generate long-term psychological, emotional, and social consequences that may hinder their development<sup>2</sup>. National data from the Online Information System for the Protection of Women and Children (SIMFONI-PPA) reveal a continuous increase in reported cases of violence against children in Indonesia between 2022 and 2024<sup>3</sup>. A similar pattern is evident in Jambi Province, where Jambi City consistently records the highest number of cases among districts and municipalities<sup>4</sup>. This situation underscores the urgent need for strengthened child protection interventions at the local level. The persistence of high case numbers reflects shortcomings in preventive efforts, which are influenced by structural and cultural factors, including limited human resource capacity, low public awareness and participation, weak intersectoral coordination, and the underdevelopment of family-based prevention services. Consequently, the establishment of an integrated and sustainable child protection system has become a critical priority in Jambi City.

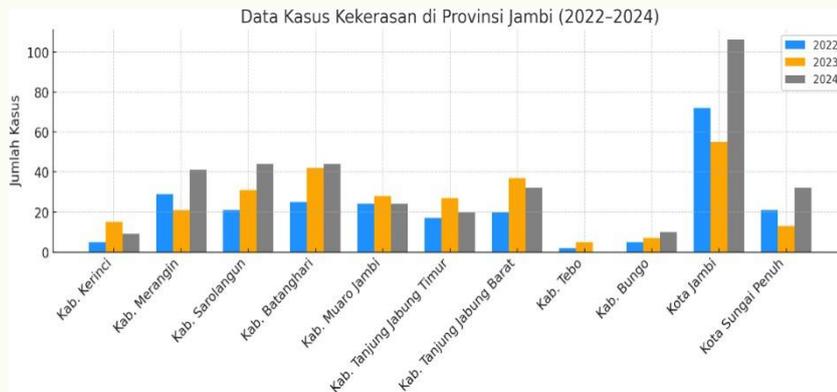
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<sup>1</sup> Fachrina Bella Syahputri and Casiavera, "Peran Puspaga Dalam Pencegahan Kekerasan Pada Anak," *JKKP (Jurnal Kesejahteraan Keluarga Dan Pendidikan)* 9, no. 02 (2022): 177–87, <https://doi.org/10.21009/jkkp.092.05>.

<sup>2</sup> Aghnis Fauziah, "Bentuk Kekerasan Pada Anak Dan Dampaknya," *dp3ak.jatimprov*, 2021, <https://dp3ak.jatimprov.go.id/berita/link/21>.

<sup>3</sup> Simfoni PPA, "Jumlah Kasus Kekerasan," *kemenppa.go.id*, 2016, <https://latihan-simfoni.kemenppa.go.id/ringkasan>.

<sup>4</sup> Rizki Amalia, "UPTD PPA Jambi Catat 180 Kasus Kekerasan Anak Dan Perempuan," *rri.co.id*, 2023, <https://www.rri.co.id/daerah/395369/uptd-ppa-jambi-catat-180-kasus-kekerasan-anak-dan-perempuan>.



Source: Processed Author, Symphony-KemenPPA, 2025

In response to these challenges, the Ministry of Women’s Empowerment and Child Protection has developed the Family Learning Center (Pusat Pembelajaran Keluarga/PUSPAGA) as an integrated service model aimed at enhancing family capacities in parenting, child protection, and the fulfillment of children’s rights. PUSPAGA is designed as a preventive and educational service that emphasizes early intervention through counseling, education, consultation, outreach, and case referral mechanisms, as mandated by the Ministerial Circular Letter No. 57 of 2020<sup>5</sup>.

In Jambi City, PUSPAGA operates under the coordination of the Office of Community Empowerment, Women’s Empowerment, and Child Protection (DPMPPA), particularly within the Child Protection field, and has been implemented since 2020. While the program forms an integral part of local government strategies to strengthen the child protection system and support the achievement of Child-Friendly City indicators, its implementation continues to face several constraints. These include limited numbers and competencies of service providers, insufficient budget allocation, and low levels of public knowledge and engagement with PUSPAGA services.

The increasing volume of cases handled by PUSPAGA highlights both the growing demand for child protection services and the importance of assessing their performance and sustainability. Functionally, PUSPAGA serves as an initial screening and prevention mechanism before cases are escalated to the Regional Technical Implementation Unit (UPTD) for advanced handling, analogous to primary health services referring patients to specialized facilities. However, public understanding of the role and function of PUSPAGA is still not widely known.

Several previous studies have emphasized the strategic role of PUSPAGA and similar initiatives in the Prevention of violence against children and women, the effectiveness of which depends

<sup>5</sup> Deputi Bidang Pemenuhan Hak Anak, “Pedoman Standar Pusat Pembelajaran Keluarga (Puspaga),” 2021, 1–165, [https://drive.google.com/file/d/1gyqm\\_TV5XfujKxcuvvgJfXlXmYIXAErBY/view](https://drive.google.com/file/d/1gyqm_TV5XfujKxcuvvgJfXlXmYIXAErBY/view).

heavily on institutional support, the quality of human resources, the intensity of socialization, and cross-sectoral collaboration. Empirical research that comprehensively examines bureaucratic performance and service sustainability in the implementation of PUSPAGA, particularly in the context of Jambi City, remains limited. Therefore, the formulation of the problem in this study focuses on assessing the performance of Child Protection Jambi city in the implementation of PUSPAGA services and analysis of the sustainability of these services in improving the welfare of children.

## **2. Method**

This study employs a qualitative research design with a case study approach to examine public service practices within their real-life context. Data is collected through interviews and documentation reviews to capture perspectives in depth. An interactive data analysis framework was applied, involving data condensation, data display, and conclusion drawing, which were conducted iteratively throughout the research process. The analysis was carried out concurrently with data collection until thematic saturation was achieved, enabling the identification of consistent patterns and robust findings.

## **3. Result and Discussion**

Within the context of public service delivery, government institutions are expected to provide services that are effective, efficient, and responsive to the public. In line with the principles of good governance, the role of government extends beyond regulatory functions to include the provision of services that generate public satisfaction and trust<sup>6</sup>. Consequently, public organizations must ensure that their internal capacities, particularly human resources, are adequately developed to support service-oriented objectives. The performance of public officials is a critical determinant of organizational effectiveness, as it directly influences service outcomes and public perceptions.

Employee performance in public service delivery represents a central element in sustaining organizational operations and achieving institutional goals. Public sector organisations are therefore required to continuously enhance the capacity and professionalism of their personnel to ensure the provision of high-quality and accountable services. In the context of child

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<sup>6</sup> D. S Nurbaeti, T. dan Nugraha, "Pengaruh Good Governance Dan Sistem Pengendalian Intern Pemerintah Terhadap Kinerja Aparatur Pemerintah Daerah Dan Implikasinya Pada Pelayanan Publik (Studi Kasus Di Pemerintah Kabupaten Garut)," *10th Industrial Research Workshop and National Seminar*, 2019, 1299–1311.

protection, effective service delivery is not only a measure of organizational performance but also a reflection of the government's commitment to safeguarding children's rights and welfare.

### **3.1 Performance of Child Protection in Jambi City**

Public service delivery plays a strategic role in addressing community needs, particularly in strengthening family resilience and protecting children. In Jambi City, this role is manifested through the implementation of the Family Learning Center (PUSPAGA), which operates under the Child Protection Division of the Office of Community Empowerment, Women's Empowerment, and Child Protection (DPMPPA). The service delivery process of PUSPAGA Putri Pinang Masak is designed in a structured and sequential manner, reflecting organizational efforts to ensure service effectiveness and procedural clarity. Initial access to services is facilitated through online registration as a preliminary step, followed by in-person engagement at the PUSPAGA office for further assessment and intervention.

Administrative requirements, including identification documents, family records, and supporting referrals when available, are applied to ensure accurate client profiling and appropriate service handling. This procedural arrangement demonstrates an aspect of organizational performance related to service responsibility and accountability, as it enables service providers to align interventions with clients' specific needs while maintaining standardized service mechanisms. The structured service flow also reflects the institution's commitment to delivering orderly and accountable child protection services, thereby contributing to the overall performance of child protection in Jambi City.

#### **Productivity**

Productivity in public service performance reflects the extent to which organizational inputs such as human resources, time, and financial capacity are transformed into service outputs in an efficient manner <sup>7</sup>. Within the context of child protection services in Jambi City, productivity is represented by the capacity of the Family Learning Center (PUSPAGA) to respond to family and child-related issues through consultation, counseling, and case referral mechanisms. The findings indicate that the productivity of PUSPAGA services tends to fluctuate, influenced by social dynamics, particularly the increasing number of child protection cases and family-related problems requiring intervention.

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<sup>7</sup> Agus Dwiyanto, *Reformasi Birokrasi Publik Di Indonesia*, Cet. ke-3 (Yogyakarta: Gadjah Mada University Press, 2008), <https://simpus.mkri.id/opac/detail-opac?id=5352>.

Based on field observations, during 2025 PUSPAGA in Jambi City served approximately 100 service users through consultation and referral services. This output illustrates the role of PUSPAGA as an entry point for early detection and prevention within the local child protection system. However, service productivity remains constrained by limited human resource availability, especially the shortage of professional psychologists and counselors, which has resulted in the implementation of queuing systems for certain services.

Despite these constraints, efforts to enhance productivity are evident through the adoption of standardized service guidelines issued by the Ministry of Women's Empowerment and Child Protection, inter-agency collaboration, and service promotion initiatives. Overall, the productivity of child protection services in Jambi City can be considered adequate, although strengthening human resource capacity remains essential to ensure sustainable and improved service performance.

### **Service Quality**

Service quality represents a critical dimension of public service performance, as it directly influences public satisfaction in terms of both service processes and outcomes. In the context of child protection in Jambi City, the quality of services provided through the Family Learning Center (PUSPAGA) is perceived as generally satisfactory. The findings indicate that service providers demonstrate a professional and client-centered approach, characterized by friendly, empathetic, and humane interactions that contribute to a sense of safety and trust among service users.

From the perspective of service facilities, PUSPAGA in Jambi City is supported by relatively adequate and child-friendly infrastructure, including private counseling rooms, lactation facilities, designated play areas for children, and educational reading materials. These facilities support a conducive environment for delivering child protection services. Nevertheless, the availability and variety of educational play equipment remain limited and require further development to enhance children's comfort during service waiting periods.

In addition, efforts to improve human resource competencies have been undertaken through training and capacity-building programs. However, these initiatives have not yet fully addressed the increasing complexity and diversity of cases encountered in child protection services. Overall, the quality of child protection services in Jambi City meets the core criteria of public service quality, although continuous improvement in infrastructure and human resource capacity is necessary to ensure service effectiveness and sustainability over time.

### **Responsiveness**

Responsiveness reflects the capacity of public organizations to identify and address community needs in an appropriate and timely manner. In the context of child protection services in Jambi City, responsiveness is reflected in the ability of the Family Learning Center (PUSPAGA) to accommodate clients through both direct access and referral mechanisms. The findings indicate that PUSPAGA demonstrates a generally positive level of responsiveness, as service providers are prompt in receiving clients and processing administrative requirements in a flexible manner while adhering to established standard operating procedures.

However, responsiveness in psychological and counseling services is shaped by professional and ethical standards that require structured assessment stages and scheduled sessions. As a result, immediate service provision is not always possible, which may be perceived by some clients as delayed. Nevertheless, this procedural approach is essential to ensure accurate case identification, appropriate intervention, and sustainable case management.

These findings suggest that responsiveness in child protection services should not be measured solely by the speed of service delivery, but also by the appropriateness, accuracy, and continuity of interventions. Accordingly, the responsiveness of PUSPAGA in Jambi City reflects a balance between timely service provision and the maintenance of professional service quality, which is crucial for both effective performance and long-term sustainability of child protection services.

### **Responsibility**

Responsibility refers to the extent to which public organizations adhere to established procedures, policies, and administrative principles in delivering services. In the context of child protection in Jambi City, responsibility is reflected in the implementation of PUSPAGA services that are guided by formal regulations and institutional mechanisms. The findings indicate that the responsibility dimension of PUSPAGA services is generally well maintained, as evidenced by routine organizational activities such as regular briefings, coordination meetings, and periodic performance reporting.

Service providers carry out their duties in accordance with assigned roles and demonstrate accountability in accompanying clients throughout the service process, from initial consultation to case referral when necessary. This reflects the organization's commitment to ensuring procedural compliance and continuity of service delivery. However, challenges remain in balancing strict

adherence to administrative procedures with clients' expectations for faster problem resolution, particularly in cases requiring immediate attention.

To strengthen service responsibility and support continuous performance improvement, the establishment of accessible feedback mechanisms, such as structured complaint handling systems or suggestion channels, is recommended. These mechanisms can serve as a medium for capturing community input and enhancing organizational learning, thereby contributing to both improved service performance and the long-term sustainability of child protection services in Jambi City.

### **Accountability**

Accountability encompasses administrative, ethical, and social responsibilities, requiring transparency as well as public involvement in service delivery processes. In the context of child protection services in Jambi City, accountability is reflected in the implementation of PUSPAGA services through systematic client data verification, service documentation, and periodic reporting to organizational leadership. These mechanisms demonstrate compliance with administrative accountability standards and support internal monitoring and evaluation.

In addition, the protection of client confidentiality, particularly in psychological and counseling services, is consistently upheld, reflecting ethical accountability and adherence to professional standards. Such practices are essential in maintaining public trust and ensuring the integrity of child protection services. However, external accountability toward the wider community remains an area requiring further development. Limited public access to information regarding service procedures, benefits, and outcomes has constrained broader community engagement with PUSPAGA services.

Strengthening external accountability can be achieved through more intensive and transparent public communication strategies, including service socialization, dissemination of accessible information, and community outreach initiatives. Enhancing participatory and transparent accountability mechanisms is crucial not only for improving public trust but also for supporting the long-term sustainability and effectiveness of child protection services in Jambi City.

Once the analysis process is complete, the results are presented in clear visualizations, such as the following table,

<b>No</b>	<b>Performance indicators</b>	<b>Description Of Field Findings</b>	<b>Rating Categories</b>
1	Productivity	PUSPAGA service has been around since 2020. But physically the building has only existed since mid-	Good Enough.

No	Performance indicators	Description Of Field Findings	Rating Categories
		2024. Meanwhile, the administrative data itself can systematically be found only from January 2025. Its main activities include client reception, family consultation and field socialization. The number of cases handled fluctuates every month, indicating that it is necessary to increase the effectiveness of the service to be optimal.	
2	Service Quality	Service to clients is carried out in a friendly and responsive manner in accordance with applicable SOP, and supported by safe and cool building conditions. However, the service is still constrained in the form of limited facilities, especially children's play facilities to support the comfort of clients during the service process.	Good Enough.
3	Responsiveness	Employees respond quickly to incoming clients and show high empathy. However, the increased workload has not been offset by an adequate amount of human resources.	Good Enough.
4	Responsibility	Employees work according to their respective duties and responsibilities, and prepare periodic activity reports. However, the reporting system has not been digitized so that the evaluation process is still manual.	Good Enough.
5	Accountability	Service activities have been reported to the head of the field and become part of the annual program evaluation, but do not yet have an integrated data-based evaluation system.	Good Enough.

*Source: processed by researchers, 2025*

Overall, the performance of child protection services in Jambi City through the implementation of the Family Learning Center (PUSPAGA) can be considered generally satisfactory when assessed using the five public organizational performance indicators proposed by Dwiyanto (2008). PUSPAGA has made a meaningful contribution to child protection efforts by strengthening family

resilience through preventive and educational approaches. Nevertheless, further improvements are required to enhance service effectiveness and sustainability. Key areas that require attention include strengthening human resource capacity, particularly professional service providers, and expanding community outreach and socialization to increase public awareness and service utilization. Addressing these aspects is essential to improving the overall quality and long-term sustainability of child protection services in Jambi City.

### **3.2 Sustainability of Child Protection in Jambi City**

The sustainability of public services extends beyond operational continuity to encompass institutional consistency, program adaptability, resource availability, and the effectiveness of supporting systems. Within this framework, the sustainability of child protection in Jambi City is analyzed through the implementation of the Family Learning Center (PUSPAGA) Putri Pinang Masak as a key preventive service, focusing on institutional arrangements, service programs, human resources, and supporting facilities.

From an institutional perspective, the existence of PUSPAGA in Jambi City since 2020 reflects the local government's commitment to strengthening the child protection system through family-based prevention strategies. Institutional sustainability has been further reinforced by the provision of a dedicated service building in 2024, which enhances service accessibility and organizational legitimacy. Nevertheless, the systematic management of service data, which has only been implemented consistently since early 2025, indicates that governance mechanisms—particularly data utilization for planning and evaluation—still require strengthening to support evidence-based child protection policies.

Program sustainability is reflected in the continuous delivery of family consultation, psychological counseling, mediation, referral services, and educational outreach activities. These programs are implemented adaptively through proactive outreach strategies and cross-sectoral integration within the Office of Community Empowerment, Women's Empowerment, and Child Protection, particularly with the Child Protection Division. Such integration strengthens the preventive function of child protection services and expands service coverage, positioning PUSPAGA as the frontline mechanism for early detection and prevention, while more complex cases remain under the authority of the Technical Implementation Unit (UPTD).

In terms of human resources, the sustainability of child protection services remains challenged by the limited number of professional psychologists and counselors. Despite this limitation, ongoing efforts to enhance staff capacity through training and internal competency

development demonstrate institutional awareness of the critical role of human resources in sustaining service quality. Accordingly, sustainability depends not only on the quantity of personnel but also on professional competence and empathetic service values.

Supporting facilities also contribute to service sustainability. PUSPAGA has provided essential child-friendly infrastructure, including private counseling rooms, lactation facilities, client reception areas, and children's play spaces. These facilities support a safe and comfortable service environment. However, the limited availability of educational media and play equipment highlights the need for further improvement to ensure that sustainability is reflected not only in service continuity but also in positive psychosocial outcomes for children.

The sustainability of child protection services in Jambi City is also influenced by public trust and service utilization. Fluctuations in the number of service users underscore the importance of continuous community engagement and service socialization. Promotional efforts, direct community outreach, and the consistent protection of client confidentiality play a crucial role in building public trust and sustaining service utilization. Plans to expand PUSPAGA services to the sub-district level and to formalize inter-agency collaboration through memoranda of understanding indicate a forward-looking vision aimed at expanding access and strengthening early prevention mechanisms.

Overall, the sustainability of child protection in Jambi City is supported by institutional continuity, adaptive and preventive program design, human resource development, and adequate service facilities. Service sustainability can be further optimized through consistent local policy support, sustainable funding arrangements, strengthened data governance, enhanced staff capacity, and continuous community outreach. These elements are essential to ensuring that child protection services remain effective, inclusive, and responsive to evolving social challenges in Jambi City.

#### **4. Conclusion**

The findings indicate that the performance of child protection services in Jambi City, as reflected through the implementation of the Family Learning Center (PUSPAGA), can be considered generally satisfactory, although not yet fully optimized. Based on public organizational performance indicators, service productivity is assessed as moderate and remains influenced by fluctuations in service utilization and limitations in human resources, particularly the availability of professional psychologists and counselors. In terms of service quality, PUSPAGA demonstrates a client-centered and empathetic service approach supported by relatively

adequate and child-friendly facilities. Nevertheless, further development of educational media and supporting infrastructure is still required to enhance service effectiveness.

Regarding responsiveness and responsibility, child protection services show positive performance, as evidenced by the ability of service providers to respond promptly to client needs and to deliver services in accordance with established standard operating procedures and policy frameworks. Service accountability has also been implemented through systematic recording and reporting mechanisms, as well as the protection of client data confidentiality.

From a public service sustainability perspective, child protection services in Jambi City exhibit institutional and programmatic continuity, reflected in consistent service delivery, adaptive capacity to evolving community needs, and sustained commitment from the local government. However, long-term sustainability remains contingent upon strengthening human resource capacity, improving data governance and reporting systems, securing sustainable funding, and expanding structured and inclusive community outreach. Accordingly, policy recommendations include increasing the number and competencies of professional service providers, developing integrated data management systems, broadening grassroots-level socialization strategies, and reinforcing cross-sectoral collaboration to enhance the overall performance and sustainability of child protection services. Future research is encouraged to adopt comparative regional analyses or quantitative approaches to provide more objective assessments of service performance and effectiveness.

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