



Implementation of the Protection Policy for Children with Disabilities in the Rumah Anak Prestasi Surabaya City

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Article Info

Article history:

Received 16 April 2024

Received in revised form 3

June 2024

Accepted 24 June 2024

Keywords:

Policy Implementation

Child Protection

Disabilities

Rumah Anak Prestasi

Abstract

Implementation of the policy for protecting children with disabilities in Rumah Anak Prestasi (RAP) by referring to Surabaya City Regional Regulation Number 3 of 2023 concerning Amendments to Regional Regulation Number 6 of 2011 concerning Implementation of Child Protection. The number of children with disabilities in Surabaya City in 2023 is 2,562 children, this is not comparable to the number of registrants in the 2023 RAP, a total of 599 children. The research method used is descriptive qualitative. Data collection was carried out by observation, interviews and documentation. There were 4 informants, the Head of the Rehabilitation Division at the Surabaya City Social Service, the Head of the State Children's Village UPTD, RAP administrative staff, and the parents of participants at the Achievement Children's Home. Data analysis (1) data condensation, (2) data display, and (3) drawing conclusions/verification. The results of the research on the implementation of the policy for protecting children with disabilities at the RAP were said to be successful with various training and services provided to participants at the RAP in Semolowaru and Sonokwijenan. Conclusion: The implementation of the policy for protecting children with disabilities in the City of Surabaya (case study of the Achievement Children's Home) was successful, seen from the various training and services provided to participants of the RAP in Semolowaru and Sonokwijenan. However, the organizational capability, information and support factors need to be improved.

Introduction

Legal protection in the City of Surabaya regarding child protection is contained in Peraturan Daerah Kota Surabaya Nomor 3 Tahun 2023 Tentang Perubahan Atas Peraturan Daerah Nomor 6 Tahun 2011 Tentang Penyelenggaraan Perlindungan Anak Article 16A that the Regional Government is obliged and responsible for providing special protection to children in letter l stated one of them is a person with a disability. The city of Surabaya has been awarded six times in a row from 2017 to 2023 as a Child Friendly City (KLA) from the Ministry of Women's Empowerment and Child Protection (PPPA) of the Republic of Indonesia (RI). In contrast to the ngopibareng.id (2023) There is a problem that on May 20 2023, cases of violence against children in the city of Surabaya have still not been resolved. Based on the latest data from January to April 2023, the number of cases of violence against children reached around 30 cases. According to Ida Widayati, Head of the Surabaya City Women's Empowerment and Child Protection and Population Control and Family Planning (DP3A-P2KB) Service, revealed that the main factor causing the emergence of cases of violence against children is lack of integrity in the family.

One of the role models of East Java Province, namely the City of Surabaya, continues to be committed to fulfilling the convention on children's rights for sustainable and child-oriented

city development. Based on information from surabaya.go.id on November 14 2023, the Surabaya City Government continues to strive to realize its vision of becoming a child-friendly city. In the news by Antaranews.com on September 18 2023, it was explained that currently protecting the fulfillment of children's rights, especially those with special needs, in the city of Surabaya at Education Unit Institutions is facing various challenges, including a lack of infrastructure and teacher training, efforts to fulfill children's rights, especially for children with disabilities, remain the focus. The government is expected to innovate to create inclusive education for all children.

Supported by the Chairman of Commission D DPRD Surabaya Khusnul Khotimah in Surabaya merdeka.com (2023) as follows:

"We deeply regret that violence against children has often occurred in the past month. Even though the City of Surabaya is currently trying to get the title of World Child Friendly City," (KK, 10 March 2023).

In the news above, even though the city of Surabaya received the KLA title, there are still problems, especially child violence. Khusnul Khotimah as Chair of Commission D DPRD Surabaya, provided a solution by encouraging an increase in the role of the Arek Suroboyo School (SAS), which was launched by the Mayor of Surabaya in November 2022.

Supported by the statement by Syaiful Bachri, Chairman of the Surabaya City National Commission for Child Protection kumparan.com (2023) as follows:

"For children with disabilities, the city of Surabaya is actually not very good as an inclusive city, but Surabaya has prepared products for inclusion, people with disabilities are inclusive. Like in elementary schools, even though Surabaya is not an inclusive city, it has provided approximately 50 public elementary schools. "which has standards for inclusive education, continuing to junior high school also has a pathway to affirm inclusion," (SB, 23 July 2023).

Based on regulations regarding implementation, the government aims to ensure that all children in the city of Surabaya receive optimal services, including the government's commitment to the Surabaya City Government providing service facilities for children who are victims of violence and exploitation, including victims of pornography in emergency situations. All children, including those with disabilities, in conflict with the law (ABH), terrorism, or experiencing stigmatization, will receive services from the Surabaya City Government. Children with disabilities will also have access to public services that ensure their health and well-being, including special protection. The Surabaya City Government tries to prevent violence and ensure that children's rights are fulfilled according to the rules. This policy can guarantee a safe and suitable city for children with disabilities.

Supported by Rosari et al. (2023) found that the implementation of child protection policies in the city of Surabaya is still faced with several obstacles, including the continued deprivation of the rights of children with disabilities, the availability of facilities and infrastructure that is not yet optimal, and the limited number of special supervising teachers (Wijaya & Supena, 2023). The Surabaya City Government provides solutions in the form of facilities for inclusion and disabilities, such as educational training, professional ABK services, teacher training, and educational consultations for families or the community. The aim is to form a community mindset that is accommodative and non-discriminatory (Wulandari, 2020).

Table 1. Data collection on Children with Special Needs (ABK) in Surabaya City

No	Subdistrict	Number of (children)
1	Asemrowo	40
2	Benowoi	45
3	Bubutani	90
4	Bulaki	54
5	Dukuh Pakisi	31
6	Gayungani	56
7	Gentengi	69
8	Gubengi	61
9	Gunung Anyari	40
10	Jambangan	22
11	Karangpilangi	57
12	Kenjerani	112
13	Krempangan	117
14	Lakarsantri	55
15	Mulyorejo	66
16	Pabean Cantian	75
17	Pakali	50
18	Rungkut	67
19	Sambikerep	68
20	Sawahaji	264
21	Semampir	216
22	Simokerto	109
23	Sukolilo	80
24	Sukomanunggal	42
25	Tambaksari	209
26	Tandes	82
27	Tegalsari	51
28	Tenggiling Mejoyo	27
29	Wiyung	91
30	Wonocolo	107
31	Wonokromo	109
	Total	2.562

Source: Surabaya City Health Service, 2023

Table 1 shows that the number of children with special needs per sub-district in Surabaya City in 2023 is 2,562 children divided into 31 sub-districts with 5 types of disabilities, namely physical, multiple, intellectual, mental and sensory.

One of the innovative initiatives carried out by the City of Surabaya is the construction of a house for disabled children, as a free place to develop the talents of disabled children, which aims to train disabled children to be independent, skilled and brave, which was inaugurated in September 2022. There are 2 RAP locations, the first is located on Jalan Nginden Semolo No. 23, Sukolilo District, while the second location is located on Jalan Sono Indah VII No. 10, Sukomanunggal District, which was inaugurated in September 2023 as a development of the RAP Nginden Semolo, Sukolilo Surabaya. The facilities are equipped with various rooms such as a speech therapy room, learning room, music room, batik room, physiotherapy room, and

reflection room. Apart from that, a prayer room is also provided for children to carry out Koran recitation activities.

Table 2. Number of RAP Training and Specialization

No	Training and Specialization	Number of (children)
1	Painting, Batik, Screen Printing	137
2	Sewing and Handycraft	114
3	Music and Modelling	62
4	Dance	54
4	Learn to recite the Koran	26
5	Sign Language Tales	63
6	Pediatrician, Physiotherapy and Acupuncture, Reflexology	84
7	Photography	5
8	General Learning	18
9	Speech, Behavioral, Occupational Impairment Therapy	26
10	Dental Services	10
Total		599

Source: Surabaya City RAP, 2023

Table 2 shows that currently, 599 children have taken part in training and consultations at the Selamat Children's Home, involving various types of training such as fine arts (painting, batik and screen printing), skills (sewing and crafts), music, modeling, learning to read the Koran, sign language storytelling, as well as consultations from pediatricians, physiotherapy and acupuncture. Training in painting and shibori cloth dyeing techniques, along with physiotherapy and storytelling using Indonesian Sign Language (Bisindo) are the most popular. The number of children with disabilities in Surabaya City in 2023 is 2,562 children, this is not comparable to the number of registrants in the 2023 RAP, a total of 599 children. There are 1,963 children who have not registered to develop their talents and interests.

Supported by research by Sari & Wahyuni (2023) that evaluation of UPTD performance needs to be carried out to assess the extent to which the organization's tasks are effectively implemented in achieving goals in accordance with capabilities, programs, policies, as well as vision and mission in handling issues related to children. - children with intellectual disabilities who are neglected. In contrast to this research which describes the Achievement Children's House as intended for children with disabilities who still have parents (Wahdah, 2022), the facilities are equipped with various rooms such as a speech therapy room, learning room, music room, batik room, physiotherapy room, to reflection room, apart from that, a prayer room is also provided for children to carry out Koran reading activities (Rahmawati, 2022).

According to Tahir (2014) explains that policy tools are the methods used to implement policies to achieve the stated goals. So direct outreach can be carried out to every parent who has a child with a disability, so that the implementation of the RAP runs as it should, setting targets and communication for the people of Surabaya City for the success of a RAP policy in the future. Because the government has not held door-to-door outreach or introduced the RAP. There needs to be cooperation between parties starting from Social Services, UPTD, sub-districts, sub-districts and the community as an appeal. Collaboration between the Surabaya City government can also be seen from how the socialization of RAP will influence inviting children with disabilities to join RAP.

Research Djatmiko, et al., (2023) the implementation of the UPTD Kampung Anak Negeri program has reached a satisfactory level, with the implementation of various efforts to nurture and develop children through entrepreneurship development, academic education, social and spiritual aspects, as well as developing talents and interests. However, there are still shortcomings, especially related to the character patterns of foster children. One of the main factors is the need to increase competency for staff involved in this program, through skill development, clarity in action, and patience, which should be evenly distributed among all staff. It is also important to facilitate mutual criticism, suggestions and communication that enable increased competence among employees.

In accordance with the results of the research Pangestu & Wibawani (2022) show that the empowerment strategy for the Karepe Dimesemi Bojo program in Bongkot Village is quite successful in empowering people with mental disabilities. This is proven: 1) micro level, carried out in the form of guidance, counseling, crisis intervention, and regular stress management in Bongkot Village twice a month, so that it is quite successful in empowerment. 2) mezzo level, carried out in the form of skills training once a month with inadequate facilities, resulting in less success in empowerment. 3) macro level, carried out in the form of policy formulation, social planning, campaigns, social action, lobbying, community organization and conflict management are mature and proven to have a positive impact on both program implementation and beneficiaries, resulting in successful empowerment.

Differences between previous research and current research on locus and theory. In the previous research, the locus was carried out at the UPTD Kampung Anak Negeri, whereas the current research is at the Rumah Children's Achievement (RAP), which is a program from the Surabaya City Government which is overseen by the Surabaya City Social Service and managed by the UPTD Kampung Negeri Children. RAP aims to develop the talents and interests of children with disabilities, with various training and services supported by adequate facilities to provide provisionsoft skill There are no containers yet in the city of Surabaya. Previous research has not discussed the protection of disabled children in the form of an achievement RAP using Warwic's theory which is appropriate to field conditions. There has not been any research similar to this research, therefore researchers are interested in taking the RAP locus supported by problem factors that can become recommendations for the government.

In the implementation of the RAP there are no policies which should have a cycle as explained in Mustari (2015) that in order to realize desires and make policies effective, things are needed, namely first, the existence of legal instruments in the form of statutory regulations so that the public can know what has been decided; secondly, this policy must also have a clear implementation and financing structure; third, there is a need for public control, namely a mechanism that allows the public to know whether this policy is being implemented or not.

Effective policies have the potential to make the Surabaya City RAP a success. Underlining that there are several problems or the government's review of the implementation of the RAP, it can be seen from the policy implementation factors according to Warwic in Tahir (2020) as follows:

Organizational abilities

According to the results of observations made at the RAP on January 15 2024 with the Admin Staff, the implementation of the RAP training contained no special regulations to regulate the implementation of both services and performance of the Surabaya City government. Apart from that, there are no Technical Instructions (Juknis) to guide the implementation of the training. The facts on the ground in the implementation of the RAP are guided by profiles and SOPs,

this is a suggestion for the government that a program should run based on clear regulations and technicalities. RAP is one of the training courses that many people are interested in, but it does not open for additional quotas such as acupuncture. The parents of the participants have suggested increasing the quota, in fact during direct observation the quota has been determined by the Surabaya City Health Service.

Therefore, the RAP cannot act and there is no solution yet from the parents' suggestions. Problems also occur in plywood bending training. The number of training participants is sufficient, but the instructors often have holidays. According to observations, it was still found that instructors from Darma Cendika Catholic University, last training in October, trained 2 meetings, in a week there should be 4 meetings a week. Apart from that, there is a shortage of dental services which is an obstacle, namely instructors do not provide services, whereas dental service participants should have fulfilled the quota. Therefore, researchers are interested in examining how the policy for protecting children with disabilities is implemented in homes for children with disabilities.

Information

According to Mr. Indra Fajar as Head of the Rehabilitation Division of the Surabaya City Social Service, RAP information is delivered through news, outreach and coordination to sub-districts, sub-districts, KSH and PKK mothers to be conveyed to their residents. This needs to be underlined that there has not been a more effective delivery of information through door to door outreach with the introduction of RAP. There needs to be cooperation between parties starting from Social Services, UPTD, sub-districts, sub-districts and the community as an appeal. Collaboration between the Surabaya City government can also be seen from how the RAP socialization will influence inviting children with disabilities to join the RAP. Because, there are 1,963 children who have not registered to develop their talents and interests.

Support

The support for facilities and infrastructure is good, but the support from external parties is the government's review to ensure that children with disabilities in the city of Surabaya can take part in training at RAP by collaborating with the private sector, special schools and disabled children's foundations so that RAP is known and can be experienced by the people of Surabaya who have children with disabilities.

Methods

The research methodology used is a qualitative descriptive method. Sampling in qualitative research is subject to situations, subjects, informants and time Hardani et al., (2020) In this research, 3 types of data collection techniques will be used according to Hardani et al., (2020), first observation, interviews and documentation. This research includes a verification type to test the truth of a phenomenon Hardani et al., (2020) . This is because the researcher wants to provide a detailed description of the data and facts in the form of narrative or images, so the researcher uses a descriptive approach in qualitative research methods. The research locations taken were in the Surabaya City RAP which is located in two places, namely the RAP in Semolowaru Jalan Nginden Semolo No. 23 Surabaya and Sonokwijenan on Jalan Sono Indah VII No 10, Sukomanunggal District. say primary and secondary data sources. Primary data is the RAP administration staff's achievements as informants. Apart from that, supporting informants can be used as sources of primary data and additional information in this research, such as the Head of the Rehabilitation Division of the Surabaya City Social Service, the head of the UPTD Kampung Anak Negeri and the parents or families of the RAP training participants. Meanwhile, secondary data is obtained indirectly from other people, offices in the form of journals, reports, profiles, guidebooks or relevant libraries. This research uses the

analysis technique by Huberman (2014) that analyzes as three concurrent streams of activity: (1) Data Condensation (2) Data Display (3) Conclusion Drawing/Verification. The wetness of the data in this research is the credibility test or trust test of the research data presented by the researcher so that the results of the research conducted are not in doubt (Sugiyono, 2020). There are 6, namely extending observations, triangulation, using reference materials, and holding member checks.

Results and Discussion

The research results were analyzed using theory according to Huberman (2014), namely observation, interviews and documentation. According to Tahir (2020), the benchmark for the success of a policy lies in the implementation process. The RAP is said to have been successful by looking at the results of observations, interviews and documentation. Implementers provide technical services, clarity of goals and planning, supervision, government and community coordination meetings, collaboration with the Health Office, Dispendik, Dispusip, DP3APPK, and academics, SOP RAP, communication, location distribution, training and services, facilities and infrastructure, additional locations rap, authority and responsibility, and employee recruitment as 4 factors according to Warwic.

Organizational Capabilities

There are 3 elements of organizational capability, namely technical capability, ability to establish relationships between organizations, and improving SOPs. It is stated in Surabaya City Regional Regulation Number 3 of 2023 concerning Amendments to Regional Regulation Number 6 of 2011 concerning Implementation of Child Protection.

Technical Capabilities

Technical implementation of the RAP synergy between the Social Service (Dinsos), the Education Service (Dispendik), the Library and Archives Service (Dispusip), the Health Service (Dinkes), the Women's Empowerment Service, Child Protection, Population Control and Family Planning (DP3APPKB). Apart from that, if there are problems, the relevant department will help with infrastructure, facilities and technical matters and will hold meetings.

There are shortcomings RAP does haven't technical references, but is said to be successful and has been welcomed positively by parents who have children with disabilities in the city of Surabaya. The RAP was formed in collaboration with stakeholders and the community, by utilizing regional budget funds as stated in Surabaya Mayor Regulation Number 1 of 2023 concerning Amendments to Surabaya Mayor Regulation Number 129 of 2022 concerning the Elaboration of Regional Revenue and Expenditure Budgets for Fiscal Year 2023.

The number of RAP participants in Semolowaru and Sonokwijenan provides an unlimited quota for each training, while services are limited. There are services at RAP Semolowaru that are not available in Sonokwijenan, such as acupuncture, apart from that, services at RAP Sonokwijenan that are not available in Semolowaru, such as speech impairment, behavioral impairment, and occupational impairment. The aim is for children with disabilities to focus more on training, flexibility so that teaching can be adapted. In terms of service, it is limited, because the instructors from the Health Department want to provide optimal service without being rushed with a large number of participants, while the service also needs a space that is conducive to achieving the expected changes in children as follows:

Table 3. Semolowaru and Sonokwijenan RAP Service Quotas

No	Service	Day	(Number of children)
1	General learning	Tuesday Thursday	8

2	Acupuncture	Tuesday Thursday	10
3	Physiotherapy	Monday Friday	46
4	Consulting doctor and pediatric specialist	Tuesday	10
5	Reflection	Tuesday-Saturday	12
6	Tooth	Monday, Thursday	8
Total			94

Source: Surabaya City Achievement Children's Home in 2024

Table 4. Sonokwijenan Service Quota

No	Service	Day	(Number of children)
1	General learning	Tuesday Thursday	9
2	Physiotherapy	Monday, Wednesday, Friday	16
3	Consulting doctor and pediatric specialist	Jum'at	32
4	Reflection	Thursday	11
5	Tooth	Jum'at	24
6	Speechless	Monday, Wednesday, Friday	34
7	Behavioral Tuna	Monday, Wednesday, Friday	29
8	Occupation	Monday Friday	36
Total			191

Source: Surabaya City Achievement Children's Home in 2024

In tables 3 and 4 there are differences in services at RAP Semolowaru that are not available in Sonokwijenan, such as acupuncture, apart from services at RAP Sonokwijenan that are not available in Semolowaru, such as speech impairment, behavioral impairment, and occupation. Meanwhile, the training and services provided have also been said to be successful as seen from the quota restrictions on general learning services, physiotherapy, acupuncture, consulting doctors and pediatric specialists, reflexology, dental, speech impaired, behaviorally impaired and occupational so that service provision remains within the SOP, because Too many participants will affect the results of the services provided.

Supported by Mr. Indra Fajar as Head of the Rehabilitation Division at the Surabaya City Social Service as an informant, he said that:

"The supervision system is an example of a budgeting system, an example of SOPs in the RAP is a form of supervision. Here we have Mr. Asmadun as the actual supervisor of the RAP if there are facilities, his parents' suggestions are fulfilled and then coordinated with the Social Service as an evaluation to other OPDs. So here, if there are children coming in and out like that, it's natural because we can't force them and in RAP itself they don't get certification and there is no further development for children's independence in the future. "We only provide training here." (Mr. IF, January 26 2024).

The technical capacity for monitoring the RAP budgeting system is processed from the City Government, which has a team, then distributed to the Social Service to collect data regarding the facilities and infrastructure needed, with special staff from the Social Service to monitor

RAP needs. Meanwhile, UPTD and RAP become one unit that utilizes and manages the facilities and infrastructure that have been provided.

Ability to establish relationships with other organizations operating in the same field, meaning the need for coordination between related elements

Success in coordinating will produce harmony and balance in all activities to achieve the desired goals. This will make the tasks of each part consistent, harmonious and balanced. In the context of RAP coordination, including vertical or structural coordination, there is a hierarchical relationship between the parties carrying out structural coordination (Sugihartatmo & Sentika, 2015). Coordination started from the Surabaya City Government, the Surabaya City Social Service from the Head of Department (Kadis) through the RESOS sector in collaboration with the Department of Education, Dispusip, Dinkes, DP3APPKB, UPTD Kanri, and below the RAP Staff, it went well.

The Surabaya City Social Service held a collaborative event with the Faculty of Economics and Business, Airlangga University (FEB UNAIR) which displayed various brilliant works from the children involved in RAP. Starting from painting exhibitions, handicrafts, music, singing, sign language tales, to fashion shows made by RAP children's sewing works. This collaboration ran smoothly because the aim was to increase the enthusiasm and learning of RAP participants by giving them more freedom to be creative.

The ability to establish relationships with organizations, both between agencies and NGOs, is running as expected to support the RAP training program in a direct and organized manner, especially with the aim of helping realize RAP as a forum for developing talents and interests that can have a positive impact. The implementation of cooperation between NGOs is found in RAP Semolowaru and RAP Sonokwijenan, namely in the form of social care services organized with UPTD Kalijudan.

Improving the service system by developing "SOPs" (Standard Operating Procedures), namely guidelines for work flow in implementing policies

The RAP which was ratified on January 3 2023 is based Peraturan Walikota Surabaya Nomor 75 Tahun 2021 Tentang Kedudukan, Susunan Organisasi, Uraian Tugas Dan Fungsi Serta Tata Kerja Dinas Sosial Kota Surabaya dan Peraturan Walikota Surabaya Nomor 119 Tahun 2021 Tentang Pesmbentukan Dan Susunan Organisasi Unit Pelaksana Teknis Dinas Kampung Anak Negeri Pada Dinas Sosial Kota Surabaya. concerning the Formation and Organizational Structure of the Service's Technical Implementation Unit State Children's Village at the Surabaya City Social Service. In implementing the SOP in the RAP, the activities have been running well, effectively and efficiently, especially as the implementers have their respective duties and responsibilities.

This results in parents of prospective participants being able to better understand the flow of the SOP, supported by further coordination of explanations between officers and parents regarding the administration that must be completed, service schedules and training if parents come directly to the RAP. SOPs are clear, there is a definite time period, transparent requirements, and informative officers. The weakness that must be included in the implementation of the SOP is, when parents of prospective participants only register, but do not follow up or come directly to the RAP, there will be no continuation of training or services according to the SOP only in face-to-face national coordination. This is what the staff must do if there are registrants to be closer in following up and helping explain the flow via WhatsApp with the aim of optimizing the creation of maximum service activities. As a result, [the government in creating and implementing SOPs in RAP through admin staff has been successful, because registration is via a link, parents can fill in biodata and choose the type of

training and services, then parents come to the intended RAP such as Semolowaru and Sonokwijenan with their goals and objectives. confirm.

Information

RAP has distributed information from the Surabaya City Social Service through news, social media, collaborating with sub-districts, RT/RW, PKK, Puspaga, and KSH by introducing the RAP in Surabaya City as a forum for training and services for children with disabilities. RAP information is not only through news, outreach and coordination with the community. However, the Surabaya City Government facilitated it by establishing RAP in various areas of Surabaya City such as Semolowaru and Sonokwijenan. There is an input not only to establishing RAPs in various regions to achieve accessibility, but also an intense approach in the form of door to door to people who have children with disabilities with KK Surabaya.

Reflecting on the Hilller & Bellanger Model of E-Government stages in Napitupulu et al., (2020) it can be said that the information on delivering the RAP is quite good, as follows:

Information

In the RAP profile there is a registration flow guide that refers to the website <https://dinassosial.surabaya.go.id> and can be understood by parents of RAP participants.

Two Way communications

This is supported by the results of interviews with the Head of Division that the Social Service has carried out information distribution from news, social media, collaborating with sub-districts, RT/RW, PKK, Puspaga, and KSH by introducing the Achievement RAP in the City of Surabaya, of course supported by parents who have children with disabilities by participating in training and services.

Transaction

There is no charge for the RAP, children with disabilities can take part for free to achieve the Surabaya City Government's goal of realizing a Child Friendly City.

Integration

Portal <https://dinassosial.surabaya.go.id>, integrated between RAP Semolowaru and Sonokwijenan with a slightly different training and service menu.

Participants

It is supported by the results of interviews with parents of RAP participants that the suggestions given have been facilitated, however there are suggestions given by the Department of Social Affairs and UPTD as managers which are still being considered.

So it is concluded that the implementation of information in the RAP has been successful with the support of direct socialization and coordinating training. Admin staff and instructors create groups WhatsApp has been well received by parents of RAP participants. However, there is one training where the music has not been made into a group by the instructor, which becomes an obstacle when the schedule changes. Parents sometimes feel let down, even though the parents have given input, but there has been no positive response.

Support

Facilities and infrastructure play a very important role in supporting the achievement of the objectives of an activity. Such as the RAP infrastructure as follows:

Training and service equipment: equipment needed to achieve competencies that have been determined in training and work services. Equipment consists of: Sewing Machine, Screen Printing Machine, Canvas, Painting Equipment, Guitar, Piano, Drum, Body Scales, Batik Equipment, Medical Equipment, etc. This explanation is proven by the condition of the equipment at RAP Semolowaru and RAP Sonokwijenan.

Training places are provided based on the needs of each training and service at RAP Semolowaru and Sonokwijenan. RAP Semolowaru has 11 classrooms, while RAP Sonokwijenan has 10 classrooms.

The total training and service instructors at RAP Semolowaru and Sonokwijenan are 44 officers from the collaboration of Dinsos, Dispusip, Dispendik, DP3APPKB, and Dinkes who are given full duties, responsibilities, powers and rights by authorized officials to carry out training activities and provide services to participants training. Instructors have an important role in the smoothness and success of activities. The tasks that must be carried out by instructors are to carry out training and service activities as well as to develop children's talents and interests.

From the results of the interview above, training and services at RAP Semolowaru and Sonokwijenan in completing the facilities and infrastructure for RAP participants require supporting facilities and infrastructure as well as training instructors and services that have been successful in supporting efforts to improve the quality of services and training provided to RAP participants. Thus, it can be concluded that the implementation of the policy in the form of support, namely completing the RAP facilities and infrastructure, has been successfully implemented well. In this case, completing facilities and infrastructure is a supporting factor for the implementation of RAP training and services.

The successful fulfillment of facilities and infrastructure will also have an impact on services that influence the development of children with disabilities in RAP, as according to interviews with parents of RAP participants that RAP is a place for children with disabilities who are able to develop soft skills, apart from that these children need Bisindo training, because the school does not provide it. training. So with RAP, parents are better able to assess that training and services can help children be more independent and confident.

Sari & Wahyuni (2023) research is in line with the results that performance in meeting needs is seen in terms of physical (clothing, food and shelter) and non-physical needs (social, psychological and educational support). If we look at physical needs such as clothing, food and shelter, the UPTD has provided adequate facilities, such as providing basic social services and physical guidance activities.

Sharing Potential

According to Warwic, the division of potential is the same as the division of authority and responsibility, which is not adjusted to the division of tasks, such as unclear boundaries and decentralization of implementation. Social Services, UPTD, and RAP administrative staff have understood their duties, including knowledge and understanding of the content and objectives of policies, attitudes towards policies, and intensity of attitudes.

UPTD said that what the Ministry of Social Affairs has done in channeling potential is in accordance with the directions, regarding budget planning in the City Government there is a budget team tasked with the Ministry of Social Affairs to plan the development of potential related to extension workers and facilities. This authority lies with the Surabaya City Government, because it is the policy maker. The task of the Social Service is to utilize the instructors and facilities provided, while the task of UPTD Kanri and RAP as implementers is to implement training and services. OPD's other duties include psychosocial assistance,

monitoring, reporting, service, training and social assistance in the form of accessibility for children with disabilities. Apart from that, the distribution of potential is adjusted from the Social Service and UPTD staff, by collaborating with instructors who are experts in their fields and officers from the OPD. There is a difference in staff at Semolo utilizing social service staff and UPTD, while Sonokwijenan opens new recruitment.

Supported by research by Djatmiko et al., (2023) as UPTD chief of staff, I am trying to encourage staff to be able to carry out the main tasks and functions in order to be able to build a program aimed at ensuring the lives of street children at UPTD Kampung Anak Negeri Wonorejo. All activities have been guaranteed by the Social Service with optimization. Problems that cause obstacles are found in the character of street children, each child they foster must have problems and they include People with Social Welfare Problems (PMKS) with different problems.

Conclusion

The results of the research show that in the implementation of policies for the protection of children with disabilities in the city of Surabaya (with case studies in the homes of high achieving children), it can be concluded based on Warwic's theory, as follows:

Organizational capabilities are divided into 3 elements, namely technical capabilities, although there are no specific regulations yet, they have been successful. Second, the ability to establish relationships with organizations to coordinate both from the Surabaya City Government, the Surabaya City Social Service from the Head of Department (Kadis) through the RESOS sector which collaborates with the Department of Population, Dispusip, Dinkes, DP3APPKB, UPTD Kanri, and below there are RAP Staff running successfully plus work together with the FKM academic community at Airlangga University, they are bringing positive activities by providing social assistance in the form of pots which will be decorated by RAP painting training participants. This collaboration is going well. Third, improving the SOP as a form of supervision carried out by the Social Service by assigning special staff to supervise the RAP has been carried out well.

RAP information is not only through news, outreach and coordination with the community. However, the Surabaya City Government facilitated it by establishing RAP in various areas of Surabaya City such as Semolowaru and Sonokwijenan. It can be said that RAP communication is quite good, there are gaps in its implementation with targets, such as RAP participants maximizing the age of 18 years, according to the results of interviews with admin staff, participants are also vulnerable aged 20-22 years and disabilities in the RAP indicate there is no health screening, but this does not become an obstacle to RAP.

Support, the Semolowaru and Sonokwijenan RAPs of Surabaya City are good at completing the facilities and infrastructure for the work of the facilitators. It is necessary to have supporting facilities and infrastructure as well as training instructors to support efforts to improve the quality of training services provided to RAP participants.

The distribution of potential is carried out by the Department, UPTD, RAP Staff, and instructors who understand the division of tasks. In accordance with Surabaya City Regional Regulation Number 3 of 2023 concerning Amendments to Regional Regulation Number 6 of 2011 concerning the Implementation of Child Protection. Field facts seen from interviews with parents of training and service participants at RAP are that a clear distribution of potential can produce an understanding that is easy to understand and can work smoothly. It's good enough. Along with parents' suggestions, suggestions that come from parents to staff should be conveyed to instructors in the sense of being facilitated, for example there is still no painting training group at RAP Semolowaru.

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