Mobile Solution for Child Abuse Reporting: Enhancing Accessibility and Protection through SI-ADU

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ABSTRAK

Penelitian ini dilatarbelakangi oleh meningkatnya kasus kekerasan terhadap anak di Indonesia, dengan pelaku kekerasan sering kali berasal dari keluarga terdekat. Penelitian ini bertujuan untuk merancang aplikasi yang mempermudah korban kekerasan dalam melakukan pengaduan. Metode penelitian yang digunakan adalah Research & Development *(R&D). Teknik pengumpulan data terdiri dari observasi lapangan melalui lembar pengamatan dan wawancara, checklist penilaian terkait kasus kekerasan, angket, instrumen penilaian pakar, catatan lapangan, angket penilaian efektivitas aplikasi, dan checklist penilaian kebermanfaatan aplikasi. Objek penelitian ini adalah anak-anak, terutama usia dini. Hasil penelitian ini adalah desain aplikasi perlindungan anak berbasis mobile, SI-ADU, yang dapat diakses oleh anak ataupun orang tua untuk melakukan pengaduan. Implikasi dari penelitian ini adalah dapat membantu pemerintah daerah Gorontalo menurunkan angka kasus kekerasan terhadap anak hingga 19% sejak uji coba dilakukan. Kemudahan akses dan penggunaan teknik membela atau menyelamatkan diri dari kekerasan, serta mitigasi yang cepat terhadap anak korban kekerasan melalui smartphone, dapat membantu meningkatkan keselamatan dan mencegah kekerasan di komunitas anak-anak. Simpulan dari penelitian ini adalah aplikasi SI-ADU dapat menjadi solusi efektif dalam menanggulangi kekerasan terhadap anak dengan memberikan akses cepat dan mudah bagi korban untuk melaporkan kasus kekerasan dan melibatkan pihak berwajib dalam penanganan kasus.*

ABSTRACT

This study is motivated by the increasing cases of child abuse in Indonesia, with perpetrators often coming from close family members. This study to design an application that facilitates abuse victims in filing complaints. The research method used is Research & Development (R&D). Data collection techniques include field observation using observation sheets and interviews, a checklist for assessing abuse cases, questionnaires, expert assessment instruments, field notes, a questionnaire for evaluating the effectiveness of the application, and a checklist for assessing the application's usefulness. The subjects of this research are children, particularly those in early childhood. The result of this research is the design of a mobile-based child protection application, SI-ADU, which can be accessed by children or parents to file complaints. The implications of this study suggest that it can help the Gorontalo local government reduce the number of child abuse cases by up to 19% since the pilot testing was conducted. The easy access and use of techniques to defend or protect oneself from abuse, as well as rapid mitigation for child victims of abuse through smartphones, can contribute to improving safety and preventing violence within children's communities. The conclusion of this study is that the SI-ADU application can be an effective solution in addressing child abuse by providing victims with quick and easy access to report abuse cases and involve authorities in the handling of these cases.

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1. INTRODUCTION

Protecting children is the responsibility of parents, families and the surrounding community (Kiili & Moilanen, 2019; Lonne et al., 2015). The protection provided is to guarantee and protect children and their rights to be able to live, grow, develop and also be able to socialize in the surrounding environment. Children are a gift and a mandate from God Almighty, who must be cared for and protected. Child protection aims to create safe conditions for children to fulfil their rights and obligations. Based on the concept of parents *patriae*, that is, the state gives attention and protection to children as parents should to their children, the handling of children who conflict with the law must also be carried out in the best interest of the child and based on Pancasila values (Rahawarin, 2021; Sitompul, 2024). Crime can happen to anyone and can also be committed by anyone, be it men, women or children. Children are very vulnerable or prone to becoming victims of criminal acts of physical violence because children are human beings who are very weak and still need protection from the adults around them (Finkelhor, 2008). Children are heirs and future successors of a nation. Protection of children becomes an effort to provide conditions to protect children from carrying out their rights and obligations. Protecting children is watching the whole person. Child protection has the potential to save the next generation of the nation(Craven et al., 2006; Winters et al., 2022).

In this highly sophisticated era, in various media such as print and online media, there have been many reports of cases of violence that have occurred children as victims, one of which is sexual violence against children, despite the COVID-19 pandemic that is still hitting Indonesia, the perpetrators of sexual violence towards children as if they don't care about them. Reporting on cases of sexual violence against children continues to increase, causing damage to the nation's generation (Caron et al., 2020; Rosenthal & Thompson, 2020). Based on data from the Ministry of Women's Empowerment and Child Protection (PPA), from January to June 2020, there were 3,928 child abuse cases. Therefore, according to the President's mandate, the government is targeting a priority for the next five years to reduce violence against children and protect children (Agustin et al., 2018; Christiana, 2019). Data from the PPA Symphony from January to June 17 2020, there were almost 3,928 cases of violence against children, including sexual, physical, and emotional violence. Still, nearly 55 % occurred sexual violence. The rise of violence against children is very concerning, and a solution is needed to overcome this.

Referring to the status of the Convention on the Rights of the Child, it can be concluded that from a policy point of view, child protection is still poorly organized. Because the Convention on the Rights of the Child was only ratified by KEPPRES Number 36 of 1990 concerning the Convention on the rights of the child (Failin et al., 2022; Ilham, 2023), the consequence is that many policies relating to child protection do not use the Convention on the Rights of the Child as a basis for consideration, including Law Number 23 of 2002 concerning Child Protection, this happens because in Law Number 10 of 2004 concerning Legislation it is stated that a Presidential Decree cannot be the basis for consideration of law, whereas logically speaking, the source of child protection law should originate from the Convention on the Rights of the Child, then be adjusted to the socio-cultural values of the nation-state.

The existence of children is classified as a very vulnerable group because regulations regarding child protection have been regulated in several laws and regulations that apply in Indonesia. Still, there is no legal certainty, so children who become victims have difficulty making complaints. This is due to the lack of access that makes it easier for children to get protection. When they make a report to the authorities, this makes them afraid, and some are even ignored, so they don't process it. Whereas in Law Number 23 of 2002 concerning Child Protection, it is stated that a child is someone who is not yet 18 (eighteen) years old, while in Law Number 4 of 1979 concerning Child Welfare (Harahap, 2022; Meldina et al., 2020), what is called a child is a person whose age limit is before reaching the age of 21 years and never been married. There is also Law Number 23 of 2002, and the Criminal Code does not define children, making it difficult for law enforcement officials to implement their legal policies. The existence of Law Number 35 of 2014 concerning Child Protection emphasizes the need for increasing criminal sanctions and fines for perpetrators of aggravating criminal sanctions and penalties for perpetrators of crimes of sexual violence against children (Maulana et al., 2023; Triwulandari & Tarsono, 2022).

There are many legal issues regarding protecting children, especially protection from sexual violence against children. One of the many forms of violence is sexual violence against children that needs to be watched out for, including pedophilia. Pedophiles are adults who have deviant sexual behavior towards children. The word pedophilia comes from the Greek paedo (child) and philia (love). Pedophilia is a mental disorder in which someone acts by making children the instrument or target of that action. Generally, this action is in the form of giving up a sexual appetite (Hall & Hall, 2007). This research, of course, refers to the guidelines of Gorontalo State University, where creative and innovative ideas are needed because researchers want to make an innovation in the form of a Mobile-Based application intended to facilitate access to complaints of child victims who experience violence and can secure concrete evidence

on the application. Based on PPA symphony data for 2023, there are still 11,992 new cases only at the complaint stage. Based on the initial survey results, 89% of the public said they had never heard of a complaint application (Arvidson et al., 2011). Victims of violence only report to the police or keep their cases in trauma. This caused the victim to have problems at school. Victims of difficulty concentrating while studying. Through this research, a mobile application for complaints of violence against children will be developed and integrated with a consulting application for therapy and rehabilitation services for victims of violence. Multifunctional smartphones are not only for communication media but can also be used as media for advocacy and handling cases of violence against children (Ariani & Ujianti, 2021).

2. METHOD

This research was conducted using a development research approach. While the development model used is the Research & Development (R & D) development model (Aka, 2019), which consists of ten steps as presented in Figure 1, namely: (1) Conduct research and collect information or need assessment (literature review, subject observation, preparation of subject matter reports) (2) Doing planning (defining skills, formulating goals, determining the sequence of teaching, and small-scale trials) (3) Developing initial product forms (application design, practical applications, and evaluation instruments) (4) Doing initial field test (5) Revise the main product (according to the suggestions from the initial field test results) (6) Conduct the preliminary field test (7) Revise the product (based on the suggestions and results of the field trial main). (8) Field test (9) Revision of the final product (10) Make reports and publish research results.
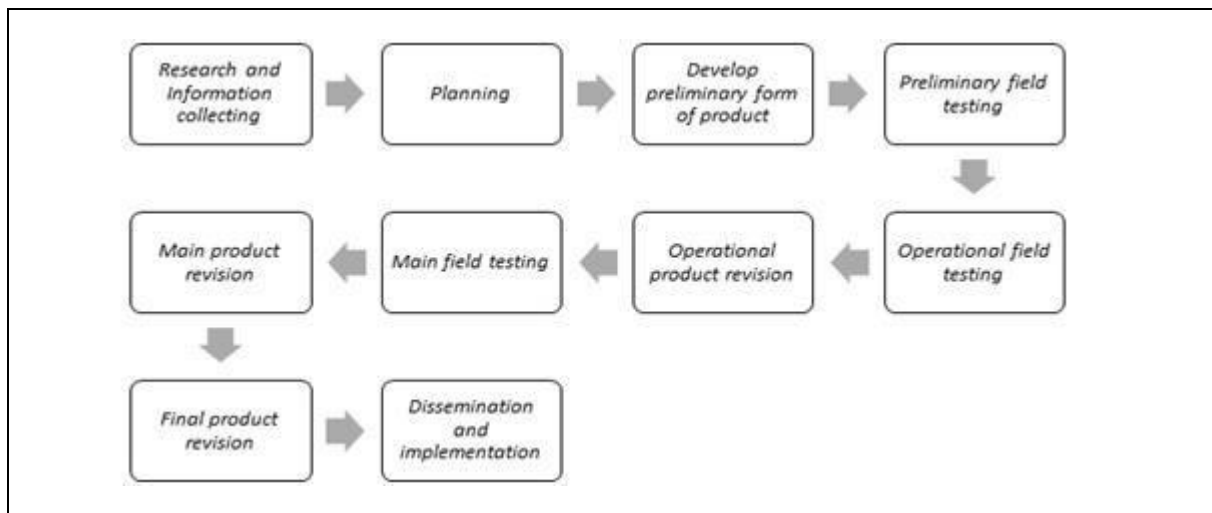

Figure 1. The Steps for Using the Research and Development Method
(Gustiani, 2019)

The research was conducted from April 2023 - June 2023. Respondents in this study at the initial observation stage were 50 adults consisting of parents, teachers and other adults in whose environment there was early childhood. For the Product Development stage, there are three expert validators: mobile application product validators, mobile application content validators, and mobile application counselling and complaints validators. The instrument grid is prepared based on a study of the usefulness and purpose of using the mobile application (Penedo et al., 2020). The criteria will be seen in Table 1 and Table 2.

Table 1. The Instrument Grid of the Application Development

Aspect	Indicators	Descriptors	Item
Appearance	The formation of the application opening display	The menu display The various features	1,2
	The display of information	Clarity of information Usefulness of information	3,4
	The attractiveness of the application display	Colour collaboration The image clarity	5,6
Useful/ease of use	The convenience of the application Ease of understanding features Application loading time		7,8,9

Aspect	Indicators	Descriptors	Item
The application content instrument	The suitability of the application content with		
	The effectiveness of the follow-up in the features of counseling and therapy		
Linguistics	The clarity of language in application content		9,10
	The appropriateness of language use		

Table 2. The Instrument Grid of the Content Application Development

Aspect	Indicators	Item
The application content instrument	The suitability of the application content with	1,2
	The effectiveness of the follow-up in the features of counseling and therapy	
Language	The language presentation in the application is easy to understand	3,4
	The presentation of commands in each dialog box is easy to understand	

The application product instrument consists of five criteria based on the feasibility study (Bowen et al., 2009). Those are appearance, ease of use, and language. The application display criteria are measured in relation to the formation of the application opening display, the display of information and various features in the application, the menu display and content display are also related to the attractiveness of the application display, color collaboration and image clarity. The ease-of-use criteria measures how flexible the application is because users are ordinary people using smartphones, then how easy it is to operate the application, as well as the application loading time. Linguistics is seen from the clarity of language in application content and the appropriateness of language use. The application content instrument measures several criteria, including the suitability of the application content with studies relating to the protection of children from violence and also follow-up in the features of counseling and therapy. Then it is related to language where users can understand the language contained in the application content, because it includes content related to information about violence and child protection. Furthermore, for product trials, research respondents were children aged 4-8 years and adults aged 20 years, 30 years, 40 years and 50 years. All in all, 50 people. In this article, the new research stage enters the initial research stage for application product development.

3. RESULT AND DISCUSSION

Result

As a whole, this research was carried out because, materially, there is no access to help victims of violence to make complaints; the complexity of the violence complaint system is still confusing for victims and even makes victims of violence afraid to make complaints. Therefore, it is necessary to have a forum that can provide easy access for victims of violence with related parties who can protect victims of violence when making complaints. It can be seen at Figure 2. Based on The Preliminary Research Stages and Information Collecting, according to WHO, violence against children includes all forms of physical and emotional abuse, sexual abuse, neglect, and exploitation that impact or have the potential to harm the health, development, and self-esteem of children in the context of a relationship of responsibility (Organization, 2019). Neglect is the attitude and treatment of parents by not giving proper attention or care to the growth and development of children. For example, children are excluded or not given education. Physical violence is physically done to children so that it causes visible injuries or wounds on the child's body and is carried out physically (DePanfilis, 2006).

On purpose. Emotional or psychological violence is a condition where a child does not feel safe and comfortable saying harsh words to a child or embarrassing a child in front of others. Sexual violence is the act of torturing children sexually and also being involved in or taking part in or viewing activities related to sex with the aim of pornography, body movements, films, or something that aims to exploit sex against children (Winstok & Sowan-Basheer, 2015). The Mobile Application is a Linux-based operating system designed for touchscreen mobile devices like smartphones or tablets. Initially, it was developed by Android, Inc. with support from Google (Nosrati et al., 2012). In the era of society 5.0, everyone already has a smartphone or tablet. In response to the many phenomena of violence against children, developing an

application that can protect early childhood is necessary. The Android application is a quick and easy solution to increase our concern for the growth and development of early childhood.
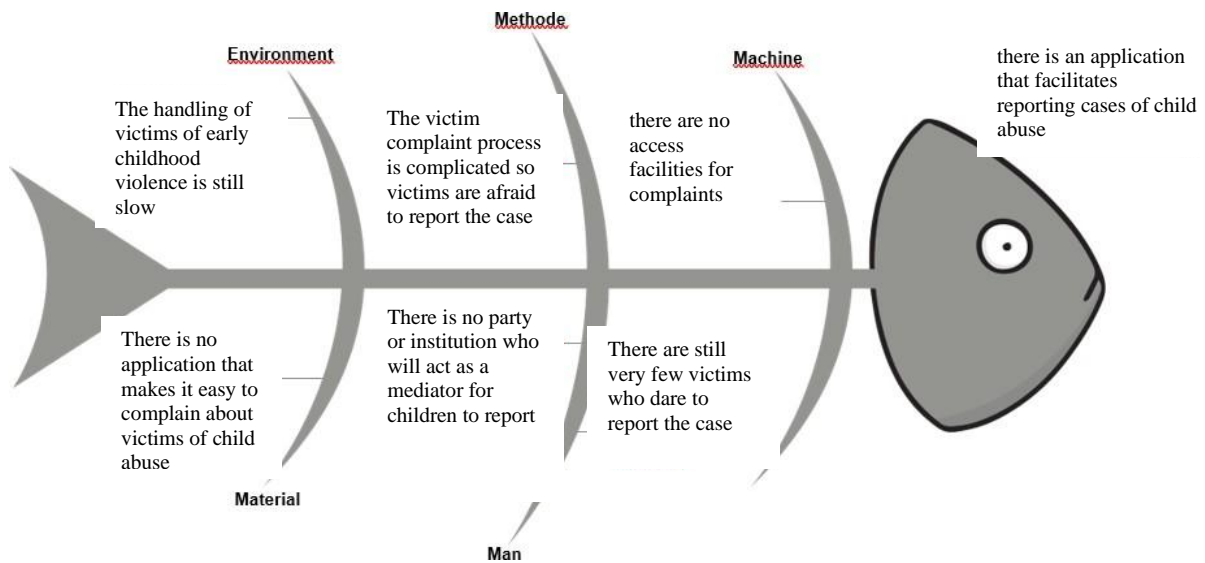

Figure 2. Conceptual Framework

Several applications of protection against violence are designed and developed by the nation's children. Still, some of them are related to reports of violence that have not been friendly to early childhood. Developing child protection applications that are easy and comfortable to use for children is still essential. Not only a reporting feature but also a knowledge feature and a feature asking for immediate help and considering that throughout 2022, there were 11,012 cases of violence against children. Based on a survey conducted on 50 adult respondents (respondents consisted of teachers, parents and other adults around them who had early childhood aged 0-8 years) (Crittenden, 2013). 95% of respondents had heard the term violence against children. In addition, 83.3% of respondents understand the notion of violence against children, not only physical violence but also verbal violence, sexual coercion or harassment, and neglect of children. Regarding complaints about violence against children, 60% of respondents stated difficulties when making complaints. Cases are not immediately processed because they require evidence and witnesses.

Furthermore, 100% of victims indicated that they had never known about the existence of complaint applications and trauma counselling institutions for victims of violence. Hence, they had difficulty conducting trauma counselling and therapy. Based on this data, an application designed for complaints of violence against children will be made in which there is a quick complaint feature, an alarm feature asking for help, a knowledge feature on violence against children in early childhood in the form of games, as well as an online counselling feature. Based on The Design for Increasing Ease of Access to Complaints of Victims of Violence against Children through the Utilization of Mobile Applications, the product being developed is in the form of an application that will facilitate access to complaints made by victims of violence, especially those experienced by minors with the product design as follows: The Home Page is the start page of the child protection application. This page is the first page that displays the main menus for each feature. Another part is The Biodata input form. This feature can input data that can be stored in the database. Do not worry about this data, because it will be strictly confidential and will not be shared for security reasons. Next is the Complaint input form, this feature is the part to input in the form of a complaint that you want to report. Last but not least the admin home page is a display that will show the complaint data that has been entered.

Based on the initial product design, an initial flowchart of a mobile application for complaints of violence against children was made. It starts with the start button, and the child is assisted by a parent or other adult whom the child trusts in entering biodata. After having a child account, you can access the features contained in the mobile application. There is an online complaint feature to the authorities, an alarm feature to ask for help, an information feature in the form of online games, and an online counselling feature. Can be seen at Figure 3.
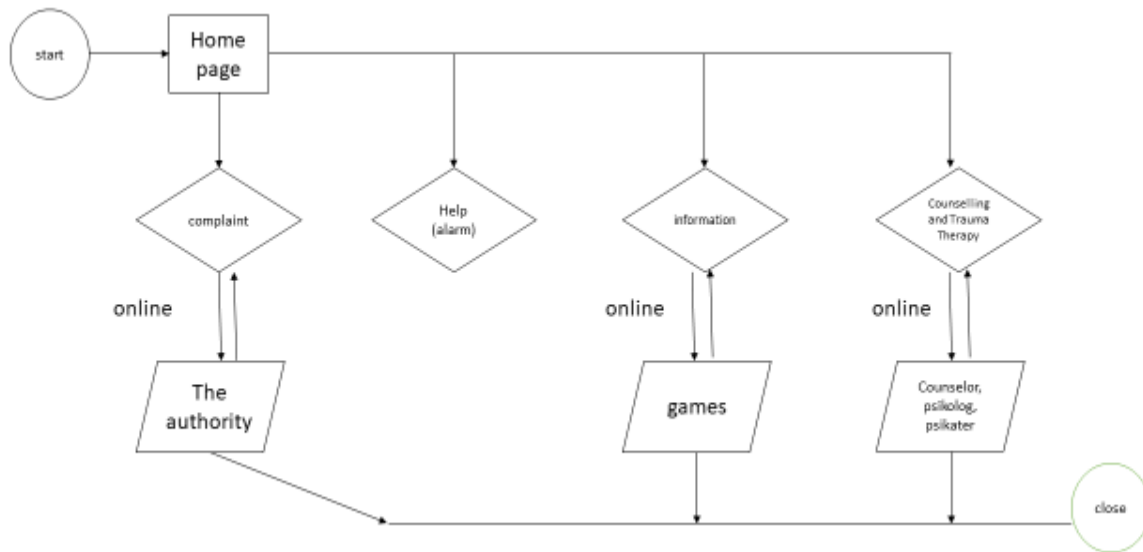
Figure 3. Initial Product Flow chart

Based on the initial design through a flowchart, then realized as a mobile application SI-ADU (*Sistem informasi pengaduan*). This application aims to receive reports of violence against children, and then the child can continue at the stage of rehabilitation or psychological therapy for victims of child abuse. Can be seen at Figure 4.
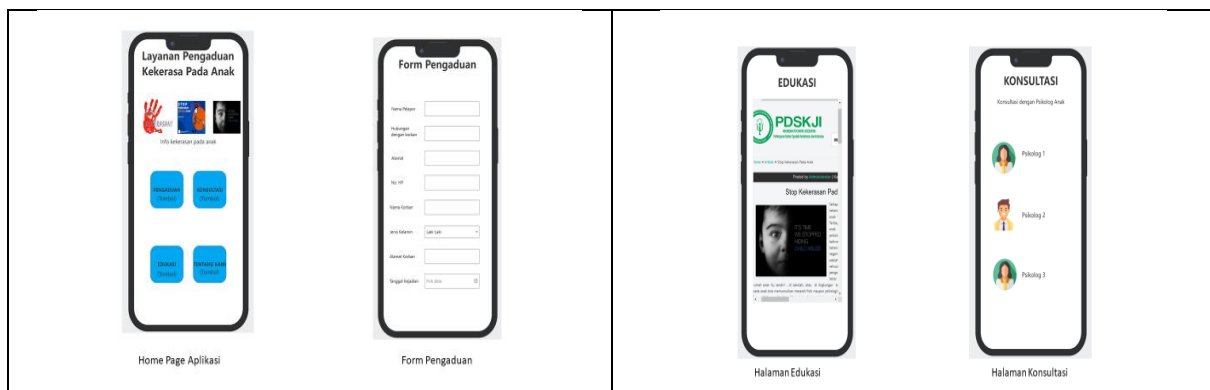

Figure 4. The Mobile Application

This mobile application consists of four parts: a complaint feature, a consultation feature, an educational feature, and an information feature about the application itself or information on using the application. On the complaint form, the child will register their data. After that, the child can report acts of violence received. This report requires adult assistance. Thus, when reporting needs to be done with an adult trusted by the child, the child can proceed to the consultation feature directly connected to the WhatsApp chat from the counsellor, psychologist or psychiatrist the child has chosen. There are also educational features related to information on cases of violence against children and how children can protect themselves from violence. Another feature is the information feature about this complaint application and how to operate the application. Based on the application product instrument, the application display criteria are measured about the appearance of the application opening display, the display of information and various features in the application, the menu display and the content display, which are also related to the attractiveness of the application display, color collaboration and image clarity. The ease-of-use criteria measures how flexible the application is because users are ordinary people using smartphones, then how easy it is to operate the application, as well as the application loading time. Linguistics is seen from the clarity of language in application content and the appropriateness of language use. Thus, a feasibility value of 85.7% was obtained in stage I and then 95.67% in stage II after improvements.

Based on the application content instrument with criteria including the suitability of the application content with studies relating to protecting children from violence and follow-up in counselling and therapy.

Then, it is related to language, where users can understand the language contained in the application content because it includes content related to information about violence and child protection. Obtained a feasibility score of 89.7% in stage I and then 96.87% in stage II after improvement. Compatibility of the application's appearance with the usefulness of counselling for children who experience violence and then make complaints, followed by online counselling and therapy through the application. Obtained a feasibility score of 86.7% in Stage I, then 97.6% in Stage II after improvements

Discussion

Violence against children or child abuse is an act, treatment, or neglect that results in morbidity or Mortality (Schilling & Christian, 2014). Morbidity is an unhealthy state, while Mortality is the number of deaths in a population in a particular area caused by disease or natural death. Mortality is one of the main factors affecting population dynamics. Child abuse is "a term used for acts of commission matters parent or caretaker does to a child that is inappropriate". According to McCoy and Keen, acts of violence against children are inappropriate treatment by parents or caregivers (McCoy & Keen, 2022). The types of violence against children in question include beating (beating), sexual assaulting (sexual harassment), or verbal abusing (verbal harassment) or can be defined as mal-treatment. There are four main categories of acts of violence against children: neglect, physical violence, emotional or psychological abuse, and sexual abuse (Fortier et al., 2020). Thus, it can be concluded that violence against children is an inappropriate act carried out by parents or caregivers consisting of neglect, physical violence, sexual abuse, and verbal or emotional abuse that can harm children's health, development and self-esteem.

Early childhood has the right to be protected so that the child's development can be optimal. Child protection is protecting children as early as possible by the government through Legislation. The child in question is still in the womb until the age of 18 years. In this case, the research focuses on children aged 0-8 years. Because at this age, it is entering the foundation stage of human development in cognitive, physical-motor, language, social-emotional, and spiritual values. Thus, to support the optimization of the golden generation, it is crucial to protect young children from physical, emotional or psychological violence, sexual and neglect. Every child for survival, development and protection from violence and discrimination (Collins, 2017). Therefore, this application is significant and needs to be continued at the refinement stage.

Qualified early childhood education is education that is carried out holistically and interactively. Overall, all aspects of development, including cognitive, language, gross and fine motor skills, values and manners, social and emotional. Related violence cases can influence the development of each of these aspects. Other holistic factors are health and protection of children's welfare in their education (Wulandari et al., 2018).

Children's emotional well-being greatly influences children's development in other aspects. A child who lives in fear and sadness due to violence will have difficulty processing information in his brain so cognitive development is disrupted (Rees, 2010). When a child's emotional system is disturbed, the limbic system in the child's brain cannot work well, so information will be difficult to process (Nazir & Liljenström, 2015). As in one case that occurred in Pohuwato district, child victims of sexual violence had difficulty receiving information during school hours. Every time a child remembers important information, it is triggered by memory, causing the child to have to recall the unpleasant event, causing the child to have a tantrum every time he remembers the information. Such cases require long therapy to restore the child's mental and physical health. Requires repeated and periodic therapy to be able to recover from child trauma. This case of violence can also affect the child's prosocial development, especially the child's ability for Autonomy and Initiative. Violence received by children causes children to lose self-confidence and be afraid of being alone, thereby inhibiting their independence. Inhibited independence will also hinder children's initiative in socializing (Zaitun & Suhartini, 2024). Through this mobile application for complaints of violence against children, researchers are trying to provide protection for children's emotional well-being so that holistic and integrative education can be created and Indonesia's demographic bonus in 2045 can be realized where today's children are at a productive age and can work for the progress of Indonesia

4.   CONCLUSION

Based on the results of the initial survey and some data collected through a literature review, it can be concluded that it is very necessary to develop a mobile-based complaint application SI-ADU (Sistem informasi pengaduan) for victims of violence against children. This is to make it easier to handle cases, be it reporting to the police or the trauma victim counselling stage. It is recommended that further research be carried out at the product validation stage so that further trials can be carried out. This research implies that the SI-ADU application will help the government guarantee and protect children's rights in Indonesia and increase efforts to reduce the number of cases and victims of violence against children in Indonesia as

well as healing and save children's mental and psychological well-being so that they can continue to grow and develop optimally in the future. This research can help the Gorontalo regional government reduce the number of cases of violence against children by up to 19% since the trial was carried out. Ease of access and use of self-defense techniques against violence and quick mitigation of child victims of violence via smartphone. it can help promote safety and prevent violence in children's communities. In the majority of cases of violence against young children in Gorontalo, this application is very helpful in minimizing the prevalence of cases of violence, because not only are they reported, but the cases are followed up by the authorities. Not only reporting but also follow-up therapy for victims so they can continue their education with a good mental health condition.

5. ACKNOWLEDGE

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