

Public Service Challenges and Solutions to Bullying in the Education Sector

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Abstract: *Researchers conducted this research to find out what the role of public services is in dealing with bullying in the education sector. Bullying or bullying is a very bad act because it can have a deterrent effect on victims. It is very unfortunate that this bullying has become a tradition among students. The aim of this research was to find out what challenges and solutions there are for public services in dealing with bullying in the education sector, which up to now still has many cases of bullying in the education sector. The research method used for this research is a literature review. This method is used to collect study summaries to discuss the main themes in this article. This literature review is carried out by recording the required information in the form of books, journals, or other documents that are considered relevant to the topic of discussion. The results of this research show. The impact of bullying behavior has negative effects such as: Psychological disorders. The victim will hate the environment around him, emotional disturbance, the victim will commit criminal acts, drink alcoholic beverages such as alcohol. The solution to overcoming bullying in the educational environment is by providing love, and involving good activities, especially for the perpetrators and victims, and especially for the school, requiring cooperation between teachers and students, and creating a conducive classroom atmosphere in order to prevent the action. bullying, providing better supervision.*

Keywords : *Bullying, Technology, Public Service, Moral Development*

Abstrak: *Peneliti melakukan penelitian ini agar mengetahui apa peran layanan public dalam menghadapi pembulian dalam sektor Pendidikan, bullying atau pembulian adalah perbuatan yang sangat buruk karena bisa menyebabkan efek jera terhadap korban, sangat disayangkan bullying ini sudah menjadi tradisi bagi kalangan pelajar. Tujuan penelitian ini dilakukan adalah untuk mengetahui apa saja tantangan dan solusi untuk layanan publik dalam menghadapi pembulian di sektor Pendidikan yang sampai sekarang masih banyak kasus pembulian di sector Pendidikan. Metode penelitian yang digunakan untuk penelitian ini adalah tinjauan pustaka. Metode ini digunakan untuk mengumpulkan ringkasan studi untuk membahas tema utama dalam artikel ini, tinjauan pustaka ini dilakukan dengan mencatat informasi yang dibutuhkan baik dalam bentuk buku, jurnal, atau dokumen lain yang dinilai relevan dengan topik pembahasan. Hasil penelitian ini menunjukkan. Dampak dari perilaku bullying memiliki efek-efek negatif seperti: Gangguan psikologis. Korban akan membenci lingkungan di sekitarnya, Gangguan emosional, Korban melakukan tindakan-tindakan kriminal, Meminum-minuman keras seperti alkohol. Solusi untuk mengatasi bullying di lingkungan Pendidikan yaitu dengan cara memberikan kasih sayang, dan melibatkan kegiatan-kegiatan yang baik terutama untuk pelaku maupun korban, dan terutama untuk pihak dari sekolah memerlukan kerjasama antara guru dan murid, dan*

membuat suasana kelas yang kondusif agar dapat mencegah tindakan bullying, memberikan pengawasan yang lebih baik.

Kata kunci: Bullying, Teknologi, Layanan Publik, Pengembangan Moral

Introduction

Among children and adolescents, bullying often occurs against juniors, peers, even teachers or other school employees, no matter where the place is, and the situation, but this bullying often occurs and has become a tradition for young students. According to data from the Program for International Student Assessment (PISA), Indonesia ranks fifth highest in bullying cases in the world out of 78 countries. In addition, our nation is known to be very friendly and polite to outsiders, even in other countries bullying often occurs. According to the PISA report, as many as 42% of Indonesian students with an average age of 15 years reported experiencing violence within a month, 14% reported experiencing threats, 15% reported experiencing intimidation, 18% reported experiencing physical violence including ganging up on and other forms of physical violence, and 22% reported experiencing verbal insults (Yusnata, 2023).

Bullying is an act that causes pain and disturbs the peace of others. Because the act is done repeatedly, repeatedly, and develops into a habit that endangers the victim, kidnapping, abuse, and even minor threats are classified as bullying, not just ordinary violence. Bullying victims often occur in quiet children, and children who have difficulty having friends around them. Bullying factors often occur for example, due to differences in economy, beliefs, gender, appearance. Bullying perpetrators often occur in seniority who feel stronger, have a desire to always dominate, or channel negative feelings such as revenge and envy.

Meanwhile, children who become bullies often experience difficulties or have problems at home, such as often being scolded by their parents, parents who like to punish their children excessively. They then imitate their parents' behavior by bullying their friends as a way to vent their feelings. Based on the statement above, we know that bullying has become increasingly severe in Indonesia and has even become a tradition for Indonesian students. Therefore, this study was conducted with the aim of understanding the challenges and solutions for public services in dealing with bullying cases in the education sector in Indonesia so that bullying cases in the Indonesian education sector will continue to decline.

Research Method

The literature review method is the approach used in this essay. The data to be discussed in this paper was collected in this way. A literature review is a synopsis of books, journal articles, or other documents that explain knowledge and beliefs from the past and present. (Creswell, 2012).

The benefits that can be obtained from this research method are to analyze and consider the object of research so that the research can be achieved and targeted, provide research boundaries by showing free objects or significant objects of interest and vice versa, provide basic material for researchers to be able to explain the results of the research according to the objectives of the research.

Researchers look for a keyword or keywords to identify a study, researchers can complete it with other references so that the research project can produce results, then when researchers compile a literature review, researchers need basic theories, frameworks of thought and hypotheses.

Results and Discussion

Almost every young person has experienced unpleasant behavior from peers who are more mature or powerful. It is inappropriate for bullying to occur in an educational environment. This is due to the fact that the educational environment is intended to shape children into intelligent, educated, and moral individuals. Bullying involves more than just violence; there are a number of other behaviors that must also be taken into account, because every action affects both the victim and the perpetrator. Bullying behavior can occur in various forms, both inside and outside the classroom. Bullying only starts because of unimportant things and the desire to cause trouble or make a scene. Disturbing friends while they are studying, calling them by nicknames or titles, taking things without permission, calling parents' names, and physically taunting friends by hitting, grabbing their shoulders and bodies, or stepping on their feet are examples of bullying that often occurs in schools.

Bullying factors

Many factors cause bullying, for example, mental factors, hereditary factors, and age factors. Thus, a person's personality can change at any time depending on what he or she has experienced. Factors that greatly influence a person are environmental factors such as the school environment, family environment, and social media environment. Sometimes bullying causes lasting trauma, which can certainly hinder a child's learning and mental development. Usually, bullies come from families that are less harmonious, and while bullying victims usually come from families that do not get special attention. Usually, bullies rarely communicate with their parents because parents do not have time to communicate. Because the role of parents who are unable to establish good communication with their children makes children do bad things. While on social media, it usually happens because of the freedom to navigate in cyberspace and can interact easily. The negative side is that they misuse social media. One of the bullies usually uses the Whatsapp application to intimidate their victims. In the Whatsapp application, the perpetrator does not hesitate to throw dirty or rude words. This is a form of misuse of social media. Schools are not the only party responsible for managing bullying behavior

in the school environment. The participation of the community in the surrounding environment, as well as the responsibility and collaborative activities of parents and the entire school ecosystem, are of course needed.

Impact of Bullying Behavior

The impact of bullying has a serious impact on children. The impact is that they will be depressed, easily sick, lonely, and feel like they have suicidal tendencies. Some of the impacts caused by bullying behavior and have negative effects such as: Psychological disorders (such as anxiety), victims will hate their surroundings, victims become permanently physically disabled, emotional disorders, victims commit criminal acts, are depressed, feel uncomfortable, threatened, and resentful.

Legal Protection that can be given to victims of bullying in the educational environment

The Unitary State of the Republic of Indonesia upholds morals, ethics, noble character, noble national personality, faith, and devotion to God Almighty, so that it becomes a state of law based on Pancasila. Nowadays, there are many criminal acts that occur in the children's environment. This should be the responsibility of law enforcement so that victims can be properly protected. Legal protection for children includes several things, including: Guaranteeing children's human rights. Because the function of the state is closely related to children's human rights, the state is obliged to uphold and defend these rights, Protection of children in the legal system. Children have the right to be free from criminal acts of bullying, and criminal justice is tasked with upholding justice in court by upholding rights and obligations fairly, responsibly, and reliably, Protecting children when they are in detention or deprived of their liberty. The process of arresting and detaining children is regulated in Law Number 11 of 2012 concerning the Juvenile Justice System. If there is no special room for children, then the child must be handed over to LPKS and treated humanely, taking into account the needs of the child according to his/her age. In addition, children may not be imprisoned on the condition that the parents/guardians and/or institutions promise that the child will not run away, remove or eliminate evidence, or commit the same act again. Children who can be placed in detention are only children who are 14 (fourteen) years of age or older who are charged with committing a crime with a prison sentence of seven (seven) years or more. Because bullying is considered a form of violence directed at children, the violence that can be carried out is: Physical violence such as pushing, biting, strangling, slapping, and hitting. and threatening to use sharp weapons such as knives and so on, Economic violence usually occurs when parents force their children to earn income at a young age. Examples include begging and becoming street buskers.

Solutions to Overcome Bullying in the Educational Environment

To combat bullying in children, instructors and students must work together to provide affection and engage in constructive activities that benefit both bullies and victims and the school. Teaching emotional intelligence at an early age is seen as one method to overcome the problem of bullying among school children. Efforts to overcome bullying in schools include creating a conducive classroom atmosphere to prevent bullying, providing better supervision, setting class rules against bullying.

Teachers, administrators, and principals must practice moral leadership. Exemplary behavior from the personality of a leader who is believed in through words, actions, and attitudes is a way of demonstrating moral leadership. Efforts made by teachers to deal with bullying in the educational sector include: seeing changes in children and approaching them, and convincing children that they are protected, and reporting to the school so that they can be investigated immediately. Teaching children to deal with bullying includes: Teaching children to stand tall when facing bullying, and to remain calm in any situation.

Efforts made by parents to prevent and deal with bullying. Parents are the pillars in determining the attitudes and characteristics of their children in the future, they are examples that must be imitated by children. Therefore, parents have an important role in overcoming bullying by opening a dialogue and listening to their complaints, then becoming good listeners, because communication between parents and children plays an important role in preventing bullying.

Conclusion

The evidence mentioned above shows that the role of parents is the basis for giving greater attention to their children. The environment around children is often a place where violent crimes occur, which can have negative impacts on both perpetrators and victims. Victims of bullying will experience physical and emotional health impacts, while bullies will always feel proud of what they have done. Victims may experience chronic trauma due to this behavior. Victims of bullying not only experience pressure, but their academic achievement is also significantly affected. To prevent bullying from recurring, victims of bullying must be protected. Bullying situations can be brought to the school counseling department and handled by experts if they have reached a critical level. Future legal reforms related to children's human rights in Indonesia should be implemented with the aim of providing justice, stability, and benefits for children. Providing legal protection for victims' human rights is a respectful way to ensure that bullying does not happen again. Providing affection, building trust directly with children, educating them about bullying and its impacts, developing socialization programs that prevent bullying, and implementing structures to stop bullying are ways to help children overcome bullying.

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