

Anti-Bullying Policy: The Foundation of Public Service for Quality Education

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Abstract: *Bullying is an aggressive behavior, either physical or verbal, directed toward others, and anyone can become a victim. The purpose of this research is to establish anti-bullying policies as a foundation for creating high-quality education and fostering a positive learning environment. The research method used is a literature review, where data and information are collected from various sources such as books, scientific journals, articles, and legislation. The results of this study indicate that a bullying-free environment has a positive impact on the quality of education, such as improving students' academic potential and their mental well-being.*

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Introduction

Bullying is an aggressive act, either physical or verbal, carried out by one person toward another. Anyone can become a victim of this behavior. Often, bullies themselves have previously experienced harassment and may engage in bullying as a form of retaliation. The cause may stem from the perpetrator feeling they have power over the victim and seeing intimidation as normal behavior. For example, someone might treat others poorly without any clear reason. The types of bullying most commonly found in preschool settings are physical and verbal bullying. Verbal bullying includes spoken or written actions such as teasing, threats of violence, and the use of abusive language. Physical bullying includes actions such as kicking, hitting, spitting, pinching, damaging the victim's belongings, and other violent acts.

To address this issue, the Indonesian government has established several anti-bullying policies as part of the public services provided by the state to protect students' rights to quality education. In 2014, the Child Protection Law was enacted to safeguard children's rights from violence, including bullying. This law aims to strengthen the state's role in protecting children from all forms of harm. Additionally, the Ministry of Education, Culture, Research, and Technology has issued regulations mandating schools to implement effective policies for preventing and addressing bullying.

The implementation of anti-bullying policies is part of the government's efforts to improve the quality of public services in law and education. Quality public services in the legal field aim to ensure that everyone, especially children, receives fair and equal legal protection. It is the state's obligation to provide a safe and comfortable environment for children throughout their learning journey. Therefore, anti-bullying regulations must be strong and consistently enforced in every school across Indonesia.

Quality education is not only about academics but is also essential for shaping students' character and mental health. As part of efforts to enhance educational quality, anti-bullying policies are crucial and need to be integrated into the national education system. A school free from bullying will create a positive learning environment where students feel safe and supported to reach their fullest potential. Therefore, anti-bullying policies are vital in building quality education in Indonesia.

Research Method

This research employs a literature study method, where data and information are collected from various secondary sources such as books, scientific journals, academic articles, legislation, and official documents related to anti-bullying policies, public legal services, and quality education. This approach aims to understand and analyze anti-bullying policies in Indonesia, focusing on how these policies serve as a foundation of public service in creating quality education.

The literature sources used include Indonesian government policies such as the Child Protection Law, Ministry of Education regulations on anti-bullying, and case studies from various countries on the implementation of anti-bullying policies in school settings. This literature analysis is conducted to identify the alignment between anti-bullying policies, efforts to improve educational quality, and the implementation of public legal services in Indonesia.

Results And Discussion

Bullying is often equated with "harassment," which comes from the word "to harass," originating from the word "harer," meaning to engage in assault, and has roots in the Old English word "hergian," which means "to ravage" or "despoil." It describes a habit of acting cruelly and dominantly, especially toward those perceived as weaker. Bullying behavior is typically excessively aggressive, destructive, and takes pleasure in dominating other children.

On the other hand, the development of technology has also triggered the occurrence of bullying in the online world, commonly referred to as cyberbullying. *Cyberbullying* is an act performed by someone against others through social media, aimed at degrading and harassing them, which can take the form of personal text messages, photos, or videos (Monica, 2015). The prevalence of bullying cases in the educational social sphere and other media has led to a decline in the morals and mental health of the nation's youth. Several factors contribute to this issue, including:

1. Environmental Factors

This includes an unhealthy or incompatible friendship circle, which can lead to a lack of self-confidence and difficulties in communicating effectively with others. Children may feel pressured or uncomfortable in a friendship environment that diminishes their mental state and self-esteem. This can hinder a child's mental development, and if bullying continues, it may lead to ongoing mental distress that disrupts the child's psychological well-being.

2. School Factors

Bullying in school environments can occur due to a lack of supervision from schools and teachers regarding bullying behavior. There is a common belief among teachers and school staff that bullying is merely childish mischief that will not have any consequences. However, if this behavior is allowed to continue, it can lead to mental harm for the victims, affecting their future. Another factor is the influence of the bully's parents at school, which creates a

sense of protection for the perpetrators when they engage in bullying their peers (M. Randi, Wulandari, Ocha L., Widhi Husnida, Nabila Barus, 2024).

3. Family Factors

Children who grow up in less harmonious families often receive insufficient attention from their parents. Parents who frequently argue and are busy working tend to provide less attention to their children, which can result in incomplete socialization and guidance. This increases the likelihood of exhibiting deviant behavior. Deviant behavior is defined as actions taken by an individual or a group that do not conform to the norms and rules of society. A child may become a bully as a way to vent their frustrations stemming from parental neglect, causing harm to other children. Negligent parents fail to provide the attention needed by their children, leading to a desire to express repressed emotions towards peers or individuals perceived as weak.

4. Technology Factors

With the rapid advancement of information technology in today's era, various public communication media are available. One common form of bullying conducted on social media platforms is verbal intimidation (through forums such as WhatsApp, Instagram, TikTok, etc.). Victims are often made to feel fearful by negative comments that include abusive language aimed at undermining their mental state and humiliating them. This leads to the victim feeling intimidated by the offensive words from the perpetrator.

The factors of bullying on social media are often driven by internal motivations within an individual to engage in non-verbal harassment or insult someone, aiming to undermine that person's mental state. There are also external factors, such as encouragement from an organization or group that influences an individual to engage in such actions.

Public Services in the Education Sector

In Indonesia, there is a law regarding public services, namely Law Number 25 of 2009. The concept of public service in this law must adhere to service standards Public service is an effort to provide services to the community in accordance with applicable laws. There are four elements in public service: 1) the

service provider; 2) the service recipient; 3) the type of service; and 4) the service situation. The goal is to provide satisfactory service to customers (Bharata, 2004).

Public service in this research is focused on the education sector, which is one form of public service provided by the government to the community. Public services in education not only manage educational facilities and resources but also create a safe and comfortable environment for all students. Quality education, as outlined in Law No. 20 of 2003, is designed to enhance students' overall abilities, including aspects of spirituality, self-control, personality, and good attitudes. Anti-bullying policies support the vision of education to create a safe, positive, and conducive learning environment for students' personal development. With anti-bullying policies, schools actively work to stop behaviors that harm students' mental well-being. Values such as mutual respect and appreciation are essential to implement in daily life.

According to Law Number 25 of 2009, the supervision of public services is carried out in several ways: 1) Supervision by direct superiors in accordance with legal regulations; 2) Supervision by functional supervisors must comply with legal regulations, which include: a) External supervision by public service organizers; b) Supervision by the community through submitting reports or complaints; c) Supervision by the Ombudsman in accordance with applicable laws; d) Supervision by the House of Representatives, Provincial Regional Representative Council, and District/City Regional Representative Council.

Supervision or controlling is an activity aimed at ensuring that a process runs according to plan. This can be related to government law. Supervision is the act of ensuring that governance by institutions is carried out in accordance with applicable laws (Nurchotimah, 2021).

Bullying Cases in Indonesia

Bullying cases among teenagers in Indonesia are on the rise, particularly among adolescents and children. This has also contributed to an increase in suicide rates. A study by Utami et al. (2019) indicates that bullying can have detrimental effects on mental health, leading to issues such as depression, anxiety, and personality disorders. Below is data on harassment cases from the Indonesian Child Protection Commission (KPAI) and the Federation of Indonesian Teachers' Unions (FSGI).

Table 1. Number of Bullying Cases by Year

No	Year	Number of Cases
1	2020	119
2	2021	53
3	2022	226
4	2023	241

Table 2. Levels of Bullying Cases Among Adolescents

No	School Levels	Percentage of Cases
1	Elementary School	23%
2	Junior High School	50%
3	Senior High School	13,5%
4	Vocational High School	13,5%

To address bullying among teenagers, a comprehensive approach is needed that includes community outreach, mental health support, and effective prevention policies. A friendly environment and various resources that help adolescents cope with stress are crucial for preventing the risk of suicide. The community must be more aware of the importance of mental health and work to eliminate negative perceptions surrounding this issue.

The Role of Pancasila in Addressing Bullying

In communal life in Indonesia, we must apply the noble values contained in Pancasila. The personality, norms, and ethics of each individual blend with the values of Pancasila.

Pancasila contains values such as divinity, humanity, unity, democracy, and justice. These five values are related to the same overarching goal: to create a just and civilized society that is full of empathy, values differences and diversity, maintains unity within the nation, emphasizes dialogue in problem-solving, and fosters an environment free from discrimination.

Conclusion

Bullying is aggressive behavior, whether physical or verbal, that can harm victims, especially in school environments. This study shows that anti-bullying

policies play a significant role in improving the quality of education and creating a safe and positive learning environment. There is no longer bullying in schools, which can enhance students' learning capabilities. The government has also established regulations to protect students from physical and verbal violence. They encourage schools to implement anti-bullying policies as part of public services. These anti-bullying policies are not only meant to educate people but also to legally protect children to ensure their safety during learning. This study indicates that the cases of bullying in Indonesia are rising due to environmental factors, family dynamics, and the adverse effects of technology, such as cyberbullying. To address this issue, a comprehensive approach is needed that involves educating the community, providing mental health support, and raising awareness of the importance of mental health.

Furthermore, the values of Pancasila, such as empathy, justice, and respect for others, are crucial to practice when addressing bullying behavior. The implementation of effective and consistent anti-bullying policies, supported by a positive educational approach, can reduce instances of bullying and create a better learning environment in Indonesia.

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