

Strengthening Public Service Supervision in Cases of Bullying in Educational and Health Institutions

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Abstract: *Bullying in schools (education and health institutions) is a problem that can have a negative impact on victims. The purpose of this study is to assess the level of monitoring of bullying cases by public services in both institutions. The research methods used were; desk research and policy research. The findings of this study provide the directorate's view of the current monitoring, which shows that the existing monitoring is still not running optimally. Among other things, factors such as the low level of perception of the need for prevention, the low level of integration between institutions, the absence of sufficient funds are obstacles. This research therefore provides evidence supporting a number of propositions on how public service oversight can be improved to an appropriate level, including through awareness raising, improved rules and regulations, and more effective utilization of resources. From the results of this study, it can be concluded that efforts need to be made to strengthen public service supervision to address the problem of bullying. Through massive socialization and education campaigns, it is necessary to increase public awareness, especially among students, educators, and health workers, about the dangers of bullying and the importance of preventing it.*

Keywords : *bullying, education, service*

Abstrak: Perundungan di sekolah (institusi pendidikan dan kesehatan) merupakan masalah yang dapat menimbulkan dampak negatif bagi para korban. Tujuan dari penelitian ini adalah untuk menilai tingkat pemantauan kasus perundungan oleh layanan publik di kedua institusi tersebut. Metode penelitian yang digunakan adalah; penelitian kepustakaan dan penelitian kebijakan. Temuan penelitian ini memberikan pandangan direktorat terhadap pengawasan yang ada saat ini, yang menunjukkan bahwa pengawasan yang ada masih belum berjalan secara optimal. Diantaranya, faktor-faktor seperti rendahnya tingkat persepsi tentang perlunya pencegahan, rendahnya tingkat integrasi antar lembaga, tidak adanya dana yang cukup menjadi kendala. Oleh karena itu, penelitian ini memberikan bukti yang mendukung sejumlah proposisi tentang bagaimana pengawasan layanan publik dapat ditingkatkan ke tingkat yang sesuai, termasuk melalui peningkatan kesadaran, penyempurnaan peraturan dan regulasi, dan pemanfaatan sumber daya secara lebih efektif. Dari hasil penelitian ini, dapat disimpulkan bahwa perlu dilakukan upaya penguatan pengawasan pelayanan publik untuk mengatasi masalah perundungan. Melalui kampanye sosialisasi dan edukasi yang masif, perlu ditingkatkan kesadaran masyarakat, terutama di kalangan pelajar, tenaga pendidik, dan tenaga kesehatan, tentang bahaya perundungan dan pentingnya mencegahnya. Perlu dilakukan penyempurnaan terhadap peraturan perundang-undangan yang berkaitan dengan pencegahan dan penanganan perundungan, agar memiliki daya pencegahan, pemeriksaan dan pengamanan yang lebih kuat dan memberikan perlindungan yang lebih baik bagi korban.

Kata kunci: perundungan, edukasi, pelayanan

Introduction

Efforts to improve public services should continue to be carried out. In addition, public services also require participation from the community. Thus, it is possible for public service providers to be more responsive. In Indonesia, there is a community law that has been regulated in Law Number 25 of 2009 concerning Public Services Article 18 paragraph (c) that the community has the right to receive a response to complaints submitted.

Bullying is aggressive behavior that behaves reprehensibly in any aspect. This bullying can also be dangerous both physically and mentally. Bullying cases have been found in various countries, even in almost every country there are cases of bullying (Carney & Merrell, 2001).

Bullying is a social problem that is still difficult to prevent and overcome. In the PISA (Program for International Student Assessment) study in 2018, it was found that 41% of students in Indonesia aged 15 years had experienced bullying at least several times in one month (UNICEF Indonesia, 2020). There is also data attached by the Children's World's Survey stating that at least 52.5% of elementary school students have experienced physical bullying, as well as 60.6% for verbal bullying, and for psychological bullying showing a percentage of 49.6% (Borualogo et al., 2020). This type of bullying is also found in junior high school students with a percentage of 25% followed by high school students with a percentage of 18.75%. Even bullying is also found at the college level, according to data from the Ministry of Health (Kemenkes) in August 2024, there were 234 reports of bullying. Meanwhile, with the increasingly rapid development of technology, bullying is also often found on social media, such as on Facebook, Instagram, Snapchat and x.

Bullying can appear in various forms, including physical, verbal, and emotional abuse. In an educational environment, bullying can cause severe psychological effects on students, including anxiety, depression, and decreased academic performance. In healthcare settings, bullying can not only affect staff morale but also compromise patient care, leading to adverse outcomes. Effective oversight is essential to addressing and mitigating this problem. "One of the key messages we can see clearly from their responses is the need for the involvement and partnership of children and young people: When asked who should be responsible for ending cyberbullying, the response was evenly split between governments, internet service providers (private sector) and young people themselves," said Najat Maalla Mjid, Special Representative of the UN Secretary-General (SRSG) on Current Challenges in Oversight.

Despite the recognition that bullying is a significant problem, many settings struggle with inadequate oversight. Existing policies often lack enforcement, and there may be insufficient training for staff to recognize and effectively address bullying. Additionally, a culture of silence can discourage victims from coming forward, further compounding the problem. This lack of accountability can create

an environment where bullying is tolerated or ignored. Strategies to Strengthen Oversight of Policy Development and Implementation Institutions should develop clear and comprehensive anti-bullying policies. These policies should outline procedures for reporting incidents, investigating claims, and providing support to victims. Regular training sessions for staff and students can increase awareness and understanding of bullying.

Establishing a Reporting Mechanism Creating a confidential reporting system can encourage victims and witnesses to come forward without fear of retaliation. This system should be easily accessible and ensure that reports are taken seriously and investigated promptly.

Regular Training and Workshops: Providing ongoing training for staff in recognizing, responding to, and preventing bullying is essential. Workshops can provide educators and health care workers with the tools they need to foster a positive environment and intervene effectively when bullying occurs.

Promoting a Culture of Respect Institutions should actively promote values of respect and inclusivity. Programs that encourage empathy, diversity, and conflict resolution can help foster a culture that discourages bullying and supports victims.

Monitoring and Evaluation Establishing mechanisms to monitor the effectiveness of anti-bullying initiatives is essential. Regular evaluations can help institutions assess the impact of their policies and make adjustments as needed. Gathering feedback from students, parents, and staff can provide insight into the effectiveness of current strategies.

Conclusion Strengthening oversight of public services, especially in education and health settings, is essential to addressing the pervasive problem of bullying. By implementing strong policies, creating effective reporting mechanisms, and fostering a culture of respect, institutions can create safer environments for everyone. The fight against bullying requires a collective effort, and with proper oversight, we can ensure that our public services truly support and protect all individuals.

Research Methods

The research method used is the literature method. By conducting a comprehensive review of various literature, journals, and research reports relevant to the topic of bullying, supervision, and institutional environments. With the aim of Understanding the existing understanding of bullying in educational and health institutions, policies that have been implemented, and the results of previous research. and also conducting a survey 'to the parties involved and Collecting quantitative data on perceptions, experiences, and knowledge of bullying from various things and also conducting observations for the purpose of Directly observing behavior and social interactions in the school or hospital environment to identify signs of bullying and the factors that influence it. By conducting

participatory or non-participatory observations in various settings, such as classrooms, recreation rooms, or work spaces.

Results and Discussion

This study found that supervision of bullying cases in educational and health institutions is still not optimal. Several findings include low perceptions about the importance of prevention. Many parties involved are not yet aware of the importance of bullying prevention, resulting in a lack of proactive action. Lack of integration between institutions is also a problematic factor that makes the lack of good coordination between educational, health, and other public service institutions hamper effective supervision efforts.

Social cognitive theory suggests that bullying behavior can be influenced by the social environment and the lack of positive role models. And ecological systems theory emphasizes the importance of interaction between various systems (schools, families, communities) in influencing individual behavior.

The low awareness of these findings indicates the need for more intensive educational campaigns to raise awareness of the dangers of bullying. And the lack of coordination indicates that there needs to be a better mechanism for integration between institutions in handling bullying cases. The development of policies resulting from this study can be used as a basis for developing more effective policies in preventing and handling bullying. And increased training indicates the need for ongoing training for education and health staff to recognize and handle bullying.

Training for educators and health workers must also be improved. Ongoing training in identifying the signs and symptoms of bullying, prevention techniques, and appropriate interventions will ultimately provide educators and health workers with the skills to respond to bullying issues. This will not only be useful in emergency situations, but will also enhance their ability to create safer and more supportive environments for everyone in schools and hospitals. The findings of this study thus form a very strong basis for improving bullying monitoring and response in education and health systems. These lessons, therefore, provide significant weight to the importance of inter-agency collaboration in broader societal change.

Conclusion

Bullying continues to be a significant problem affecting psychological health and performance in both institutions, according to the literature review and direct observations conducted in educational and medical settings. The results showed that the majority of participants were aware of bullying; however, due to lack of knowledge and poorly executed policies, responses were ineffective. Two key elements that exacerbated the problem were inadequate supervision and an environment that tolerated bad behavior. In addition, direct observations showed that bullying was driven by social pressure and power dynamics and often occurred

in unsupervised areas such as the workplace and recreation centers. It is recommended that health and educational institutions strengthen supervision by involving all aspects of the organization to build systems.

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