

Efforts to Prevent Cases of Bullying in Schools by Improving the Quality of Public Services

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Abstract: *This research needs to be conducted to understand the importance of public services in Indonesia in handling and preventing cases of bullying that occur in school environments. This research uses the literature study method. This method is employed by collecting several data, analyzing relevant sources from both journals and existing articles to strengthen the theoretical foundation of the research. The purpose of this research is to understand how effective and to what extent the quality of public services in Indonesia provides assistance in handling and preventing bullying cases in school environments. The results that can be obtained from this research indicate that public services play a very important role in handling and preventing bullying cases in school environments. However, some public services in Indonesia still have a limited role in handling cases, including bullying. Based on the analysis conducted, this research is expected to provide a clear picture of how public services can function more optimally in handling and preventing bullying cases in school environments.*

Keywords: *Bullying, School, Efforts, Public Service*

Abstrak: Penelitian ini perlu dilakukan untuk mengetahui betapa pentingnya layanan publik di Indonesia dalam menangani dan mencegah suatu kasus bullying yang terjadi di lingkungan sekolah. Penelitian ini menggunakan metode studi literatur. Metode ini digunakan dengan cara mengumpulkan beberapa data, menganalisis sumber yang relevan baik dari jurnal maupun artikel yang ada untuk memperkuat dasar teori penelitian. Tujuan dari penelitian ini adalah untuk memahami seberapa efektif dan sejauh mana kualitas suatu layanan publik di Indonesia memberikan pelayanan dalam menangani dan mencegah suatu kasus bullying yang ada di lingkungan sekolah. Hasil yang dapat diperoleh dari penelitian ini adalah dimana layanan publik memiliki peran yang sangat penting dalam menangani dan mencegah kasus bullying yang ada di lingkungan sekolah. Namun, beberapa layanan publik di Indonesia masih kurang berperan dalam menangani suatu kasus termasuk kasus bullying. Berdasarkan analisis yang dilakukan, penelitian ini diharapkan dapat memberikan gambaran yang jelas bagaimana layanan publik dapat berfungsi lebih optimal dalam menangani dan mencegah kasus bullying yang ada di lingkungan sekolah.

Kata kunci: Bullying, Sekolah, Upaya, Layanan Publik

Introduction

Adolescence is a time when a person is developing from a child to an adult. It is a phase where a person's emotions, social, physical, and psychological states begin to mature. They also experience different problems as they grow and develop. Since teenagers are searching for their identity, their mental state is vulnerable. They often want to try new things that they see or hear from their surroundings. (Yuliani, 2019). Every teenager has the ability to grow into an adult who can deal with problems well. However, without good physical and environmental support, this ability will not develop well. There are many things that can influence the formation of a teenager's personality, including risk factors and protective factors. Risk factors can come from the individual, the environment, or the interaction between the two. Factors that increase risk, such as psychosocial vulnerability and resilience, can cause teenagers to experience certain emotional and behavioral disorders. (Yuliani, 2019).

Bullying is something that often happens in Indonesia and also abroad. Usually, children in schools are often involved in bullying cases. This also happens in university environments although the number is relatively small (Anita & Triasavira, 2021). Bullying can be done physically (hitting, kicking, dropping, blackmailing, throwing objects, etc.), verbal (insults, name calling, shouting, public humiliation, cheering, spreading gossip, slander, etc.), and psychological (looking at people with disdain, threatening, embarrassing, excluding, sneering, acting coldly, etc. (Yayasan Semai Jiwa Amini, 2008). This behavior does not only take place in the form of physical pressure but also verbal intimidation.

Social, and cyberbullying through electronic media. Bullying is often occurs at many levels of education in Indonesia, both inside and outside the school environment (Adiyono et al., 2022). The causes of bullying can come from several reasons, such as mental issues, faith, anxiety, character, and determination. Hostility and annoyance among friends can be the reason someone does bullying. Also because of low self-esteem and chasing interest, people who feel unsure always need to be observed. Among them, carrying out acts of bullying. Carrying out bullying makes someone think they are powerful and influential, so they feel satisfied. Assumption annoyed create bullying behavior. When adjustments As a new student, where the relationship between junior and senior exists, junior will serve as senior next time and carry out a grudge against new members. Therefore, victims of bullying can become bullies. bullying. People who have been hurt or bullied often feel angry and want to take revenge by hurting others who often experience the same thing, such as bullying (Hairarrotur Rochma, 2017).

Bullying that often occurs in schools disrupts the learning process because of various forms of physical, spiritual, or psychological violence. It can cause fear because bullying involves the use of violence or coercion. in order to scare the victim. Usually, in educational institutions, bullying is carried out by children in power against students. weak. There are also cases where students who feel superior bully students who they consider inferior (Intervensi & Jisp, 2021). Because of the many cases of bullying that occur, we need to improve the quality of public services by create socialization activities from the health sector and the security sector. In this activity we can see the role of both parties in providing education, both advice and ways to combat bullying cases that occur in educational institutions. Therefore, service agencies. Good public relations is very important in handle bullying cases and prevent such cases.

Research methods

This research was conducted by collecting and analyzing data from previously published journals and articles. The literature study method was used. in order to combine data or topics related to the research topic (Habsy, 2017).

Discussion Results

Protection of children needs to be considered because they will be the nation's leaders in the future. In terms of the regulations in force in Indonesia, then Every child has the right to live, develop and be protected from violence and discrimination. The increasing level of violence against children lately is very worrying. In schools, children often experience aggressive violence both physically and verbally. This behavior is often called as bullying (Anita & Triasavira, 2021). Unfair or unbalanced schools are the triggers for bullying . The conditions in educational institutions are defined as areas in schools that make everyone feel important and valued, the school environment plays an important role in working together to make everyone feel a sense of belonging to school environment (Anita & Triasavira, 2021). To ensure that students have the right to receive education in a safe and fear-free environment, there needs to be prevention of harassment in the school environment. In addition, schools, parents, communities, and services the public must participate in preventing bullying in the school environment. Hospitals, police, and school counseling are some examples of public services that participate in bullying prevention. Schools must be good examples by providing a multi-level education responsibility to monitor student relationship boundaries and monitor bullying cases in the school environment. Furthermore, parents who are close

family members of students must be responsible for providing good teaching by showing examples of good behavior (Marhaely et al., 2024). Bullying can happen anywhere, in cities or rural areas, in public or private schools, inside or outside the classroom. Bullying can come from various factors, such as perpetrators, victims, and their environment. Children who are or more of the following risks:

- A. Differences can be seen from physical appearance, economic status, hobbies, or status as a new student. For example, someone grows chubby, tall, or smaller than most of his friends.
- B. Considered vulnerable or unable to survive
- C. Lack of self-confidence

Meanwhile, bullies have several characteristics, they are:

- A. Prioritize fame, have many friends, and are happy to lead in a group. They may have a well-off family, are consistent, and are smart in educational institutions. Perpetrators often bully to gain status and reputation in the community. his friends.
- B. Have been bullied by others. Moreover, they may have difficulty socializing, have difficulty learning in class, be emotionally vulnerable, feel lonely, and experience trauma.
- C. Lack of consistency or easily provoked by friends, The perpetrator could commit bullying. because the perpetrator imitates the actions of his friends, whether intentionally or unconsciously (Yuliani, 2019).

The Effects of Bullying on Victims can cause depression, anxiety disorders, antisocial personality disorders, and even the worst is suicide. In addition to adults, children or teenagers can also be victims. Bullying can make someone feel inferior and lose interest in certain activities. The perpetrators carry out bullying without paying attention to the condition of the victim. Many students often do not go to school and even commit suicide because they are often bullied at school. Here are some of the bad effects of bullying behavior:

- A. Fear or laziness to go to school. People who are the target of bullying will remember unpleasant things such as the words used by the bully or the trauma that is felt throughout the body when they receive bullying. bullying in a rough manner. And causes someone reluctant to get the same thing. Causing feelings of suffering and trauma come to the area someone who is being bullied.
- B. Have been bullied. Moreover, they may have difficulty getting along with others, have difficulty following lessons, be easily emotional, feel alone, and feel sad.
- C. Feeling unappreciated by people around. The harsh attitude received by victims of bullying makes them feel alone and unappreciated because no one helps them get out of the situation.

- D. Reduced ability to interact socially and control emotions. This ability is taught to children in kindergarten or PAUD. Another goal of developing it is to help victims of bullying release fear and negative emotions. With this talent, children can more easily adapt to the environment and accept the conditions of their place of residence.
- E. It is difficult to understand yourself and often feel excessively worried. Receiving bad behavior or hearing bad words makes someone say what is said seriously, the result a person has difficulty knowing and understanding himself.
- F. Violence to get revenge or release emotions. For example, a man who has been treated badly by a woman may hate them. The type of situation is similar to the one he experienced.
- G. Using drugs. Excessive fear and worry, combined with a lack of social support, can lead victims of bullying to cope with stress in dangerous ways, such as using illegal drugs.
- H. have a mental disorder problem like trauma and want to end life (Panggabean et al., 2023).

The Role of Public Services

A. Health

Hospitals are public services in the health sector that can help people who experience bullying or harassment.

Psychologists can help children who are victims of bullying. Psychologists can help children relieve depression and provide the emotional support they need through counseling. Psychologists use a professional approach to ensure children communicate their thoughts and find solutions. Psychologists can also work with schools to make schools a safe and friendly place. This can be done by educating teachers and school staff about how to prevent bullying.

B. Field of education

As if we know, directions Counseling is very necessary in educational institutions, especially for counseling advisors /consultants. Because students often face various problems, the role of teachers is very important to help and solve these problems. One of the common problems today is bullying (Azzahra et al., 2024). In the education sector, counselors or consultants plays a very important role in fighting and handling bullying in educational institutions. It requires appropriate and comprehensive assistance to all students and establishing various expertise and means to alleviate the role of an advisor or consultant to combat bullying.

C. Social Field

The police are working with schools to improve awareness of the possibility. Bullying that occurs in schools. Police provide training to teachers and students on the importance of mutual respect and how to safely report violence. Police also ready to provide legal support to victims of bullying and conduct investigations into identified cases to ensure the school environment remains safe and comfortable for everyone.

Conclusion

Especially in the field of education and social, is very important to prevent cases of bullying in the education environment. Improving public services such as counseling, school supervision, teacher training, and better access to information for parents and students is expected to create a more peaceful and helpful education area for students. Prevention strategies bullying that helps, needs to teach students social skills, empathy, and counseling about the impact of bullying. It should also ensure that there are open lines of communication between students, teachers, and the school. In addition, cooperation between schools, families, and the government to improve the quality of education to encourage rejection and action on bullying problems that occur in schools. This will result in a better learning atmosphere and lower levels of bullying in schools.

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