

The Impact of Bullying in Higher Education and Efforts to Make Changes to Public Education Services

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Abstract: *Bullying in higher education negatively impacts students' mental health, social well-being, and academic performance, thus demanding changes in public education services. The research problem formulated in this study is how bullying in the university environment affects students and the effective strategies to reduce its impact to improve the quality of educational services. This study aims to identify the primary effects of bullying on students and to formulate measures that universities can take to create a safe and supportive environment. The research methods used include literature review and surveys involving students and educators at several universities. The findings indicate that bullying affects academic performance, mental health, and social isolation among students. Research recommendations include implementing anti-bullying policies, enhancing counseling services, and providing specialized training for staff and educators. With these measures in place, a more inclusive campus environment that supports students' well-being is expected to emerge.*

Keywords: *bullying, education, health, policy, campus.*

Abstrak: Bullying di perguruan tinggi berdampak negatif pada kondisi mental, sosial, dan prestasi akademik mahasiswa, sehingga menuntut perubahan dalam pelayanan publik pendidikan. Rumusan masalah penelitian ini adalah bagaimana dampak bullying di lingkungan perguruan tinggi mempengaruhi mahasiswa serta strategi yang efektif untuk mengurangi dampak tersebut dalam rangka meningkatkan kualitas pelayanan pendidikan. Penelitian ini bertujuan untuk mengidentifikasi dampak utama bullying pada mahasiswa serta merumuskan upaya yang dapat dilakukan oleh perguruan tinggi dalam menciptakan lingkungan yang aman dan mendukung. Metode penelitian yang digunakan adalah studi literatur dan survei yang melibatkan mahasiswa dan tenaga pendidik di beberapa perguruan tinggi. Hasil penelitian menunjukkan bahwa bullying berdampak pada penurunan prestasi akademik, gangguan kesehatan mental, dan keterasingan sosial pada mahasiswa. Rekomendasi penelitian mencakup penerapan kebijakan anti-bullying, peningkatan layanan konseling, serta pelatihan khusus bagi staf dan pendidik. Dengan implementasi langkah-langkah ini, diharapkan tercipta lingkungan kampus yang lebih inklusif dan mendukung kesejahteraan mahasiswa.

Kata kunci: bullying, pendidikan, kesehatan, kebijakan, kampus.

Introduction

All people in Indonesia are required to attend school for 12 years, but in fact there are still many people who do not complete this obligation. There are various factors that cause this to happen, such as limited funds, long distances to schools, and many other factors. To continue school until graduation, Indonesian people still have difficulty, especially to continue to college, in 2022 only 4.5% or equivalent to 12.44 people continued to college (S1). (DataIndonesia.id. 2023)

In recent years, a new case has emerged in Indonesia that has caused many children to refuse school, namely bullying. Bullying is a form of oppression or violence that is carried out intentionally by one or a group of people who are stronger or more powerful against others. Bullying can happen anywhere such as "elementary school", "middle school", "or high school", but bullying can also occur in college, and the severity of bullying can trigger mental health, such as trauma, always feeling anxious, to feeling hopeless (suicide). (Asnawi. 2019)

Bullying can occur because it is influenced by several factors, some examples are past grudges, envy of friends' success, feeling powerful and influential, for personal satisfaction, being carried away by friends, to master one thing, and many more. Not only the government is currently confused about finding ways to reduce and eliminate bullying, but everyone. Moreover, now bullying can also occur on social media or we can call it (cyberbullying), which is even more frightening, everyone can do cyberbullying without knowing who the person is. Although cyberbullying does not hurt physically, it can hurt someone mentally to the point of trauma and not infrequently even commit suicide.

One thing that can reduce bullying is public service. In Indonesia there is a law concerning public services, namely Law Number 25 of 2009. The law emphasizes that the concept of public service must be in accordance with service standards. In article 1, public service is an activity or series of activities in order to fulfill service needs in accordance with laws and regulations for every citizen and resident or goods, services, and/or administrative services provided by public organizers. (Nurchotimah. 2021).

The government is currently trying to find ways to reduce or eliminate bullying, one of which is by improving public services in the education sector. Public services in the education sector are still an unresolved challenge. Law Number 20 of 2003 concerning the National Education System emphasizes that national education must be able to guarantee equal access to education, improve the quality of education, and adjust its relevance to face changes at the local, national, and global levels. (Sukatin, et al. 2022).

Research Methods

This article was written using the reference study method. This method is used to collect data that aims to reveal the contents of the discussion in this article.

Reference studies can be interpreted as a series of activities related to how to collect references, read and write and analyze something. Therefore, the collection of references in analysis activities is carried out by reviewing and examining various journals, books, and documents (printed or online), along with several other data and fact references that are considered appropriate and credible to the object of study. The first step in the reference study research method is to compile a list of variables to be studied. Next, the researcher looks for the necessary problem framework from relevant sources. This descriptive search is carried out using appropriate keywords. The next step is to find an exclusive subject or phrase that is used stably to reflect the writings in the journal. After that, the researcher looks for the latest scientific writings and collects various citations or references from scientific sources. (Nurchotimah, 2022).

Results and Discussion

To prevent bullying, we must target students and the entire community in all universities. Moreover, students' personalities are often still influenced by the environment with bad relationships, especially students who live far from their parents and close families. Students and other communities are weapons to implement and spread anti-bullying in the campus environment, they have a crucial role in this problem. By involving all communities on campus, we can build a solid foundation. (Fatimah. 2023) There are many ways to approach students, one of which is to hold workshops, seminars, and campaigns about bullying itself. Then we also need the campus to further improve public services for education in the university.

The reasons given by several students involved in bullying are because they consider it a form of "joking", "for entertainment", "fun/funny". Students need to be given an understanding that bullying, even though it is considered a joke or entertainment, is inappropriate behavior because it does not respect the existence of others. It is unreasonable for someone to consider bullying as a joke based on the discomfort or suffering of others, in this case the victim. This reflects the lack of tolerance and respect for others among students. Other reasons given by students for bullying include "the student deserves to be bullied", "dislikes the victim", and "annoying bad attitude". Although there is no further explanation regarding the reasons why someone is considered worthy of being bullied, or what kind of bad attitude is meant, these reasons most likely arise because of differences between students that cannot be resolved properly, resulting in feelings of annoyance.

This mismatch between expectations and reality reflects an attitude of disrespect for others due to differences. (Saraswati. 2020) Bullying experienced by students is often not reported, because they are afraid of retaliation from the perpetrator, are reluctant because they cannot defend themselves, are worried about not being believed, do not want to disappoint parents, are not sure that reporting

can result in change, there is an assumption that advice from parents or teachers will actually make the situation worse, are afraid that teachers will reveal information to the perpetrator, and are afraid of being considered a snitch. Moreover, bullying can not only be carried out by fellow students, but has also occurred a lot, such as bullying from lecturers to students. In bullying there are 3 parties involved, namely, the perpetrator, the victim, and the witness. There are 3 impacts of bullying, the first is the psychological impact, for example depression and anxiety, decreased self-confidence, and withdrawal from the environment, the second is the academic impact, for example decreased achievement and choosing to drop out, the third is the social impact, for example, it is difficult to build friendships.

As we have discussed at the beginning, the campus must also try to improve changes to public education services because the impact of bullying in universities is getting more serious, so we need to create a safe and comfortable learning atmosphere. Some efforts that can be made are, each university must have strict and clear regulations, students are given easy access to report any bullying, universities provide counseling services for students, hold self-development programs such as stress management, hold anti-bullying campaigns, hold training for lecturers and staff to recognize the signs of bullying and how to handle it, and also increase social interaction.

A wise attitude is very important in dealing with both perpetrators and victims of bullying. Bullying not only has a bad impact on the victim, but also on the perpetrator. Most of the analysis in this study states that perpetrators of bullying must be dealt with firmly but still wisely. They must be treated with respect so that they can be held accountable for their actions. Anti-bullying policies implemented in universities need to get support from various parties. Bullying prevention efforts must be a shared concern. All elements involved in the campus environment, such as students, lecturers, and parents, have an important role to stop bullying practices. (Simbolon. 2012).

Every child since birth has the right to live, grow, develop, and has the right to receive protection from violence and discrimination, including bullying, as regulated in the 1945 Constitution of the Republic of Indonesia Article 28B Paragraph (2), which states, "every child has the right to survive, grow, and develop and has the right to protection from violence and discrimination." There are various factors that cause bullying, including: individual factors, economic or power factors, family factors, peer influence, and other media. (Sari. 2022)

However, many people do not understand the law of the Law, so the lack of legal knowledge in Indonesia causes Indonesian society to be less firm in dealing with this case and many people still care less about bullying cases, this is what causes the lack of bullying reporting on the part of victims who are often afraid to

report because they are afraid of being isolated, being judged badly by society, or embarrassed because of a damaged reputation..

Regarding efforts to prevent bullying, there is no law that specifically regulates bullying. in the university environment, but the bullying policy can be categorized as a criminal element if it meets certain elements, in this policy it is regulated from the types of bullying and the punishment sanctions that will be given to the perpetrator.

Conclusion

This study states that bullying in the university environment is still a serious problem that requires special attention. Based on the discussion above, the main reason students bully is to "joke" or entertain themselves, which indicates a lack of awareness of the negative effects of bullying. Other factors that encourage bullying behavior are environmental influences, lack of tolerance values, and negative perceptions of victims. Bullying does not only occur among students, but also involves lecturers who bully. The effects of this action affect the psychological, academic, and social aspects of the victim, such as causing depression, decreased achievement, and even encouraging students to drop out of college. One of the reasons victims are reluctant to report bullying is fear of retaliation from the perpetrator, lack of confidence that reporting will bring change, and lack of appropriate access or support from the campus.

Suggestions and input that need to be taken in an effort to improve public services, especially in the scope of bullying, are that the campus needs to establish strict policies and regulations related to bullying, including clear sanctions for perpetrators, and conduct in-depth socialization so that all students and staff understand the impact and legal risks of these actions. In addition, campuses should provide easy-to-use counseling services to address the psychological impacts of bullying, so that victims and perpetrators can be aware of their actions and receive emotional support. Conducting regular anti-bullying education programs and campaigns, such as workshops and seminars, is also important to raise awareness of the impacts of bullying, along with self-development programs such as stress management to encourage students to respect others more and reduce bullying. Finally, training for lecturers and campus staff is needed so that they can identify signs of bullying and handle the problem efficiently, thereby creating a safe and comfortable campus environment for all parties.

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