



THE ROLE OF THE SOCIAL SERVICES DEPARTMENT IN HANDLING CHILD VICTIMS OF SEXUAL VIOLENCE IN BANDA ACEH

Peri Supriman^{*1}, Teuku Syarifuddin¹, Onal Syafrizal¹, Bonaventura Ngarawula²

¹ Department of Social Development, Iskandar Muda University, Banda Aceh, Indonesia.

² Department of Social Sciences, Merdeka Malang University, Malang, Indonesia.

*Corresponding author: suprimanperi@gmail.com

ARTICLE INFO

Keywords:

Social Services, Child Victims, Sexual Violence

ABSTRACT

The Social Service is tasked with providing basic social services and developing community empowerment programs. Its main functions include social protection (protection of children, women, and the elderly), community empowerment (training and assistance), and provision of social assistance. The ultimate goal is to improve the quality of life of the community, reduce poverty and inequality, and guarantee the social rights of the community. Problem Formulation (1) What is the role and achievement of the Social Service program in handling victims of sexual violence against children in Banda Aceh City? The research approach is qualitative descriptive. The results of the study show that the Banda Aceh City Social Service has an important role in preventing and handling sexual violence through counseling, socialization, and enlightenment of the community. The Banda Aceh City Social Service also provides legal assistance, social services, and health rehabilitation to victims. The Banda Aceh City Social Service is effective in increasing public awareness of sexual violence through counseling and socialization. Cooperation between the Banda Aceh City Social Service, non-governmental organizations, and civil society is very important in preventing and handling sexual violence. Legal assistance, social services, and health rehabilitation are important components in handling victims of sexual violence. The Sexual Violence Victim Handling Program in Banda Aceh City has shown significant progress through counseling, socialization, and the development of supporting infrastructure. This program increases public awareness, builds professional capacity, and provides holistic support to victims.

INTRODUCTION

Discussing the issue of sexual violence against children that occurs today needs to be a concern for all parties to handle. Criminal acts that have now become a phenomenon of sexual violence against children and continue to increase are not only occurring in cities but have also spread to rural areas. Children are living beings who still have physical, mental, and social limitations in facing all kinds of dangers and risks, and are still dependent on their closest family and other parties who play an active role in protecting and guarding them. Manarat and Rachman in Huraerah (2017: 19-20) stated that: Sexual violence against children can cause prolonged trauma, and the trauma will always be remembered by the

This is an open access article under the [CC BY-NC](https://creativecommons.org/licenses/by-nc/4.0/) license.

Copyright © 2026 by Author. Published by Elfarazy Media Publisher



child as they experienced it in the form of sexual violence, so the process of growing up still feels haunted by fear, self-blame, and distrust of outsiders. This problem ends fatally if the child at that time has experienced acts of sexual violence and cannot adapt to their social environment. Mentally or psychologically, the suffering felt by victims has various causes, such as feeling stressed and even committing suicide because they can no longer face the shame they feel. Other impacts include having a closed personality, developing fears, being easily angry, having certain phobias, suffering from post-traumatic disorders, being unwilling to interact, and becoming fearful.

Factors causing the increase in cases of sexual violence against children include the ease of access to social media that can trigger perpetrators' desires to commit indecent acts against children, the perpetrator's bad morals, and lack of knowledge both in terms of religious teachings—especially for Muslims—and the understanding of the legal consequences. Other contributing factors include rampant promiscuity, the fading of positive values, and the rapid pace of technology. The high rate of pornography cases involving underage children affecting Banda Aceh City, and the mindset of children that has gone too far, has led to the emergence of criminal behaviour. Increasing supervision of children is a crucial role of parents (Abdullah, 2021).

The role of the government and the community is greatly needed to minimize the occurrence of violence against children, as stated in Law No. 23 of 2004 concerning child protection. In Articles 81 and 82, it is stipulated that perpetrators of sexual abuse against children are subject to a maximum prison sentence of 15 years. There is an obligation to provide a responsible attitude for the implementation of child protection by parents, society, families, the government, and the state. Counseling is very much needed to handle and neutralize the impact of acts of violence. In dealing with cases of sexual violence against children, one of the institutions that has the authority is the Social Services Department, which is very helpful for children especially to protect them from sexual violence, also from arbitrary actions, and most importantly to help children obtain their rights (Ligina, et al, 2018; Nauri, 2022; Pahlevi, et al, 2023).

Likewise, the Banda Aceh City Social Services Department is expected to provide assistance, protection to victims, and help in healing the mental and psychological trauma of children who have experienced sexual violence. This is because the Social Services Agency is essentially capable of voicing and socializing to all citizens of Banda Aceh City to stop all acts of violence against children. If this psychological trauma is not properly addressed, then, according to Arifah in Supeno (2011: 31), it can cause three possible long-term effects: (1) The victim may consider this as something that has happened and eventually be driven to enter into promiscuous relationships. (2) The victim may be driven to seek revenge and develop deviant behavior in themselves, potentially becoming homosexual in the future. (3) The worst outcome is revenge carried out in the future by the victim by doing the same thing to others, or in short, becoming a pedophile with a sexual interest (Maharani, 2024; Manarat, 2021; Maulia & Saptatiningsih, 2020).

When the researcher conducted observations and interviews with several staff at the Banda Aceh City Social Services Office, empirical facts were found that the role of the Social Services Department in prevention efforts had been carried out but not comprehensively to the community in the Banda Aceh City area. Thus, the counseling provided was only at the

sub-district level, not at every Gampong, and socialization efforts to educate the public have not been optimal.

The achievement of policy programs that have been planned by the Banda Aceh City Government through the Social Services Department has not been optimal in empowering human resources from an early age to prevent sexual violence, both for minors and adolescent girls. This was discovered by the researcher during observations and interviews with Social Services Office staff, especially regarding education on sexual violence, skills, and knowledge about the emergence of sexual violence by perpetrators (Kifli, & Ismail, 2022). Thus, the statements from prospective perpetrators reveal an understanding that sexual activity is perceived as beautiful and impressive, especially when underage girls are given food or money as gifts. The habit of underage girls gathering with boys, the prospective perpetrators, in places or locations that are hard to monitor with the naked eye has not been comprehensively supervised (Kusnadi, 2019). Based on the empirical facts mentioned above, the researcher is interested in conducting research on the role of the Banda Aceh City Social Services Department in handling child victims of sexual violence.

RESEARCH METHOD

The researcher used a descriptive qualitative research method. The researcher's consideration for using a qualitative method is because it is more flexible and easier to adjust when faced with multiple realities, and it can also present the nature of the relationship between the researcher and the informant directly (Fadilla and Wulandari, 2023). This is under the opinion of Sarosa (2012: 9) who stated that "qualitative research assumes that reality is a construct of the human mind; everything involving humans will be complex and multi-dimensional, especially when involving a group of people and their interactions". The focus of this research includes the Role of the Social Services Office in handling child victims of sexual violence in Banda Aceh City, and the Achievement of programs that have been carried out by the Social Services Office in handling child sexual violence in Banda Aceh City. The researcher is interested in conducting research at the Banda Aceh City Social Services Office regarding the role of the Social Services Office in handling child sexual violence. In this research, the types and sources of data are divided into two, namely primary and secondary. The informants in this study are the Head of the Social Services Office, the Head of the Subdivision for Women's Affairs, and the Head of UPTD RSAN.

Data is a very important factor in research, because through data, research can be analyzed until a research conclusion is obtained. Through data as well, the research and its results can later be accounted for in terms of credibility. The data collection techniques used in this research are observation, interview, and documentation. Qualitative data analysis through these three data collection methods aims to reveal the events studied based on the data that has been collected. Ways to improve data validity in this research include triangulation and member checks.

RESULT AND DISCUSSION

1. *The Role of the Social Services Office in Handling Child Victims of Sexual Violence in Banda Aceh City*



a. Prevention

1) Providing counselling

Counselling is a learning and assistance process aimed at increasing awareness, knowledge, and skills of individuals or groups in facing problems or achieving goals. Based on the interview conducted by the researcher with the Head of the Social Services Office of Banda Aceh City on December 23, 2024, regarding counselling, it was stated that "Sexual violence counselling carried out by the Social Services Office of Banda Aceh City shows an increase in participants' awareness and knowledge of sexual violence. The community understands the definition and types of sexual violence, as well as identifying its signs and impacts. They also understand the importance of reporting incidents of sexual violence to the authorities and seeking help. The suggestions given include raising public awareness, providing victim support services, and conducting training for social workers and teachers."

On the other hand, the results of the researcher's interview regarding sexual violence counselling with the Head of the Women's Division on December 27, 2024, showed that "Awareness and knowledge of sexual violence have increased significantly. She stated that this counselling is very important to raise community awareness and provide support to victims. She emphasized the importance of cooperation between the government, civil society organizations, and communities for the prevention of sexual violence and providing effective assistance to victims." In addition, the researcher conducted an interview with the Head of UPTD RSAN on December 30, 2024. "She showed a strong commitment to reducing sexual violence in society. She stated the importance of the role of community leaders in raising awareness, advocating for protective policies, and supporting victims. She also emphasized the need for cooperation between institutions and communities to create a safe and supportive environment. This counselling is expected to increase public awareness and participation in preventing sexual violence."

Based on the interview results above, the conclusion of the indicator of providing counselling is that sexual violence counselling has succeeded in increasing participants' awareness and knowledge about the definition, types, signs, impacts, and prevention of sexual violence. Increasing community awareness and inter-agency cooperation is the key to reducing sexual violence.

2) Socialization

Socialization is the process of learning and disseminating information, values, and social norms to individuals or groups to increase awareness, knowledge, and behaviour appropriate to certain needs and goals. The Head of the Social Services Office of Banda Aceh City on December 23, 2024, stated that "The Head of the Social Services Office stated that socialization of sexual violence is very important to raise community awareness and prevent violence. He emphasized that this socialization must be carried out continuously and involve all parties, including community leaders, schools, and civil society organizations. He also highlighted the importance of increasing the capacity of social workers and developing effective victim assistance programs."

The Head of the Women's Division on December 30, 2024, stated that "Socialization of sexual violence has increased public awareness of the importance of protecting women

and children from violence. She emphasized that this socialization has successfully changed behaviour and increased community participation in the prevention of sexual violence. In addition, she also highlighted the importance of inter-agency and community cooperation to support victims and create a safe and supportive environment."

The Head of UPTD RSAN on December 30, 2024, stated that "Socialization of sexual violence has increased public awareness and participation in prevention. She emphasized the importance of the role of community leaders in advocating for gender equality, protecting victims, and changing public behaviour. She also suggested that this socialization should continue to be carried out sustainably and involve all parties to create a safe and supportive environment."

Based on the interview results above, the indicator concludes that the socialization of sexual violence has succeeded in increasing public awareness, knowledge, and participation in prevention. This socialization is effective in changing behaviour, protecting victims, and creating a safe environment.

3) Community Enlightenment

Community enlightenment regarding sexual violence: Sexual violence is a criminal act that cannot be tolerated. Victims are not at fault and have the right to receive help, support, and privacy. The Head of the Social Services Office of Banda Aceh City on December 23, 2024, stated that "Community enlightenment about sexual violence is very important to raise awareness and prevention. He emphasized that society must respect gender equality, protect victims, and report incidents of sexual violence to the authorities. He also highlighted the importance of inter-agency and community cooperation to create a safe and supportive environment."

The Head of the Women's Division on December 27, 2024, stated that "Community enlightenment on sexual violence must be carried out continuously to increase awareness and prevention. She emphasized the importance of respecting gender equality, eliminating stigma against victims, and involving the active role of men in prevention. She also suggested cooperation with community leaders, schools, and civil society organizations to create a safe and supportive environment."

The Head of UPTD RSAN on December 30, 2024, stated that "Enlightenment about sexual violence must start at the family and community level. She emphasized the importance of teaching values of gender equality, respecting the rights of women and children, and eliminating stigma against victims. She also called for the active role of the community in reporting incidents of sexual violence and supporting victims to create a safe and supportive environment."

Based on the interview results, the community enlightenment indicator concludes that sexual violence awareness has successfully increased public knowledge and understanding of the importance of preventing sexual violence. This was achieved through inter-agency cooperation, communities, and community leaders in educating and advocating for gender equality and protecting victims.

Improving support and assistance for victims of sexual violence can also help reduce stigma and discrimination against them. Thus, victims of sexual violence can feel more accepted and supported by the community (Komnas Perempuan, 2023).

Based on the conclusions of the indicators above, the prevention dimension concludes that the sexual violence counselling program plays an important role in increasing public awareness and knowledge about sexual violence, thereby creating a safe and supportive environment for victims of sexual violence. This counselling can improve public understanding of the definition, types, signs, impacts, and prevention of sexual violence, as well as reduce stigma and discrimination against victims. Thus, the community can be more proactive in preventing sexual violence and supporting victims, as well as increasing inter-agency cooperation in preventing and handling sexual violence.

b. Handling

Handling sexual violence is a series of efforts to help and protect victims of sexual violence, as well as prevent future incidents. Handling sexual violence is a comprehensive process involving the government, non-governmental organizations, and civil society to provide assistance, protection, and justice for victims.

1) Providing legal assistance

Providing legal assistance to victims of sexual violence means offering support and help to access justice and protect their rights. This assistance includes free legal consultation, lawyer assistance, police report filing, court proceedings, and witness protection. The Head of the Social Services Office of Banda Aceh City on December 23, 2024, stated that "Providing legal assistance to victims of sexual violence is a top priority. We provide lawyer assistance, free legal consultation, and court proceedings to ensure that victims receive justice and protection," he said. "We also work with civil society organizations and government agencies to strengthen the system of protection and prevention of sexual violence."

The Head of the Women's Division on December 27, 2024, stated that "Legal assistance for victims of sexual violence must be timely and effective. We focus on legal consultation services, lawyer assistance, and court process support. We also advocate for protective and preventive policies on sexual violence, as well as educate the public about the rights of women and children."

The Head of UPTD RSAN on December 30, 2024, stated that "Legal assistance for victims of sexual violence is crucial to restore their rights and dignity. We must unite in supporting victims, reporting cases, and advocating for policy change to create a safe and just environment for all."

Based on the interview results above, the legal assistance indicator concludes that helping victims of sexual violence is a crucial step in restoring their rights and dignity. This assistance includes legal consultations, lawyer support, court assistance, and policy advocacy.

2) Providing social services

Social services are systematic and structured efforts to help individuals, groups, or communities meet basic needs, improve quality of life, and overcome social problems. These services include health, education, economic, legal, psychological, and security aspects and aim to improve community welfare and equality.

The Head of the Social Services Office of Banda Aceh City on December 23, 2024, stated that "Our social services focus on fulfilling the basic needs of the community, such as food, health, education, and protection. We work together with NGOs, non-profit organizations, and local communities to ensure effective and equitable social services."

The Head of the Women's Division on December 27, 2024, stated, "We are committed to providing gender-sensitive and child-friendly social services. We focus on reproductive health services, economic education, and protection from violence. We also advocate for policies that support equality and the welfare of women and children."

The Head of UPTD RSAN on December 30, 2024, stated that "Social services must be inclusive, effective, and sustainable. We need to raise community awareness about the importance of cooperation and social solidarity. Good social services can strengthen social harmony and community welfare."

Based on the interview results above, the social services indicator concludes that improving community welfare is essential. Through collaboration between the government, NGOs, and local communities, social services can meet basic needs, address social problems, and promote equality and justice.

3) Health rehabilitation

Health rehabilitation is the process of recovery and development of physical, mental, and emotional abilities of individuals after injury, illness, or disorders. The goal is to improve quality of life, restore self-confidence, and develop independent living abilities through appropriate therapy, exercise, and care. The Head of the Social Services Office of Banda Aceh City on December 23, 2024, stated that "We provide a comprehensive health rehabilitation program for victims of sexual violence, including psychological counselling, physical therapy, legal support, and social assistance. The goal is to restore physical and mental health, and rebuild their confidence and independence."

The Head of the Women's Division on December 27, 2024, stated that "Health rehabilitation for victims of sexual violence must be comprehensive, including physical, mental, and emotional health. We focus on trauma recovery, confidence building, and independence through counselling, therapy, and social support. We also advocate for protective and preventive policies."

The Head of UPTD RSAN on December 30, 2024, stated that "Health rehabilitation for victims of sexual violence requires attention and support from the entire community. We must create a safe, supportive, and non-blaming environment. Health services, counselling, and legal support must be easily accessible and free of charge."

Based on the indicator conclusions above, the handling dimension concludes that sexual violence counselling plays an important role in increasing public awareness and knowledge about sexual violence, making it one of the effective strategies to reduce sexual violence in society. This counselling has successfully improved participants' understanding of the definition, types, signs, impacts, and prevention of sexual violence, as well as increased public awareness of the importance of supporting and assisting victims of sexual violence.

2. *Achievements of the Programs Implemented by the Social Service in Handling Child Sexual Violence Victims in Banda Aceh City*

The Social Service has achieved several significant milestones in handling victims of sexual violence. The number of victims receiving assistance and support through counselling, therapy, and legal aid has increased significantly. The development of supporting infrastructure, such as shelters and victim service centres, has also been carried out. Public awareness of the importance of preventing sexual violence has increased through awareness campaigns and education.

a. Human Resources

Human Resources (HR) is a valuable asset owned by an organization or a country, encompassing the abilities, expertise, knowledge, and potential of individuals to achieve goals and face challenges. HR involved in the recovery of sexual violence victims includes: Psychologists/psychiatrists, Doctors/medical staff, Counsellors, Social workers, and Lawyers.

1) Education

Education is a systematic and structured learning process to develop individuals' abilities, knowledge, skills, and character. Education plays an important role in increasing awareness, critical thinking, and innovation, as well as shaping intelligent, competent, and morally sound generations. The Head of the Banda Aceh City Social Service on December 23, 2024, regarding education stated: "We are committed to providing safe and supportive education for victims of sexual violence. We develop special curricula to raise awareness, life skills, and confidence. We also provide psychological support and legal aid through collaboration with related institutions."

The Head of the Women's Division on December 27, 2024, stated: "Education for victims of sexual violence must be holistic and sensitive. We focus on building confidence, rights awareness, and life skills. We also advocate for victim-friendly education policies and cooperate with educational institutions to create a safe and supportive environment."

The Head of UPTD RSAN on December 30, 2024, stated: "Education for victims of sexual violence must start from awareness and prevention. We need to educate society to respect the rights of women and children. This education must include life skills, confidence-building, and psychological support for recovery."

Based on the above interviews, the education indicator concludes that education for sexual violence victims must be holistic, sensitive, and supportive. Cooperation between the government, educational institutions, civil society organizations, and community leaders is essential to create a safe environment, build confidence, raise awareness of victims' rights, and prevent future sexual violence.

2) Skills

Skills are the abilities or competencies someone possesses to perform a task or activity effectively and efficiently. These skills can be acquired through training, experience, education, and practice and include cognitive, psychomotor, and affective aspects. The Head of the Banda Aceh Social Service on December 23, 2024, stated: "We are committed to improving the quality of life of victims of sexual violence through comprehensive education. We focus on life skill development, such as financial independence, mental health, and rights advocacy. We also collaborate with related institutions to provide

psychological and legal support. Our goal is to restore victims' confidence and independence and prevent future sexual violence."

The Head of the Women's Division on December 27, 2024, stated: "We strive to improve the skills of sexual violence victims through holistic education. We focus on confidence development, economic independence, and rights awareness. We also provide psychological, legal, and social support to restore victims and prevent sexual violence. Collaboration with the government, NGOs, and the community is essential to achieve this goal."

The Head of UPTD RSAN on December 30, 2024, stated: "Skill development for sexual violence victims is crucial for recovery and independence. Society must support and respect victims, not blame them. Education and awareness of the rights of women and children must be improved. We need to work together to create a safe and supportive environment for victims of sexual violence."

Based on the above interviews, the skills indicator concludes that sexual violence victims require a holistic approach involving the government, NGOs, communities, and community leaders. The focus is on confidence-building, economic independence, rights awareness, and psychological support to restore victims and prevent future violence.

3) Dependency

Dependency is a condition in which a person heavily relies on something, such as chemical substances (drugs, alcohol), behaviours (gambling, sex), or relationships, to the extent that it disrupts daily life, mental and physical health, and social relationships. The Head of the Banda Aceh City Social Service on December 23, 2024, stated, "Dependency among victims of sexual violence requires special attention. We provide education and rehabilitation programs to help victims overcome emotional and psychological dependency. These programs include counselling, therapy, and life skills training to restore victims' confidence and independence."

The Head of the Women's Division on December 27, 2024, also stated, "Dependency among victims of sexual violence is a serious issue requiring holistic support. We work together with related institutions to provide counselling services, therapy, and legal aid. We also advocate for protection and prevention policies to reduce dependency and promote victim independence."

The Head of UPTD RSAN on December 30, 2024, stated, "Solutions for dependency among sexual violence victims require a comprehensive approach. Society must provide emotional, psychological, and economic support. The government and NGOs must collaborate to provide counselling, therapy, life skills training, and legal assistance. Awareness and prevention of sexual violence must also be increased through education and awareness campaigns."

Based on the above interviews, the conclusion for the dependency indicator is that victims of sexual violence need a holistic approach involving the government, NGOs, communities, and community leaders. Emotional, psychological, economic support, counselling, therapy, and legal aid are essential for victim recovery.

a. Socializing Habits

The Head of the Banda Aceh City Social Service on December 23, 2024 “We provide education programs and positive activities such as life skills training, arts, and sports to help victims build confidence and develop healthy habits. We also collaborate with related institutions to provide psychological support and legal assistance.”

The Head of the Women’s Division on December 27, 2024, stated, “Socializing habits of victims of sexual violence should be directed toward positive activities. We provide mentoring programs, counselling, and life skills training to restore confidence and independence. We also advocate for protection and prevention policies and build community support networks for victims.”

The Head of UPTD RSAN on December 30, 2024, stated, “Socializing habits among victims of sexual violence should be built with the goal of recovery and empowerment. Communities must provide safe and supportive spaces through positive activities such as entrepreneurship training, arts, and sports. We also need to raise awareness and prevent sexual violence through education and awareness campaigns.”

Based on the above indicator conclusions, the conclusion for the human resources (HR) dimension is that HR plays a crucial role in preventing and addressing sexual violence by having the necessary knowledge, attitudes, skills, and supportive behaviours. HR training and development related to sexual violence can enhance their capacity to handle such cases. Additionally, increasing public awareness and concern through prevention campaigns and programs is also necessary to ensure justice and protection of victims’ rights. Therefore, HR can play an effective role in preventing and handling sexual violence.

b. Companionship

1) Accompanying and Being with the Victim

Based on the researcher’s interview with the Head of the Banda Aceh City Social Service on December 23, 2024, he stated, “Companionship for victims of sexual violence is a top priority. We are committed to accompanying and supporting victims holistically, from counselling and legal aid to trauma recovery. We also work with related institutions to ensure victims receive the protection and justice they deserve.”

The Head of the Women’s Division on December 27, 2024, stated, “We are fully dedicated to accompanying victims of sexual violence, providing emotional, psychological, and legal support. We also ensure access to health, education, and economic services for victims’ recovery. Collaboration with government agencies and civil society is essential to prevent violence and strengthen women’s rights.”

The Head of UPTD RSAN on December 30, 2024, stated, “We must unite in supporting victims of sexual violence. They need care, emotional support, and legal aid. We will continue to educate the public about the importance of violence prevention and advocate for policies that protect victims’ rights. We must create a safe and supportive environment to help rebuild their lives.”

Based on the above interviews, the conclusion for the indicator of accompanying and being with the victim is that companionship for sexual violence victims requires holistic support from various parties. UPTD RSAN, the government, and social organizations must unite to provide emotional, psychological, legal, and economic support.

2) Strengthening the Child’s Mentality to Undergo the Process

The Head of the Banda Aceh City Social Service on December 23, 2024, stated "We focus on the psychological recovery of child sexual violence victims through therapy, counselling, and intensive support. We also develop educational programs to increase awareness and life skills, and work with families and communities to create a safe and supportive environment."

The Head of the Women's Division of the Education Office on December 27, 2024, stated, "We are committed to supporting child victims of sexual violence through psychological support, education, and life skills training. We also advocate for child protection policies and work with related institutions to ensure justice and recovery for the victims."

The Head of UPTD RSAN on December 30, 2024, stated "Recovery of child victims of sexual violence requires holistic support. We must provide safe spaces, counselling, and companionship. Educating parents and communities about sexual violence prevention is also crucial. Cooperation between government agencies, civil society, and religious organizations is essential to build a supportive environment for child recovery."

Based on the above interviews, the conclusion for the indicator of strengthening the child's mentality to undergo the process is that a holistic approach is needed. Stakeholders such as the Social Service, the Women's Division, and the Head of UPTD RSAN must work in synergy to provide psychological support, education, and companionship.

3) Psychological Recovery from the Violence Experienced

The Head of the Banda Aceh City Social Service on December 23, 2024, stated, "Psychological recovery for sexual violence victims is our top priority. We provide counselling, therapy, and intensive support services to help victims overcome trauma. We also work with psychologists and psychiatrists to provide professional support. In addition, we offer educational programs and life skills training to help victims regain confidence and independence. We are committed to creating a safe and supportive environment for victims and ensuring access to adequate health and legal services."

The Head of the Women's Division of the Education Office on December 27, 2024, stated, "Psychological recovery for sexual violence victims requires a holistic and sensitive approach. We focus on providing counselling, therapy, and intensive support, as well as legal advocacy. We also develop educational programs and life skills training to restore victims' confidence and independence. Cooperation with health institutions, psychologists, and other women's organizations is essential to ensure victims receive comprehensive support."

The Head of UPTD RSAN on December 30, 2024, stated: "Psychological recovery for sexual violence victims requires attention and support from all levels of society. We must create a safe, supportive, and non-blaming environment. It is important to raise public awareness about the dangers of sexual violence and the importance of prevention. We must also support government and NGO policies in providing health, legal, and psychological services to victims."

Handling sexual violence involves several stages, namely case identification, reporting, provision of health and psychological services, and legal assistance (Ministry of Women Empowerment and Child Protection, 2020).

Based on the above indicator conclusions, the conclusion for the companionship dimension is that the Social Service conducts prevention and handling of sexual violence through counselling, socialization, and public enlightenment. These efforts aim to increase public awareness and knowledge about sexual violence. Socialization is also carried out to encourage positive behaviour change and increase public participation in prevention. The community can play an active role in preventing sexual violence.

CONCLUSION

The Social Service of Banda Aceh City plays an important role in the prevention and handling of sexual violence through counseling, socialization, and public enlightenment. In addition, the Social Service of Banda Aceh City also provides legal assistance, social services, and health rehabilitation to victims. The Social Service of Banda Aceh City has effectively increased public awareness of sexual violence through counseling and socialization. Collaboration between the Social Service of Banda Aceh City, non-governmental organizations, and civil society is essential in the prevention and handling of sexual violence. Legal assistance, social services, and health rehabilitation are important components in handling victims of sexual violence.

The sexual violence victim assistance program in Banda Aceh City has shown significant progress. The Social Service, as one of the related parties, has successfully raised public awareness about the dangers of sexual violence through counseling and socialization. In addition, this program has also built support infrastructure such as shelters and victim service centers. Human resource (HR) development has also become a main focus, with improved capacity of psychologists, doctors, counselors, and social workers to provide holistic support to victims. Intensive assistance through counseling, therapy, and legal aid is also provided to heal trauma and build the victims' confidence.

REFERENCES

- Abdullah, Y. A. (2021). Peran Bidang Pelayanan Rehabilitasi Sosial (Dinas Sosial) Dalam Penanganan Anak Jalanan di Kota Samarinda. *Jurnal Psikoislamika*, 9(1), 78-91.
- Fadilla, A. R., & Wulandari, P. A. (2023). Literature review analisis data kualitatif: tahap pengumpulan data. *Mitita Jurnal Penelitian*, 1(3), 34-46.
- Huraerah, Abu. (2017). *Kekerasan Terhadap Anak*. Nuansa.
- Ministry of Women's Empowerment and Child Protection. (2020). *Guidelines for Assisting Victims of Sexual Violence*.
- Kifli, S., & Ismail, A. (2022). Analisis Hak Korban Korban Kekerasan Seksual dalam Rancangan Undang-Undang Penghapusan Kekerasan Seksual dalam Perspektif Hukum Positif dan Hukum Islam. *Wajah Hukum*, 6(2), 462-470. <http://dx.doi.org/10.33087/wjh.v6i2.1093>
- Kusnadi, I. H. (2019). Jejaring Collaborative Governance Pada Program Komunikasi, Informasi dan Edukasi (KIE) dalam Pencegahan HIV/AIDS di Kabupaten Subang. *International Journal of Demos*, 1(2), 204-231. <https://hk-publishing.id/ijd-demos/article/view/21>

- Ligina, N. L., Mardhiyah, A., & Nurhidayah, I. (2018). Peran Orang Tua Dalam Pencegahan Kekerasan Seksual Pada Anak Sekolah Dasar di Kota Bandung. *Jurnal Keperawatan*, 9(2), 109-118. <https://doi.org/10.22219/jk.v9i2.5454>
- Maharani, D. S., & Sophia, U. (2024). Peran Unit Pelaksana Teknis Daerah Perlindungan Perempuan dan Anak Kota Tanjungpinang dalam Pendampingan Korban Pelecehan Seksual Pada Anak Dibawah Umur. *Multidisciplinary Indonesia Center Journal*, 2(1), 1365-1382. <https://doi.org/10.62567/micjo.v1i3.165>
- Manarat, Y. A., Kaawoan, J. E., & Rachman, I. (2021). Peran Dinas Pemberdayaan Perempuan Dan Perlindungan Anak Dalam Menangani Korban Kekerasan Seksual Pada Anak di Kota Kotamobagu. *Governance*, 1(1), 1-9. <https://ejournal.unsrat.ac.id/v2/index.php/governance/article/view/33993>
- Maulia, T. Y. A., & Saptatiningsih, R. I. (2020). Implementasi Undang-Undang No. 35 Tahun 2014 Tentang Perlindungan Anak. *Jurnal Kewarganegaraan*, 4(1), 10-16. <https://doi.org/10.31316/jk.v4i1.877>
- Nauri, R. A., & Sudarmawan, S. (2022). Peran Dinas Sosial Dalam Menangani Kekerasan Seksual Terhadap Anak Di Kabupaten Nagan Raya. *Journal of Social Politics and Governance (JSPG)*, 4(1), 38-53. <https://doi.org/10.24076/JSPG.2022v4i1.829>
- Pahlevi, R., Fa, A., Fitriyani, N., & Kunci, K. (2023). Anak dan Kekerasan Seksual: Peran Konselor dalam Penyembuhan Traumatik Pada Anak Korban Kekerasan Seksual di Provinsi Banten. *Jurnal Hawa*, 5(1), 102-107. <https://doi.org/10.29300/hawapsga.v5i1>
- Sarosa. (2012). *Dasar-Dasar Penelitian Kualitatif*. Universitas Terbuka.
- Supeno, W. (2011). *Perencanaan desa Terpadu edisi Revisi*. Read.