



Social and Psychological Dynamics of the "Free Psychology Service" Program on Children's Mental Well-Being in Tangerang City.

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ABSTRACT

This study examines the social and psychological dynamics of the "Free Psychology Service" program and its impact on the mental well-being of children in Tangerang City. The program aims to provide psychological support to children from underprivileged families, emphasizing the importance of psychological intervention in child development. Using a qualitative approach and case study methods, this study explores how this program affects the mental well-being of the children who are its participants. Data were collected through in-depth interviews with children, service providers, and direct observation of counseling sessions. Data analysis shows that the program has a significant positive impact on children's mental well-being, including increased self-confidence, stress reduction, and improved social skills. However, the study also identified some challenges, such as limited access and stigma that still exist when it comes to mental health. The results of this study emphasize the need for continuous support and program development to reach more children in need. In addition, efforts to overcome stigma and raise awareness about mental health in the community are also very important. This research provides valuable insights into the social and psychological dynamics of psychological service programs and recommendations for future development and improvement.

Keywords: Free Psychological Services, Mental Well-being, Children, Tangerang City, Social Dynamics, Psychological Dynamics

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INTRODUCTION

Children's mental health is an important foundation that affects all aspects of the lives of adults and children. Good mental health allows children to manage emotions, interact with others, and face life's challenges in a healthy way (Fakhriyani & Vidya, 2019). On the other hand, mental health disorders can hinder a child's ability to develop optimally, both in social, emotional, and academic contexts. In childhood, good mental health is the key to the formation of self-identity and the ability to build positive social relationships. Therefore, mental health in childhood is not only about the absence of disorders, but also about the ability to live a productive and satisfying life (Ardiansyah, et al. 2023).

In Indonesia, attention to children's mental health is still often overlooked. Although awareness of the importance of mental health is increasing, the facilities and resources available are still very limited. Data from various studies show that the prevalence of mental disorders among children and adolescents in Indonesia is quite high, but many cases are undiagnosed or do not receive adequate treatment (Indonesia National Adolescent Mental Health Survey, 2022). This is often caused by the lack of mental health facilities, the lack of trained professionals, and the strong social stigma against mental health problems. In addition, the health culture in Indonesia that focuses more on physical health has also exacerbated this situation.

Tangerang City is one of the big cities in Indonesia with a high level of urbanization. Urbanization brings various complex socio-economic challenges that ultimately affect the mental well-being of its residents, especially children. Data from the last few years shows a significant increase in cases of mental health disorders among children and adolescents in Tangerang City. Family conflict and an unsupportive social environment are the main factors contributing to the increasing number of mental disorders. In addition, the impact of the COVID-19 pandemic has also exacerbated this condition, with major changes in children's daily lives, including social isolation, learning from home, and increased psychological stress at home. Tangerang City is facing serious issues related to the mental health of children and adolescents, as reflected in the latest data. In 2021, PUSPAGA Tangerang City recorded 182 reported cases, this number increased to 289 cases in 2022, and reached 320 cases in 2023 (PUSPAGA Tangerang City, 2023). On the other hand, the UPTD PPA of Tangerang City recorded a spike in the number of cases of violence against women and children, from 155 cases in 2021 to 239 cases in 2023 (UPTD PPA of Tangerang City). This increase in numbers underlines that the issue of children's mental health is increasingly becoming a major concern.

The main factors contributing to children's psychological disorders in Tangerang City include disharmonious family conditions, lack of emotional support, and the impact of excessive use of social media. Social media often causes children to compare themselves to others, which triggers feelings of insecurity and social anxiety. In addition, instability in the home environment and ineffective communication can worsen children's mental health. The COVID-19 pandemic has also added to the psychological burden on children, through social restrictions and economic uncertainty. In an effort to address this increasingly pressing mental health problem, the Tangerang City Government launched the "Free Psychology Service" program as part of the Family Learning Center (Puspaga). This program aims to provide easy access to psychology services, especially for children who are vulnerable to mental health problems. This service not only provides counseling and therapy, but also education for parents about the importance of supporting their children's mental health. This program is a progressive step in improving children's mental health in Tangerang City, although it still faces various challenges in its implementation. (Tangerang City Government, 2023).

Although the "Free Psychology Services" program in Tangerang City has shown great potential in improving children's mental health, there are a number of challenges that need to be overcome to ensure its success. One of the main challenges is limited access and infrastructure. Although these services are available, not all children or families can access them easily, especially those living in rural areas with limited transportation. In addition, the still strong social stigma against mental health problems is also an obstacle to the acceptance of these services by the community. Many parents are still hesitant to bring their children to psychology services because they are afraid of being labeled negatively by their surroundings.

Problem Formulation

1. How do the social and psychological dynamics of the "Free Psychology Service" program affect the mental well-being of children in Tangerang City?
2. What are the challenges faced in implementing the "Free Psychology Service" program in Tangerang City, and how do they affect the effectiveness of the program in improving children's mental well-being?

Research Objectives

1. To analyze the social and psychological impacts of the "Free Psychology Service" program on children's mental well-being in Tangerang City.

2. To identify the challenges faced in implementing the “Free Psychology Service” program and evaluate how these challenges affect the effectiveness of the program in improving children’s mental well-being.

CHAPTER II LITERATURE REVIEW

2.1 Theoretical Foundations

2.1.1 Policy Implementation Theory

Policy implementation is the process by which policy decisions are translated into concrete actions by the government and relevant actors to achieve the set goals. Policy implementation is a dynamic process that involves communication, resources, *disposisi pelaksana*, dan struktur birokrasi (Joko Pranomo, 2020).

In the context of this study, the top-down policy implementation model is relevant to use. This model assumes that the success of implementation depends on the implementer's compliance with the policies that have been formulated (Nugroho, 2004). This approach fits the hierarchical structure of the Tangerang City government which requires strict control and evaluation from the central to regional governments.

2.1.2 Children's Mental Health

Children's mental health is an important aspect of human development that often receives less attention. According to the World Health Organization (WHO, 2016), children's mental health is defined as a condition in which children are able to develop their potential, cope with normal life pressures, work productively, and contribute to their community. This definition emphasizes the importance of children's well-being in their holistic development. Children's mental well-being includes emotional, psychological, and social well-being that affects how they think, feel, and act in everyday life. Factors that influence children's mental health include genetic factors, environment, and social interactions such as academic pressure, family dynamics, and peer relationships. With a holistic approach, it is important to provide support from various parties including family, school, community, and mental health services to achieve optimal child mental health (Fetty, Silalahi, T, & Mansyah, 2022).

2.1.3 Free Psychology Service Program

The “Free Psychology Service” program in Tangerang City is an important initiative to promote the mental health of children and adolescents through prevention, information, counseling, consultation, and family support. This program aims to address mental health problems that arise due to social and academic pressures, with a focus on school-age children and adolescents who are vulnerable to mental health problems.

This program is socialized through collaboration with schools and involves various institutions such as PUSPAGA and UPTD PPA/P2TP2A, which provide free psychology services. Through the regulations and duties of the Tangerang City Women's Empowerment, Child Protection, Population Control, and Family Planning Service (DP3AP2KB), this program is expected to provide comprehensive support to children and families in need. The main objectives of this program include trauma recovery, violence prevention, child development support, and increasing awareness of children's rights (Tangerang, 2024).

2.1.4 Evaluation of the Impact of the Free Psychology Service Program

The evaluation of the “Free Psychology Service” program shows a significant positive impact, especially in reducing stunting rates and improving children's mental health in Tangerang City. The decline in stunting rates from 17% to 5% shows the effectiveness of the program in supporting child development. The program also contributed to a decrease in anxiety, stress, and depression among children by creating a supportive environment and appropriate interventions. The long-term impact of psychological services lies in the importance of the frequency and quality of services received. Intensive and continuous psychological interventions have been shown to be more effective in providing significant changes in mental health. The program focuses on increasing children's understanding and involvement in mental health through education in schools and collaboration with PUSPAGA and PKK, as well as providing the support needed to face life's challenges. Overall, the "Free Psychological Services" program in Tangerang City seeks to create a society that is more caring and responsive to children's psychological needs, by involving various parties in supporting children's mental well-being (Naser, 2024).

ACTIVITY METHOD

This study uses a qualitative approach with a case study method to deeply examine the social and psychological dynamics of the "Free Psychology Service" program and its impact on the mental well-being of children in Tangerang City. Selection of this method based on the objectives of the research wanted to explore in detail the experiences, perceptions, and impact of the program on participants, which cannot be quantitatively measured.

Research Design

This research is designed as an exploratory case study, which aims to understand the phenomenon in the context of real life, specifically how the "Free Psychology Service" program is implemented and its impact on the mental well-being of children in Tangerang City. The case study focused on a few children who had already participated in the program, and involved families and professionals involved.

Research Subject

The subjects of the study consisted of children participating in the "Free Psychological Services" program in Tangerang City, as well as service providers (psychologists and counselors). The sample was chosen purposively, taking into account variations in the background of the location of residence, as well as the mental health problems faced by the children. A total of 10 children, 1 vice principal, 1 counseling guidance teacher, and 3 service providers were included in this study.

Data Collection Techniques

Data collection is carried out through the following techniques:

1. In-Depth Interviews

Semi-structured interviews were conducted with the children of the program participants, and service providers. This interview aims to gain an in-depth understanding of the experiences, perceptions, and impact of the program on children's mental well-being.

2. Documentation

Additional data are collected through program documents, clinical records, and child development reports. This documentation is used to reinforce the findings from the interviews.

Data Analysis Techniques

The data collected is analyzed using thematic analysis methods. The analysis process begins with the transcription of interviews, data coding, and identification of key themes emerging from the data. The researcher then interprets the data by relating the findings to relevant theories and research objectives. The validity of the data is strengthened through triangulation of data sources, namely by comparing the results of interviews, and documentation.

Research Ethics

This research was conducted by adhering to the principles of research ethics, including maintaining the confidentiality of participants' identities, obtaining written consent from all participants, and ensuring that participation in this research is voluntary. Each participant was provided with complete information regarding the purpose of the research and their right to stop participating at any time without consequences.

RESULTS AND DISCUSSION

Table 4.1 Tangerang City PUSPAGA Case Report Data 2021-2023

Tangerang City PUSPAGA Case Report in 2021	Number of Clients per Month											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Okt	Nov	Des
Psychological Disorders Consultation	4	1	5	7	2	3	5	2	13	6	11	12
Child Development Consultation	1	2	1	2	2	9	1	5	3	6	3	13
Marriage Consultation	1	0	4	1	2	4	2	0	1	0	1	0
Premarital Consultation	0	0	0	0	0	1	0	0	0	0	0	0

Parenting Style	1	2	1	3	3	0	0	1	0	0	0	0
Career Selection (Talent Interest)	0	0	2	0	0	2	2	0	0	1	1	0
Adolescent Problems	0	0	0	2	0	1	0	1	1	0	0	0
Children's Problems	0	0	0	0	0	1	0	1	1	0	0	0
Family Problems	0	0	0	0	1	0	0	2	2	2	3	2

Tangerang City PUSPAGA Case Report in 2022	Number of Clients per Month											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Okt	Nov	Des
Child Development	14	8	8	3	5	11	11	18	14	12	11	5
Parenting Style	3	0	0	2	1	2	0	0	0	0	0	0
Children's Problems	1	0	0	0	4	2	1	0	3	3	2	1
Adolescent Problems	0	0	0	2	3	7	1	2	6	2	1	0
Family Problems	3	2	3	0	1	0	0	0	2	2	2	1
Psychological Disorders	4	2	12	0	5	3	2	2	2	8	6	7
Marriage Consultation	1	0	1	2	2	1	1	0	2	1	3	4
Premarital Consultation	0	0	0	0	0	0	0	5	6	4	10	4
Career Selection	0	0	0	0	0	1	2	1	0	0	0	0

Tangerang City PUSPAGA Case Report in 2023	Number of Clients per Month											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Okt	Nov	Des
Child Development	10	19	7	4	6	5	12	17	11	3	6	1
Children's Problems	2	0	0	2	1	2	0	1	3	6	2	5
Adolescent Problems	0	2	1	1	2	0	0	1	6	1	1	0
Premarital Consultation	3	4	3	0	10	2	4	2	4	3	5	1
Marriage Consultation	1	0	2	0	1	1	8	1	4	3	1	3
Parenting Style	0	0	0	0	0	0	0	0	0	0	0	0
Family Problems	3	2	0	1	2	1	7	3	0	1	1	2
School Problems	0	0	0	0	0	0	0	0	0	0	0	0
Career Selection (Talent Interest)	1	0	0	0	0	0	1	0	2	0	0	0
Psychological Disorders	4	4	3	5	3	5	13	9	2	7	1	9
Stunting Clients	0	0	0	0	0	0	0	0	0	12	10	0

Source: Data that has been processed

In table 4.1 Data on the case report of PUSPAGA Tangerang City from 2021 to 2023 shows significant fluctuations in various social and psychological problems faced by the community, especially children and families. Consultation on psychological disorders and child development is a consistent issue, with cases peaking at certain times of the year, indicating an increased pressure or need at these times. Adolescent, family, and marriage counseling issues have also seen a varied increase, reflecting the complexity of the city's social dynamics. On the other hand, parenting and school problems are relatively low, while stunting cases will begin to be identified in 2023, indicating a growing concern for nutrition and child development issues. This data indicates the need for a more proactive and sustainable approach in dealing with psychological and social problems in Tangerang City.

Table 4.2 Data on Victims of Violence Against Children in 2021-2023

NUMBER OF VICTIMS OF VIOLENCE AGAINST CHILDREN IN 2021	
Child Violence:	Victim
Exploitation	0
Physical Violence (child)	8
Psychic Violence (children)	6
Sexual Violence (children)	63
Neglect (child)	7
Trafficking (child) / TPPO	13
Including Domestic Violence (Children)	
Physical	3
Neglect	7
Psychic	0
Sexual	2

NUMBER OF VICTIMS OF VIOLENCE AGAINST CHILDREN IN 2022	
Child Violence:	Victim
Exploitation	0
Physical Violence (child)	13
Psychological Violence (Child)	6
Sexual Violence (children)	65
Neglect (child)	0
Trafficking (Child) / TPPO	1
Including Domestic Violence (Children)	
Physical	2
Neglect	1
Psychic	5
Sexual	7

NUMBER OF VICTIMS OF VIOLENCE AGAINST CHILDREN IN 2023	
NUMBER OF VICTIMS OF VIOLENCE (CHILDREN)	Victim
Physical	28
Psychic	11
Sexual	118
Neglect / Economics	5
Other	27

Source: Data that has been processed

Based on table 4.2 Data on victims of violence against children in Tangerang City in the period 2021 to 2023 shows a worrying trend, especially in cases of sexual violence which continues to increase every year, with the number of victims reaching 118 in 2023. Physical and psychological violence against children has also shown an increase, with physical violence jumping from 8 victims in 2021 to 28 victims in 2023. Meanwhile, cases of child neglect and exploitation tend to fluctuate, but remain a serious problem. Cases of

trafficking or human trafficking decreased sharply after peaking in 2021. Overall, these data reflect significant challenges in protecting children from various forms of violence and emphasize the need for more effective and comprehensive interventions to reduce the rate of violence against children in Tangerang City.

The discussion of the results of the interview about the "Free Psychology Service" program revealed various dimensions related to the effectiveness and challenges faced in its implementation. Here is a more in-depth discussion based on interviews with informants:

Government Support in the 'Free Psychology Services' Program

The Tangerang City Government has shown a strong commitment in supporting this program, especially through the establishment of a Task Force in each sub-district and the provision of facilities such as Safe Houses. However, there are still challenges related to the low level of community education that affects the effectiveness of the program. Continued government support, including regular training for Task Force members and a thorough outreach program, has had a positive impact on the program. However, external challenges such as the limitations of community education remain factors that need to be considered in an effort to increase the impact of the program.

The "Free Psychology Services" program also seeks to increase children's understanding and involvement in mental health through socialization in schools and the PUSPAGA Roving initiative that reaches every sub-district. Cooperation with the PKK has expanded the reach of psychological support, allowing the integration of mental health issues into everyday conversations at the family and community level. Preventive approaches are a major focus in raising awareness about the early signs of mental problems and stress management, with the hope of preventing mental health problems in the future. This approach has created healthier psychological dynamics for children in Tangerang City.

Program Effectiveness in Supporting Children's Mental Well-Being

The "Free Psychology Services" program in Tangerang City has shown success in supporting children's mental well-being. Based on interviews with the psychologists involved, the program had a positive impact on the emotional health and behavior of children who participated in counseling sessions. The psychologists noted that children who received these services showed significant improvements in terms of emotional stability and stress management abilities, which contributed to their overall well-being.

However, this success is inseparable from the challenges faced, especially related to the limitations of human resources. The lack of trained experts limits the program's ability to reach all children who need psychological help. One of the main findings is the challenge in coordination between schools, the government, and the police in dealing with cases of violence that affect children's mental well-being. Therefore, efforts are needed to strengthen the capacity of the program, including through additional training for counselors and increased support from the government. This is very important so that the program can continue to run effectively and be able to adapt to the needs of participants who continue to grow.

In addition, periodic evaluations are an important component to ensure that the program remains relevant and effective. By conducting regular evaluations, psychologists can adjust the approach used according to the latest developments in child psychology. The program adopts a client-centered approach to provide appropriate support according to the client's emotional needs. The counseling session begins by asking the client to explain the chronology of the events they experienced, followed by an exploration of the client's feelings and emotional support. and ensure that each intervention provided truly meets the specific needs of the children involved.

Participant's Child Experience

Children of participants, Children involved in the program generally reported positive experiences. They feel more listened to and understood by the counselor, who provides the sense of security and emotional support they need. This is especially noticeable in the positive changes in their interpersonal relationships, both with peers and with family members. Children who previously had difficulty communicating or who faced emotional distress, now show improvements in their social skills and ability to

express themselves. This suggests that although the program is successful in providing psychological support, there is a need to teach more independent coping skills to children. This is important so that they can manage emotional challenges in the future without relying too much on external interventions.

The Influence of Programs on Academic Achievement and Well-Being in Schools

Teachers, and vice principals observed an increase in concentration and learning achievement among students involved in the program. Better emotional stability also contributes to a more positive classroom atmosphere. This shows that the program not only has an impact on children's mental well-being but also has an effect on their academic achievement. In addition, this program has also succeeded in increasing parental involvement in the educational process of their children. With the support provided by this program, parents become more aware of the importance of mental health and are more actively involved in their children's school life. This creates a more supportive learning environment, where children feel supported both at home and at school.

Social Challenges in Program Implementation

Although the program has achieved many positive things, social challenges remain obstacles that need to be overcome. One of the main problems faced is the lack of awareness and understanding about mental health among the public, especially among the elderly. Many parents are still reluctant to bring their children to get psychological help because of the stigma attached to mental health issues. In addition, the educational factor also plays an important role; Parents with lower levels of education tend to have a less understanding of the importance of psychological intervention. As well as social stigma that makes many parents feel embarrassed or afraid to seek help.

To address these challenges, the program involves a variety of strategies, including more intensive outreach through schools and local communities. This approach aims to reduce stigma and raise awareness about the importance of mental health, as well as encourage more parents to take advantage of the available services. Evaluation of the effectiveness of the program was carried out through monitoring changes in children's mental health, using feedback from parents and reports on the child's condition before and after receiving services as key indicators.

Discussion of Research Results

4.1 Program Contribution in Reducing Anxiety, Stress, and Depression in Children

The "Free Psychology Service" program implemented in Tangerang City has proven to make a significant contribution in reducing the level of anxiety, stress, and depression among children, especially those who go to school. Before this program Socialized, many children do not realize that they experience anxiety due to being a victim of bullying. After the socialization of the program, many children who previously felt pressured are now more open to discussing the problems they face. This shows that there is an increase in children's awareness and understanding of the signs of anxiety and how to overcome them. Furthermore, this program also provides access to children who have been traumatized by violence to get assistance at the Regional Technical Implementation Unit for the Protection of Women and Children (UPTD PPA). Through professional psychological support, traumatized children can recover and feel better prepared to face daily challenges. The results of interviews with several informants support these findings, suggesting that the socialization of the program has helped children recognize anxiety and direct them to get appropriate help.

4.2 Resource Allocation and Program Budget

The success of this program is inseparable from the allocation of resources and a well-managed budget. UPTD PPA has 13 Task Forces (Satgas) spread across each sub-district, which plays a role in ensuring that this program runs effectively and can reach all areas of Tangerang City. Funding for this program is supported by the Regional Revenue and Expenditure Budget (APBD), which is allocated

specifically for the "Free Psychological Services" program. With adequate budget support and transparent management, this program is expected to continue to improve the quality of services provided to children. The importance of resource allocation and budget in the success of this program was emphasized by the informant who stated that the support from the APBD and the existence of the Task Force in each sub-district strongly supports the continuity of this program. This reflects that the sustainability of the program is highly dependent on efficient resource management and adequate funding.

4.3 Program Effectiveness Evaluation

In evaluating the effectiveness of the program, several indicators are used, including an increase in the number of visitors, satisfaction levels and recovery effectiveness, barriers to access to services, and adherence to treatment plans.

1. Increase in the number of visitors

Over the past two years, there has been a significant increase in the number of children reporting cases of violence and seeking psychological support. This increase shows that the program has succeeded in raising public awareness about the importance of psychological support.

2. Recovery Satisfaction and Effectiveness

Despite the increase in visitor numbers, only about 30% of the victims returned for follow-up sessions, which indicates that the service had a positive impact. However, 70% of victims do not continue treatment, which indicates obstacles in long-term recovery, such as transportation issues, cost, and time.

3. Barriers to Service Access

Barriers such as transportation and time constraints are often obstacles for victims to get consistent care. This demonstrates the need for additional strategies to address these barriers and ensure that victims can engage in the recovery process on an ongoing basis.

4. Compliance with the Care Plan

Low adherence to the treatment plan indicates that it is necessary pendekatan yang lebih efektif untuk memastikan bahwa korban tetap terlibat dalam proses pemulihan.

4.4 Program Implementation Process in Schools

The implementation of the "Free Psychology Services" program in schools in Tangerang City also plays an important role in supporting children's mental health. This program is carried out systematically by distributing questionnaires to students in grades 7, 8, and 9 to identify their psychological conditions. The questionnaire was designed to explore various aspects of psychological health, including emotional aspects, hyperactivity, behavioral problems, and socializing. The results of this questionnaire are analyzed manually to ensure data accuracy, and students who need further attention are provided with appropriate support. The program is implemented once a year, allowing schools to monitor the development of students' mental health over time. The implementation of this program in schools shows a commitment to creating a learning environment that supports students' mental well-being. With a consistent and systematic approach, this program is expected to help children in dealing with the emotional and social challenges they face.

4.5 Social and Psychological Dynamics in Program Implementation

The social and psychological dynamics that emerge from the implementation of the "Free Psychology Services" program show that the program not only provides psychological support, but also helps create better awareness and understanding among the community about the importance of children's mental health. The program also faces challenges in terms of sustainability of care, which shows that there are still many aspects that need to be improved to achieve more optimal results. Overall, this program has had a positive impact on the mental well-being of children in Tangerang City, although there are still some obstacles that need to be overcome. With continuous improvement, the program has the potential to make a greater contribution to children's mental health in the future.

CONCLUSION

Based on the results of research on the "Free Psychology Service" program in Tangerang City, several conclusions can be drawn as follows:

1. Program Contribution to Children's Mental Well-Being. The "Free Psychology Service" program has proven to have a positive impact on the mental well-being of children in Tangerang City. Children who

participated in the program showed improvements in terms of emotional stability, stress management skills, and interpersonal relationships. The program has also been successful in raising children's awareness of the importance of mental health and helping them recognize the early signs of anxiety and stress.

2. **Program Effectiveness in Supporting Children Victims of Violence.** The program plays an important role in providing psychological support to children who have been traumatized by violence. Through a client-centered approach, the program helps children recover from trauma and rebuild confidence. However, challenges in terms of limited resources and coordination between institutions are still obstacles that need to be overcome.
3. **Increasing Access and Public Awareness.** Since the launch of this program, there has been a significant increase in the number of children seeking psychological support. This shows that this program has succeeded in raising public awareness about the importance of psychological support. However, there are still barriers to access such as transportation and time issues that hinder children's long-term participation in the program.
4. **Government Support and Resource Allocation.** The support from the Tangerang City Government, through the formation of a Task Force in each sub-district and the budget allocation from the APBD, has played a very important role in the success of this program. Good resource management allows the program to reach different levels of society and provide quality services.
5. **Social and Psychological Dynamics in Program Implementation.** The program also demonstrates that a more comprehensive and sustainable approach is needed to address existing challenges, including low adherence to treatment plans and social stigma that still persists in society. Nonetheless, this program has succeeded in creating a better awareness of the importance of mental health of children in Tangerang City.

Suggestion

Based on the findings of the research, the following suggestions were put forward to improve the effectiveness of the "Free Psychology Service" program in Tangerang City:

1. **Increased Program Resources and Capacity.** It is recommended to increase the number of professionals involved in the program, including psychologists and counselors, as well as provide advanced training for them. This is important to ensure that the program can reach more children who need psychological support.
2. **Strengthening Coordination Between Institutions.** Better coordination between schools, governments, and law enforcement agencies is needed to ensure that children who are victims of violence receive holistic assistance. This includes overcoming challenges in handling cases of violence that affect children's mental well-being.
3. **Strategies to overcome access barriers.** To overcome barriers in access to services, such as transportation and time issues, the program may consider providing remote counseling services through digital platforms or conducting home visits for children who have difficulty coming to the service center.
4. **Socialization and Continuous Education.** The need for more intensive socialization campaigns to reduce the social stigma that still exists related to mental health. Education to parents, teachers, and the general public about the importance of mental health should continue to be carried out to support wider participation in these programs.
5. **Periodic Evaluation and Program Adjustment.** Regular evaluations need to be carried out to ensure that the program remains relevant and effective. Based on the results of the evaluation, the approach used should be adapted to the latest developments in child psychology and the specific needs of the communities served.

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